

# **Witness Charter Summary**

A Charter for witnesses of crime

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**Understanding your entitlements, standards of service and available support**



## Witness Charter Summary

1. The Witness Charter sets out the services to be provided to witnesses of criminal conduct, by a range of criminal justice service providers in Northern Ireland, and the entitlements that will apply. If you have witnessed a crime (behaviour constituting an offence) you are **entitled** to certain information and services from criminal justice service providers. This may include the Police Service of Northern Ireland, the Public Prosecution Service, the Northern Ireland Courts and Tribunals Service, victim support service providers (Victim Support NI and NSPCC Young Witness Service) and the Victim and Witness Care Unit (provides a single point of contact for prosecution witnesses for as much of the prosecution process as possible). **The Charter also sets out how defence witnesses will be dealt with by defence legal representatives.**
2. The Witness Charter is a Charter for all witnesses of crime, both for the prosecution and for the defence. If you are a prosecution witness you will give evidence for the prosecution, while defence witnesses give evidence for the defence. The Public Prosecution Service decide whether to charge someone with a crime and take them to court. The defence are there to help a person that may have broken the law.
3. This document summarises the entitlements and/or standards for prosecution and defence witnesses. It is not a direct translation from it.<sup>1</sup> Full details of any entitlements, or standards, how they will work and the conditions for these are set out in the main Charter. The text below provides a short summary overview of the main elements of the Witness Charter, with more detail on the entitlements available to you contained in the Charter itself.
4. The Witness Charter is available at [www.justice-ni.gov.uk](http://www.justice-ni.gov.uk). Information on service providers and contact details for available support organisations, including specialist support services, can be found in **Annex C** of the Charter.
5. The Charter is also for service providers who have a duty to provide services under the Charter and to meet your entitlements. The Charter also sets out the standards that apply to defence legal representatives.

## Overview of entitlements

6. As a witness you will receive services under the Witness Charter from a range of service providers. Listed below is a summary of the main aspects for prosecution and defence witnesses.
7. Where you are to give evidence as a witness you will:
  - be **recognised and treated** in a courteous, respectful, sensitive, professional and non-discriminatory way by service providers, and in your dealings with the defence legal representative, under the terms of the Charter.
  - have service providers, or a defence legal representative, take appropriate measures to help you **understand** what they are telling you and make sure they understand what you are telling them – for example the use of a Registered Intermediary, interpretation or linguistic assistance from someone you know.

<sup>1</sup> The Witness Charter will be placed on a statutory footing in due course, this summary will not. In addition, in summarising its key elements the meaning of some terms may have inadvertently been altered. In some cases it may not be possible to provide all the services and standards set out in the Charter due to individual operational or practical constraints, for example where a case moves extremely quickly.

- have **access to free translation or interpretation**, if asked for and you do not speak or understand English, when:
    - reporting to the police that you have witnessed a crime; or
    - giving evidence to the police or at court.
  - **receive information** on:
    - the date, time and location for giving evidence; and
    - claiming expenses, if asked to give evidence by the prosecution.
  - be able to **bring** someone of your choice to give you **support** when you meet service providers or a defence legal representative, unless this would not be in your best interest or would adversely affect the criminal proceedings or conduct of the case.
  - be **interviewed** by the police as few times as possible, if you provide a statement to them, and to have someone of your choice with you (unless this would not be in your best interests, would hinder the investigation or would adversely affect the criminal proceedings or conduct of the case).
  - be told if you have to give **evidence at court** and receive information about the timing and location of this.
  - be able to ask a victim support service provider (for prosecution witnesses) or the Northern Ireland Courts and Tribunals Service if you can visit the court so you're familiar with the building and the court room before giving evidence.
  - have consideration given to what assistance there may be to help you give evidence, in the form of 'special measures', wherever possible and where service providers or the defence legal representative are aware of your needs. Final decisions on this will be a matter for the judge.
  - be told by the Public Prosecution Service, or defence legal representative, if special measures have been granted to help you give evidence at court.
  - be able to raise your concerns with a service provider, or a defence legal representative, if you have concerns about how you have been dealt with.
8. Where you are to give evidence as a prosecution witness you are also entitled to:
- **Receive information** on help and support available to you (including information on specialist support organisations).
  - Have **access to free translation or interpretation**, if asked for and you do not speak or understand English, when receiving information about the date, time and location for giving evidence.
  - Discuss any needs you have with your **case officer** in the **Victim and Witness Care Unit** and be referred to a relevant support service provider, if appropriate, who can advise you of services (including specialist services).
  - Be **protected from contact** with the alleged offender at court, wherever possible.
  - Ask to enter the building through a different entrance from the alleged offender and to sit in a separate waiting area, wherever possible.
  - Deal with people who are **trained appropriately** in their contact with witnesses.

