

Victim and Witness Experience of the Northern Ireland Criminal Justice System: Key Findings - 2019/20



Department of
Justice

An Roinn Dlí agus Cirt

Máinnystrie O tha Laa

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um Staitisticí agus Taighde

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1 | Executive Summary

The key survey findings from the 2019/20 sweep of the Northern Ireland Victim and Witness Survey (NIVAWS) can be summarised as follows:-

Giving a Statement (Page 15)

- Overall, the proportion of respondents who reported being satisfied with the way they had been treated while giving their statement to the police has been consistently high across all sweeps of the survey (over 90% for each year, 94% in 2019/20).
- Compared with 2016/17, however, there was a significant fall in the proportion of victims who reported being satisfied (down from 95% in 2016/17 to 91% in 2019/20).

Information Regarding Case Progression (Page 16)

- There was a significant fall in 2019/20 in the proportion of respondents who reported that they had been kept informed on how their case was progressing by a criminal justice source (down from 79% in 2016/17 to 73% in 2019/20).
- Only a small minority of 2019/20 respondents (5%) reported that they had been kept informed of how their case was progressing by the Victim and Witness Care Unit.
- Compared with 2016/17, there was a significant increase in the proportion of respondents kept informed by the PPS (up from 19% in 2016/17 to 27% in 2019/20) and a significant fall in the proportion kept informed by the police (down from 56% in 2016/17 to 48% in 2019/20).
- Approximately two thirds of 2019/20 respondents (64%) reported being satisfied with how often they had been kept informed about the progress of their respective cases.
- Compared with 2016/17, the proportion of victims satisfied has shown a significant fall (down from 65% in 2016/17 to 58% in 2019/20).
- Overall, almost four fifths (78%) of 2019/20 respondents were satisfied with the information received about the progress of their case.
- The 87% of witnesses satisfied with the information received about the progress of their case represented a significant increase on the 79% of witnesses satisfied in 2016/17.
- Over four fifths of 2019/20 respondents (82%) reported that they had been given the name and contact details of the officer in charge of their case.
- While, compared with 2016/17, the proportion of victims reporting that they had received such details was similar (87% in 2016/17; 86% in 2019/20), the proportion of witnesses reporting that they had been given these details showed a significant increase (up from 70% in 2016/17 to 77% in 2019/20).

Dropped Cases and Formal Police Cautions/Warnings (Page 20)

- Almost two thirds of respondents whose cases had been dropped or resulted in an informal caution (63%) reported that they had been contacted by the police or PPS and given an explanation for the outcome of their respective cases. The 63% of respondents who reported having received an explanation represented a significant increase compared with the 54% of respondents to the 2016/17 survey who had received an explanation.

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Pre-trial Concerns about Attending Court (Page 23)

- Across all sweeps of the survey to date, the three most frequently cited concerns about attending court related to coming into contact with the defendant (and his/her supporters) (40% in 2019/20), intimidating behaviour of the defendant or his/her supporters (34% in 2019/20), and being cross examined (31% in 2019/20).
- Compared with 2016/17, the only dimension on which the 2019/20 findings differed significantly was in relation to the proportion of respondents stating that they had concerns about intimidating behaviour of the defendant or his/her supporters (46% in 2016/17; 34% in 2019/20).

Notification of Court Date (Page 26)

- Compared with 2016/17, there was a significant increase in 2019/20 in the proportion of respondents who reported having received at least two weeks' notice of the trial date (up from 77% in 2016/17 to 88% in 2019/20).

Pre-Trial Court Familiarisation Visit (Page 27)

- For all sweeps of the survey up until 2016/17, there had been a consistent upward trend in the proportion of respondents who reported that they had been offered the opportunity to visit the court in advance of the trial in order to gain some familiarity with the court environment. However, the 47% of the 2019/20 respondents who reported that they had been offered the familiarisation visit represented a significant reduction on the 59% of the 2016/17 respondents who had been offered the visit.
- The proportion of respondents who accepted the offer of the familiarisation visit in 2019/20 (28%) represented a significant fall on the 51% of respondents who accepted the offer in 2016/17.