## Quick guide to key entitlements and/or standards

9. The table below provides a quick guide to some of the key entitlements and standards to be provided to witnesses as well as services that are currently available.

| Entitlement/Standard/Service  | Defence Witness | Prosecution Witness | Expert Witness |
|---|-----------------|---------------------|----------------|
| Recognised and treated in a courteous, professional and non-discriminatory way                                    | ✓               | ✓                   | ✓              |
| Measures to help you be understood and understand   | ✓               | ✓                   |                |
| Bring a supporter with you, unless this would not be in your best interest or would adversely affect the case     | ✓               | ✓                   |                |
| Access to interpretation or translation to give evidence to the police or at court                                | ✓               | ✓                   |                |
| Contact point for service provider or defence legal representative, as appropriate                                | ✓               | ✓                   | ✓              |
| Contact with professional trained staff in the services they provide  | ✓               | ✓                   | ✓              |
| Information on the date, time and location for giving evidence  | ✓               | ✓                   | ✓              |
| Be told if you have to give evidence at court   | ✓               | ✓                   | ✓              |
| Have access/referral to a support service provider  |                 | ✓                   |                |
| Single point of contact in the Victim and Witness Care Unit   |                 | ✓                   |                |
| Needs assessment undertaken by the Victim and Witness Care Unit   |                 | ✓                   |                |
| May be considered to be a vulnerable or intimidated witness   | ✓               | ✓                   |                |
| Needs considered in terms of special measures   | ✓               | ✓                   |                |
| Access to special measures, where agreed by the judge   | ✓               | ✓                   |                |
| Separate waiting area from, and be protected from contact with, the alleged offender at court (wherever possible) |                 | ✓                   |                |
| Access to visit the court ahead of trial  | ✓               | ✓                   | ✓              |
| Payment of expenses   |                 | ✓                   | ✓              |
| Make a complaint  | ✓               | ✓                   | ✓              |

## Summary flowchart of the criminal justice process

### 1. Reporting a crime

The process begins when someone who is aware of what happened reports a crime to the police. Each witness journey will be different and your needs may differ during the process.



### 2. Support services

If you are a prosecution witness you can access support services, including specialist support. Contact Victim Support NI (028 9024 3133) who can advise you. More information can be found at [www.victimsupportni.co.uk](http://www.victimsupportni.co.uk).



### 3. Police investigation

The police will investigate the crime and check what support you need to tell them what happened. You may be asked to give a witness statement to the police or a defence legal representative. Making a statement is voluntary although you may still be asked to give evidence if you do not make one. If there is no suspect or there is not enough evidence, the investigation may be closed. In some instances the police may deal with the case in a way which means that it does not have to go to court.



### 4. Will it go to court?

If the police send a file to the Public Prosecution Service, a prosecutor will decide whether there is enough evidence for the case to go to court and if this is in the public interest. If you are a prosecution witness and are required to give evidence at court the Victim and Witness Care Unit will advise you about this. If you are a defence witness a defence legal representative will tell you about this.



### 5. Preparing for court

If you have to give evidence at court you may want to visit the court, so that you have a better idea of what to expect. If you are a defence witness you, or the defence legal representative, can contact the Northern Ireland Courts and Tribunals Service, should you wish to visit the court beforehand. If you are a prosecution witness you can contact Victim Support NI's Witness Service (for adults aged 18 or over) or the NSPCC's Young Witness Service (if you are under 18).



### 6. The trial and giving evidence

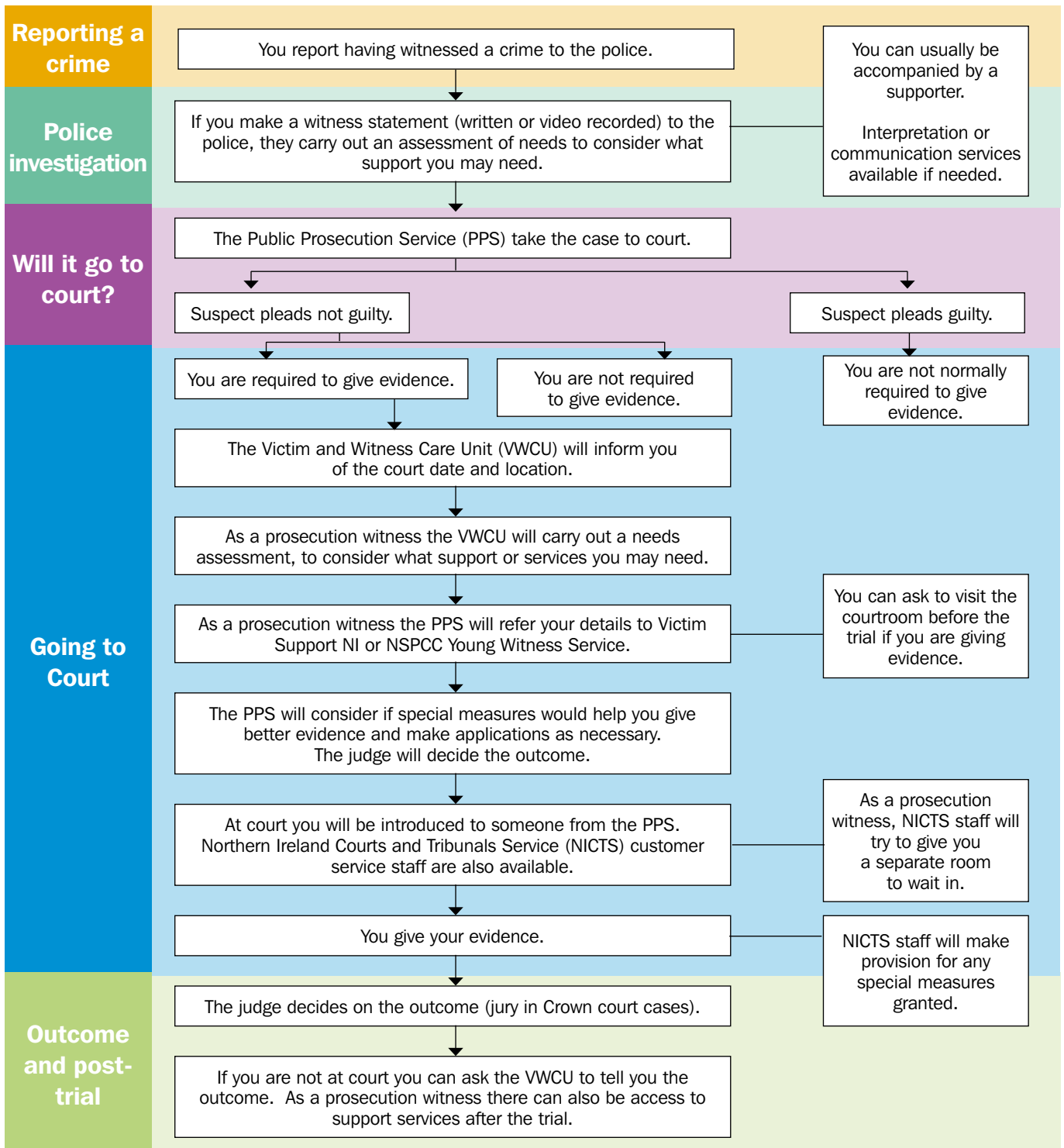
If the defendant pleads guilty before the start of the trial you will not usually have to give evidence. If the trial goes ahead, and you are a prosecution witness, the Victim and Witness Care Unit will keep you informed about what's happening and what you need to do and check what support you might need. If you are a defence witness the defence legal representative will update you. If you have additional needs as a prosecution or defence witness, some extra help (known as 'special measures') may be provided if you want this and the judge agrees.