Information Received in the Lead-up to the Trial (Page 28)

- Survey respondents who had been asked to give evidence and who attended court were asked whether they had received enough information in the lead up to the trial on a range of subjects related to court attendance. The two dimensions on which respondents were least likely to report having received adequate information related to 'how long you would need to wait after arriving at court before being called to give evidence (44%) and 'how much time would be involved in being a witness in court' (49%).
- Compared with the 2016/17 survey, there were significant increases in 2019/20 in the proportion of respondents who reported having received enough information on three out of the eight areas addressed i.e. 'what you needed to bring with you to court' (up from 58% to 72%), 'what time you needed to arrive at court' (up from 92% to 97%) and 'how to get to court' (up from 71% to 87%). Changes on the other dimensions were not statistically significant.
- While not significant at overall level, there was a significant increase in 2019/20 in the proportion of witnesses who reported that they had received enough information on how much time would be involved in being a witness in court (up from 40% in 2016/17 to 54% in 2019/20).

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Original Statement to the Police (Page 31)

- While the 87% of 2019/20 respondents who reported having seen a copy of their original statement or the video of their recorded evidence before the court case was significantly higher than the equivalent figure of 79% for 2016/17, it should be noted that the 2019/20 finding was very much in line with the equivalent findings from the earlier years of the survey (all in the range 87% to 89%).

Satisfaction with How Dealt with in Lead up to the Trial (Page 32)

- The proportion of respondents who reported being satisfied with the information they had received to prepare them for going to court prior to the trial date has been consistently high at over 70% across all sweeps of the survey. In 2019/20, 88% of respondents reported being satisfied, while approximately one in ten (9%) were dissatisfied and just a small proportion (3%) reported being 'neither satisfied nor dissatisfied'.
- Similarly, the proportion of respondents who reported being satisfied with how they had been treated prior to attending court has also been consistently high across all sweeps of the survey. In 2019/20 over four fifths of respondents (88%) reported being satisfied, while approximately one in ten (9%) were dissatisfied and just a small proportion (3%) reported being 'neither satisfied nor dissatisfied'.

Attendance at Court (Page 34)

- Overall 23% of 2019/20 respondents reported that they had to attend court on more than one day. This was not statistically different from the equivalent figure of 32% for 2016/17.
- The proportion of witnesses, however, who reported that they had to attend on more than one day showed a significant fall (down from 35% in 2016/17 to 19% in 2019/20).
- Approximately one third of respondents (35%) to the 2019/20 survey reported having to give evidence on just the one day; compared with earlier sweeps of the survey, this proportion has not changed substantively.

Waiting Time at Court (Page 35)

- While there had been a consistent year on year increase up until the 2016/17 survey in the proportion of respondents who reported that they had been put in a separate waiting room from the witnesses from the 'other side', the 83% of respondents to the 2019/20 who reported that this had been their experience represented only a marginal change from 2016/17 (84%).
- In 2019/20, almost four fifths of respondents (79%) reported having had to wait at least 2 hours before going in to give their evidence on their first day of giving evidence; this represented a significant increase on the 60% of the 2016/17 respondents who reported having had to wait for this duration.
- Respondents who ultimately gave evidence in court were asked how often, if at all, they had been kept informed of what was going on while waiting to give evidence.
- A small minority of respondents (5% in both 2016/17 and 2019/20) reported that they had not been kept waiting long enough to need an update.

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- Over half of those who had been waiting long enough for an update reported having been kept informed at least once an hour. The 57% of respondents to the 2019/20 survey who reported having received updates on this basis was not statistically different from the equivalent figure of 72% for 2016/17.

Notification and Reasons why Evidence not Required (Page 38)

- Of the 2019/20 respondents asked to give evidence but subsequently told that their evidence would not be needed, three quarters (74%) reported that they had been advised of this after they had spent time waiting at court, 13% recalled that they had been advised of this before the trial date, 9% had been advised either before or on arrival at court on the trial date and 4% could not recall at what stage they had been advised of this.
- While the proportion of respondents waiting over two hours before being told their evidence was not needed was significantly higher in 2019/20 (53%) than in 2016/17 (37%), it should be noted that across all other sweeps of the survey, the proportion of respondents waiting for this duration has been consistently in the 50% to 55% range.
- As for all previous sweeps of the survey, the defendant pleading guilty was the most frequently cited reason reported by respondents in 2019/20 for not being required to give evidence at court (74%).