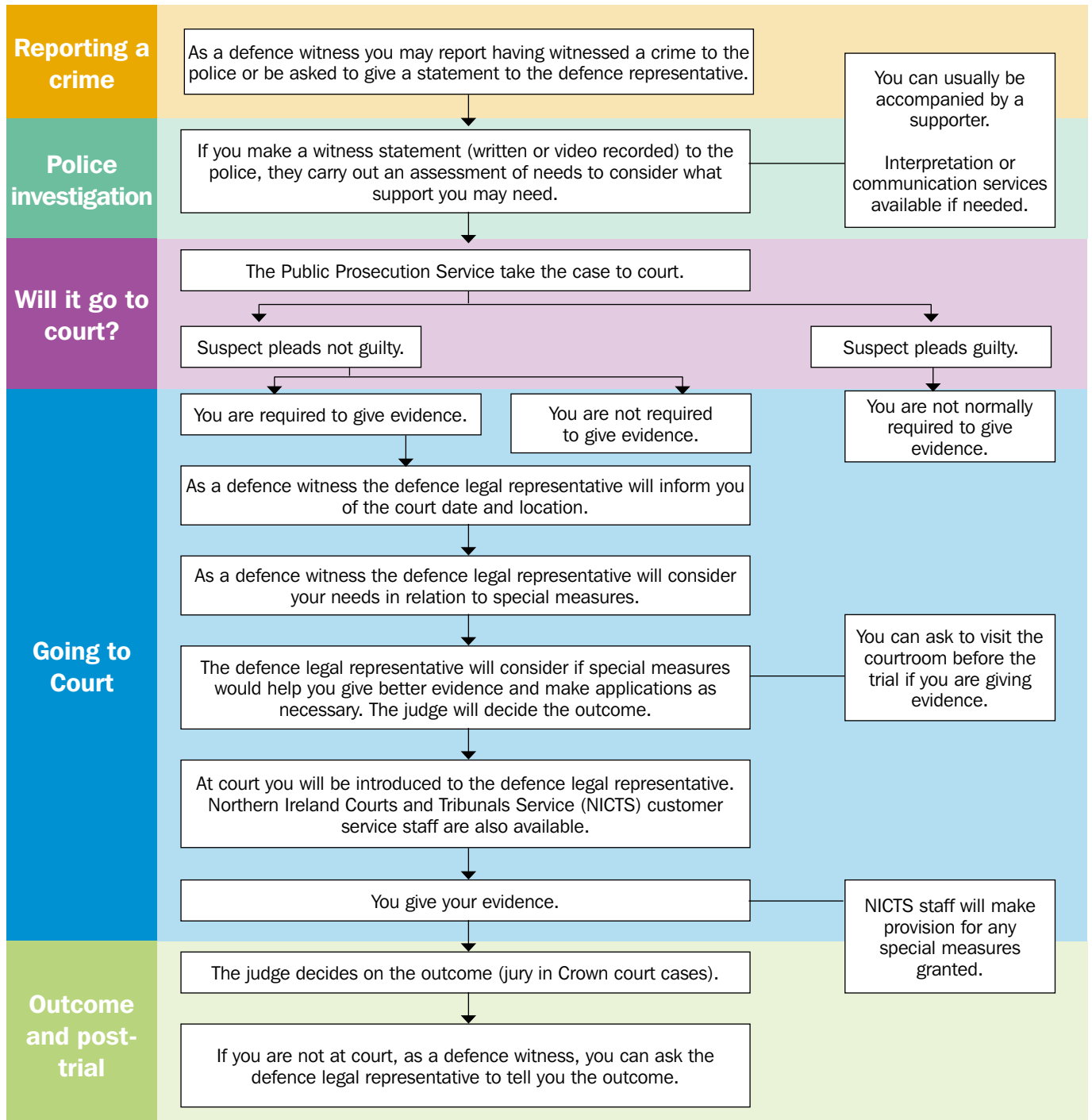
### 7. Outcome

If you are a prosecution witness and not in court for the outcome you can ask the Victim and Witness Care Unit to let you know about this and any sentence imposed. If you are a defence witness you can ask the defence legal representative about this.

## Prosecution Witness Journey



## Defence Witness Journey





## Will I get services under the Charter?

10. The Witness Charter is for individuals who:
  - (i) have witnessed criminal or other conduct in relation to which they may be, or have been, called to give evidence in criminal proceedings;
  - (ii) are able to provide or have provided information that might assist a criminal investigation or might be or has been used in evidence in criminal proceedings; or
  - (iii) are called or might be called to give evidence in criminal proceedings for any other reason.
11. The Charter applies to:
  - witnesses of a crime, both prosecution witnesses giving evidence for the prosecution and defence witnesses giving evidence for the defence; and
  - expert witnesses such as:
    - police (evidence gathering);
    - forensic (scene of crime); and
    - medical (examination of victims).
12. The full Witness Charter sets out the provisions relating to expert witnesses. This summary document deals with non-expert prosecution and defence witnesses.
13. If you are a victim of a crime and have been called as a witness, you have additional entitlements that are set out in the Victim Charter.<sup>2</sup>
14. If you are a young witness to a crime, who has been called by the Public Prosecution Service, there is additional support to help you give your evidence to the police and at court, as set out in the Witness Charter. More information about this process can also be found in the Young Witness Pack. Witness support service providers will give you a copy of this pack or tell you where it can be found.

## Support services

15. If you are a prosecution witness you can be referred to, and have access to, free of charge confidential support services that can help you, according to your needs. These include the services provided by Victim Support NI<sup>3</sup> and NSPCC Young Witness Service.<sup>4</sup>
16. Victim Support NI helps people who have been a witness to, or victim of, a crime. They provide emotional support, information and practical help to victims and witnesses affected by crime, including by offering a witness service. They can refer you to specialist support services, where appropriate and available. The NSPCC Young Witness Service provides support and information for children and young people under the age of 18 who have been called by the Public Prosecution Service and may have to give evidence in court. The service also aims to help parents and carers support their child or young person through the court process.
17. To talk confidentially about what you have witnessed, or any concerns that you have, you can phone Victim Support NI on 028 9024 3133. If you are a child or young person you can phone NSPCC Northern Ireland 028 9035 1135 or NSPCC Young Witness Service (at court) 028 9448 7533.

<sup>2</sup> [www.justice-ni.gov.uk/sites/default/files/publications/doj/victim-charter.pdf](http://www.justice-ni.gov.uk/sites/default/files/publications/doj/victim-charter.pdf)

<sup>3</sup> [www.victimsupportni.co.uk](http://www.victimsupportni.co.uk)

<sup>4</sup> [www.nspcc.org.uk/what-we-do/the-work-we-do/services-for-children/young-witness-service/young-witness-service\\_wda100687.html](http://www.nspcc.org.uk/what-we-do/the-work-we-do/services-for-children/young-witness-service/young-witness-service_wda100687.html)

## Being understood

18. If you are a prosecution witness you are **entitled** to have service providers take appropriate measures to assist you to understand what they are telling you and make sure they understand what you are telling them (for example, the use of a Registered Intermediary where you are giving evidence to the police or at court).<sup>5</sup>
19. If you are a prosecution witness, or a defence witness giving a statement to the police, the police will assess whether language difficulties mean that you do not understand or speak English and they cannot effectively communicate with you, including whether you need interpretation to take part in any interviews the police conduct during criminal proceedings.
20. If you are a defence witness the defence legal representative will take steps to ensure that those involved in the case understand what you are telling them and that you understand what they are telling you, as far as possible. This could include through interpretation, the use of a Registered Intermediary where you are giving evidence to the police or at court, or having linguistic assistance from someone that you know (if this is appropriate and would not adversely affect criminal proceedings, the conduct of the case or be against your best interests).
21. You are also **entitled** to bring someone to support you when you meet service providers or the defence legal representative, unless this would not be in your best interest or could have a detrimental effect on the case.

## Reporting the crime

22. You may be worried about reporting that you have witnessed a crime. However, you are encouraged to report it to the police. You can do this in a number of ways:
  - **Emergency:** In an emergency dial 999 or 18000 for text-phone users. An emergency is where serious injury has been caused or a crime is in progress and suspects are at the scene.
  - **Non-Emergency:** Where the incident is not urgent telephone 101. You can also report witnessing a crime online at [www.psnipolice.uk/CrimeReportFormPage/](http://www.psnipolice.uk/CrimeReportFormPage/). This is in addition to the other ways set out in this section.
  - **Hate crime:** Where the incident is not urgent telephone 101, then dial 2. You can also report witnessing hate crime online, using a hate crime reporting form, at [www.psnipolice.uk/CrimeReportFormPage/](http://www.psnipolice.uk/CrimeReportFormPage/). This is in addition to the other ways set out in this section.
  - **Crimestoppers:** If you do not want to give your name you can report witnessing a crime anonymously by calling the freephone Crimestoppers charity helpline on 0800 555 111. This service is not part of the police.
  - **Call at your local police station:** Where the incident is not urgent you may report having witnessed a crime at your local police station, during opening hours.
  - **Harbour or Airport incident:** Where the incident has occurred within the grounds of Belfast International Airport or Belfast Harbour you should contact Belfast International Airport Constabulary on 028 9448 4400 (extension 4412)/Mobile 077 1081 9183 or Belfast Harbour Police on 028 9055 3000. Where a major or serious incident such as murder, an act of terrorism or armed robbery has occurred these can also be reported to the Police Service of Northern

<sup>5</sup> The final decision on the use of a Registered Intermediary, as with any special measure, is a matter for the judge. The function of the Registered Intermediary is to facilitate communication when a person with significant communication difficulties is giving evidence.

Ireland. Incidents at Belfast City Airport will be dealt with by the Police Service of Northern Ireland, through the contact numbers above.

- **Police Ombudsman:** If you believe that a crime has been committed by a police officer you should report it to the Police Ombudsman who will investigate and may make recommendations to the Director of Public Prosecutions for criminal prosecution.
23. If you are a defence witness you can speak to the police, or the bodies listed above. You may also provide a statement to a defence legal representative.

## Police investigation

24. When the police investigate a crime there are a number of things that they will need to do. You can help by telling them what happened. The police will decide whether to ask you to provide a statement and become a prosecution witness. Making a statement is voluntary although you may still be asked to give evidence if you do not make one.
25. If you are identified as a potential defence witness, you may be asked to make a statement to the defendant's legal representative. In certain circumstances the police may also ask you to make a statement.
26. In some cases your involvement in a case may stop at this stage, where there is a decision not to prosecute. If you ask the police or defence legal representative, as appropriate, they can advise you on whether you will be involved beyond the police investigation stage.

## Making a statement

27. When you make a statement to the police (including making a written statement), whether you are a witness for the defence or the prosecution, you are **entitled** to:
- have the purpose of the statement explained to you, including that you may have to give evidence in court if the case goes to trial;
  - have an assessment made of whether you need help or interpretation during any interviews or questioning by the police;
  - get help or interpretation during any interviews or questioning by the police about the crime, on request, where you do not understand or speak English;
  - have interviews or any questioning take place as soon as possible (that is without unjustified delay) after the crime;
  - have the number of interviews or any questioning of you kept to a minimum;
  - be accompanied by a person of your choice (including a legal representative) unless there is good reason that this should not take place.

## Special measures

28. If you are a vulnerable or an intimidated witness<sup>6</sup>, or have particular needs identified as a result of an individual assessment, you can ask the Public Prosecution Service or the defence legal representative to consider whether special measures<sup>7</sup> are appropriate, to help you give your best evidence.
29. Special measures are measures put in place to help you give your best evidence if you are vulnerable or intimidated (whether a prosecution or defence witness). Your views on whether or not you want to benefit from any support, or special measures, will be considered. The Public Prosecution Service or the defence legal representative, where appropriate, will apply to the judge for special measures. The judge will make the final decision on whether to grant one or more of the special measures.
30. These measures include:
  - screens/curtains in the courtroom so you do not have to see the defendant and, in some cases, people in the public gallery when you are giving evidence;
  - a live video link allowing you to give evidence away from the courtroom;
  - giving evidence in private - the public gallery can be cleared in cases involving a sexual offence, trafficking or slavery, or where the court is satisfied that someone may try to intimidate you;
  - the removal of wigs and gowns by lawyers and judges involved in the case;
  - the use of video-recorded statements;
  - assistance from a Registered Intermediary (someone to help you give evidence if you have significant communication difficulties); and
  - the use of communication aids.

## Going to court

31. If the case does go to court, you **may** be called as a witness in the trial. You will not usually have to give evidence if the defendant pleads guilty.
32. If you are required to attend court to give evidence, as a prosecution witness, you are **entitled** to be told by the Victim and Witness Care Unit about the time, date and location for the trial. You are **entitled** to discuss any needs you have with your case officer in the Victim and Witness Care Unit, including whether you would benefit from special measures. You will be referred to a relevant witness support service provider.
33. If you are a defence witness the defence legal representative will inform you if you have to attend court to give evidence. They can advise you on what to expect at court, and help you prepare for going to court and understand the court process. You can contact the defence legal representative, if you have any queries or concerns about attending court to give evidence.

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<sup>6</sup> A vulnerable witness, when giving evidence, is someone under 18 at the time of the offence, or the hearing, or a person the quality of whose evidence is likely to be affected due to mental health issues, learning or communication difficulties or a physical disability. An intimidated witness, is someone the quality of whose evidence is likely to be affected because of fear or distress about testifying.

<sup>7</sup> [www.ppsni.gov.uk/Branches/PPSNI/PPSNI/Files/Documents/Publications/Special%20Measures%20Leaflet.pdf](http://www.ppsni.gov.uk/Branches/PPSNI/PPSNI/Files/Documents/Publications/Special%20Measures%20Leaflet.pdf)

## The trial and giving evidence

34. If you are giving evidence you can normally only watch the proceedings after you have given your evidence. If you are not giving evidence in the case you can watch the trial from the start, unless the judge has ordered that the public gallery is cleared.
35. If you have witnessed a crime and are giving evidence at court as a prosecution witness, you are **entitled** to:
  - ask the Northern Ireland Courts and Tribunals Service if you can enter the court building through a separate entrance from the defendant and their family and friends; and
  - have access to a witness support service provider and have them explain what happens in court.
36. If you are to attend court to give evidence as either a prosecution witness or defence witness you can:
  - view a video online about what to expect at court;<sup>8</sup>
  - give evidence using any of the special measures available, if these have been applied for and granted by the judge;
  - ask the Northern Ireland Courts and Tribunals Service if it might be possible to transfer the case to another court venue, if the original venue is particularly difficult for you to attend. You should discuss this with whoever asked you to give evidence, when the court date is being arranged; and
  - view your statement to help refresh your memory.
37. If you are a defence witness you will meet the defence legal representative, if circumstances permit, before you give evidence. You can ask questions that you may have about the court process.
38. If you are a prosecution witness you will be introduced to someone from the Public Prosecution Service at court. Defence witnesses will normally have already met the defence legal representative before coming to court. However, in some cases, for a variety of reasons if you are a defence witness you may only meet them on the day of court.
39. Where you are to give evidence as a prosecution or defence witness, and where it is possible to do so, the Public Prosecution Service prosecutor (or representative) or defence legal representative, respectively, will:
  - tell you, as quickly as is practicable, if the case cannot be heard on the day;
  - indicate how long you may have to wait before giving evidence and update you regularly during the day; and
  - provide an explanation if the delay is longer than expected.
40. Where special measures have been granted by the judge, these will be set up for you by the Northern Ireland Courts and Tribunals Service.

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<sup>8</sup> This can be found at [www.nidirect.gov.uk/index/information-and-services/crime-justice-and-the-law/going-to-court.htm](http://www.nidirect.gov.uk/index/information-and-services/crime-justice-and-the-law/going-to-court.htm)

## Safety

41. When attending court as a prosecution or defence witness you may be concerned about your safety. Northern Ireland Courts and Tribunals Service security staff will take appropriate measures to make sure that you are safe, where you have advised them that you have concerns about your safety. You can ask the Northern Ireland Courts and Tribunals Service that an incident of intimidation is reported to the police. If you are a defence witness you can also advise the defence legal representative of your concerns around intimidation.
42. Prosecution witnesses can, wherever possible, wait in a separate area from the defendant, their family and supporters.
43. Court security officers also search all court users entering the court building. Anyone who may disrupt court business or pose a threat to the safety of other court users will be removed from the court building.
44. More generally, where you report your concerns about intimidation to the police, as a prosecution or defence witness, you are **entitled** to have the police make an assessment and, where necessary and reasonable, bearing in mind the level, probability and immediacy of the risk, take steps to safeguard and protect you.

## Outcome of proceedings

45. If you are at court giving evidence the prosecutor, or defence legal representative, can tell you about and explain the sentence given. If you are a prosecution witness you are **entitled** to ask the Victim and Witness Care Unit to tell you the result of the case and any sentence imposed. This information will not be provided automatically. If you are a defence witness you can ask the defence legal representative about the outcome of the case and any sentence given.
46. If the offender appeals against the sentence or conviction and you are required to give evidence again, the Victim and Witness Care Unit or the defence legal representative (for prosecution and defence witnesses respectively) can tell you about this, including when and where the appeal hearing will take place.

## Making a complaint

47. Where the services that you are **entitled** to under the Charter are not provided, you are **entitled** to have the service provider look into the matter. You are also **entitled** to be informed by all service providers about their complaints mechanism.
48. If you are a defence witness and you have concerns about how you have been dealt with under the Charter you should raise this with the defence legal representative. Where you have concerns about how you have been dealt with by the defence barrister this matter can be raised with the Professional Conduct Committee of the Bar Council of Northern Ireland.

49. If you are unhappy with the response you receive, you can raise your concerns with an independent body such as the Northern Ireland Public Services Ombudsman, the Police Ombudsman, the Independent Assessor of Complaints<sup>9</sup> or the Law Society. Contact details can be found in **Section 10** and **Annex B** of the Witness Charter.

## Alternative formats

50. This summary is based on the full Witness Charter. There is also an easy read version of the summary and a young person's guide to the Charter. The documents are available at [www.justice-ni.gov.uk](http://www.justice-ni.gov.uk). Hard copies and copies in other formats (including Braille, large print, etc.) can be made available on request. If it would help you to have one of these documents in an alternative format, please let us know and we will do our best to assist you. You can contact:

Victims and Witnesses Branch  
Department of Justice  
Castle Buildings  
Stormont Estate  
Belfast, BT4 3SG

**Telephone:** 028 9052 0550

**Text phone:** 028 9052 7668

**E-mail:** [DOJVictW@justice-ni.x.gsi.gov.uk](mailto:DOJVictW@justice-ni.x.gsi.gov.uk)

51. Following consultation the finalised summary document will be made available in a number of other languages besides English (Latvian, Lithuanian, Mandarin, Polish, Portuguese and Romanian).<sup>10</sup>

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<sup>9</sup> All police complaints are dealt with by the Police Ombudsman for Northern Ireland.

<sup>10</sup> This is based on those languages for which an interpreter is most commonly needed in the criminal justice system (at police and court stage).

## Glossary of terms

Below is an explanation of the key words or phrases found in this document.

- **Appeal:** An application to a higher court for a review of a decision (such as a conviction and/or a sentence) taken by a lower court.
- **Conviction:** A finding of guilt in any criminal proceedings that a person has committed an offence.
- **Court:** A body of people presided over by a judge, and acting as a tribunal in civil and criminal cases.
- **Defence legal representative:** The solicitor/barrister representing a defendant.
- **Defendant:** A person who is accused in court of having committed an offence.
- **Entitlement:** Service(s) that must be provided to witnesses of criminal conduct from the relevant service provider.
- **Evidence:** Written or other material which is considered by a court when reaching a decision.
- **Guilty:** A plea entered by the defendant that he/she has committed the offence. The court may find the defendant guilty after hearing the evidence in the case.
- **Information/Inform/Informing a witness:** The posting of a letter, the making of a telephone call, a face-to-face meeting or the sending of an e-mail, fax, text message or any other communication method.
- **Judge:** A legally qualified person who administers the law and who has the authority to hear and try cases in a Court of Law.
- **Needs assessment/Assessment of needs:** An evaluation by service providers to determine the kind of support, special measures or protection that a witness may need following a crime, if they are giving evidence.
- **Offence:** Any act contrary to criminal law or statute.
- **Offender:** A person who has committed a crime.
- **Ombudsman:** An independent person who investigates complaints that individuals have been treated unfairly or have received poor service.
- **Prosecution:** The term used when criminal legal proceedings are taken against someone. In Northern Ireland that role is performed by the Public Prosecution Service, who are sometimes referred to as 'the Prosecution'.
- **Prosecutor:** A lawyer employed by the Public Prosecution Service, or independent counsel, who conducts criminal prosecutions for the Prosecution.
- **Registered Intermediary:** Communication specialists who help witnesses to understand the questions asked of them and communicate their answers.
- **Sentence:** A punishment or penalty for a person found guilty of an offence.
- **Service provider:** A body required to provide services under the Charter.
- **Statement:** A written or video account about the detail of a crime or incident.
- **Suspect:** Someone who the police believe may have committed the crime.
- **Trial:** The process whereby evidence is presented in court so that a judge or jury can decide whether or not someone who is accused of a crime is guilty.
- **Witness support services:** Organisations providing emotional and practical support services to witnesses of crime.
- **Witness:** A person who is called to give evidence in court because they saw or heard something relevant to the case.
- **Young person:** A person below 18 years of age.



## Contact details for service providers

### Belfast Harbour Police

Belfast Port Security Authority Limited,  
Milewater Basin,  
Dufferin Road,  
Belfast, BT3 9AF  
**Phone:** 028 9055 3000

### Belfast International Airport Constabulary

Belfast International Airport,  
Belfast, BT29 4AB  
**Phone:** 028 9448 4400 (extension 4412)  
**Mobile:** 077 1081 9183  
**E-mail:** [duty.sergeant@bfs.aero](mailto:duty.sergeant@bfs.aero)

### Northern Ireland Courts and Tribunals Service

Laganside House,  
23-27 Oxford Street,  
Belfast, BT1 3LA  
**Phone:** 028 9032 8594  
**Website:** [www.courtsni.gov.uk](http://www.courtsni.gov.uk)

### Police Service of Northern Ireland

65 Knock Road,  
Belfast, BT5 6LE  
**Phone:** Non-emergency calls and general enquiries dial 101 (if you are a Tesco mobile or giffgaff user call 028 9065 0222)

### Public Prosecution Service

Belfast Region, Belfast Chambers,  
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Belfast, BT1 3JR  
**Phone:** 028 9054 2444  
**E-mail:** [info@ppsni.gsi.gov.uk](mailto:info@ppsni.gsi.gov.uk)  
**Website:** [www.ppsni.gov.uk](http://www.ppsni.gov.uk)

### Public Prosecution Service

Foyle Chambers,  
35 Limavady Road,  
Londonderry, BT47 6LP  
**Phone:** 028 7134 0648

### Public Prosecution Service

Newry Chambers,  
1 Downshire Close,  
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### Victim and Witness Care Unit Foyle Office

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### Victim and Witness Care Unit Belfast Office

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### Victim Support NI

Albany House,  
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Belfast, BT2 7AF  
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**Email:** [info@victimsupportni.org.uk](mailto:info@victimsupportni.org.uk)  
**Website:** [www.victimsupportni.co.uk](http://www.victimsupportni.co.uk)

## NSPCC Young Witness Service

**Antrim** Courthouse,  
30 Castle Way,  
Antrim, BT41 4AQ  
**Phone:** 028 9448 7533  
**Email:** [kagnew@nspcc.org.uk](mailto:kagnew@nspcc.org.uk)

1st Floor, Laganside Court,  
Oxford Street,  
**Belfast**, BT1 3LL  
**Phone:** 028 9024 0847

**Craigavon** Courthouse,  
Central Way,  
Portadown, BT64 1AP  
**Phone:** 028 3834 9381

17-21 Bishop Street,  
**Londonderry**, BT48 6PR  
**Phone:** 028 7127 9555

**Newry** Courthouse,  
23 New Street,  
Newry, BT35 6AD  
**Phone:** 028 3083 4849

**Omagh** Courthouse,  
High Street,  
Omagh, BT78 1DU  
**Phone:** 028 8224 7856

## Victim Support NI Witness Service

**Antrim** Court Office,  
30 Castle Way,  
Antrim, BT41 4AQ  
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Laganside Courts,  
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**Craigavon** Court Office,  
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Craigavon, BT64 1AP  
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**Dungannon** Court Office,  
46 Killyman Road,  
Dungannon, BT71 6FG  
**Phone:** 028 8775 1550

**Downpatrick** Court Office,  
21 English Street,  
Downpatrick, BT30 6AB  
**Phone:** 028 4461 6233

**Foyle** Courts,  
17-21 Bishop Street,  
Londonderry, BT48 6PR  
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