The Court Experience (Page 40)

- Across all years of the survey, high proportions of respondents who had been asked to give evidence reported that they understood what was happening in court while they were there (93% in 2019/20).
- The proportion of respondents who reported being generally satisfied with the consideration shown to them before giving evidence in court has been consistently high at over 70% across all sweeps of the survey. However, the 76% of respondents satisfied in 2019/20 represented a significant decrease on the 93% of respondents satisfied in 2016/17.
- Just over two thirds of 2019/20 respondents (68%) who ultimately gave evidence at court reported that they had been introduced to the PPS lawyer before entering the courtroom. The equivalent figure of 82% for 2016/17 was not statistically different.
- For victims, however, the proportion who had been introduced to the PPS lawyer was significantly lower in 2019/20 (65%) than in 2016/17 (90%).
- Ninety six percent of 2019/20 respondents who had met the PPS lawyer felt that he/she had been courteous towards them. Similarly, a high proportion (83%) considered that the magistrate or judge had been courteous towards them. By contrast, a much lower proportion (45%) considered that the barrister for the other side had been courteous towards them. None of these findings were substantively different from the equivalent figures for 2016/17.
- Respondents who reported having given evidence were asked whether they had been dealt with fairly or unfairly whilst giving evidence. Whilst proportionately the 82% of 2019/20 respondents who reported that they had been dealt with fairly was lower than the equivalent figure of 91% for 2016/17, the difference was not statistically significant.
- In terms of overall satisfaction with experience at court, almost four fifths of 2019/20 respondents (78%) reported being satisfied, 19% reported being dissatisfied and 4% opted for the 'neither satisfied nor dissatisfied' response option. The profile of response on this was similar to that for the 2016/17 survey.

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Feelings of Safety (Page 44)

- When asked how safe they felt before going into court, 79% of 2019/20 respondents who had been asked to attend court reported feeling safe, 12% reported feeling unsafe and 8% reported that they felt neither safe nor unsafe. The profile of response on this has remained relatively stable across all sweeps of the survey.
- Across all sweeps of the survey to date, the vast majority of respondents reported that they had felt safe while in the court room. The overall proportion who felt safe has consistently been in excess of 90% for the last four sweeps of the survey (91% in 2019/20).
- For witnesses, however, there was a significant fall in 2019/20 in the proportion who said that they felt safe in the court room (down from 100% in 2016/17 to 88% in 2019/20).
- Overall, approximately one fifth of 2019/20 survey respondents (21%) reported that they or their family had felt intimidated at some point in the criminal justice process. The profile of response to this question at overall level was broadly consistent with that for each of the earlier sweeps of the survey.
- Compared with 2016/17, however, there was a significant fall in 2019/20 in the proportion of witnesses who reported that they or their family had felt intimidated (down from 16% in 2016/17 to 10% in 2019/20).
- When those who had experienced intimidation were asked where this intimidation had occurred, the vast majority of the 2019/20 respondents (90%) reported that they had experienced intimidation in the community. Almost one fifth of respondents (19%) reported having experienced intimidation in either the court building or the court room.

Expenses/Compensation (Page 47)

- The 86% of 2019/20 respondents who reported having received an expenses claim form represented a significant increase on the 75% of 2016/17 respondents who reported having received one.
- Overall, 58% of 2019/20 respondents who had applied for criminal injuries compensation reported that they had been satisfied with the service received from the Compensation Agency; 32% reported having been dissatisfied.

Case Outcome and Sentence (Page 48)

- Approximately four fifths of respondents to each sweep of the survey reported that they had found out what the outcome of the case had been. The proportion who had found out what the outcome was has remained unchanged at 83% for the last three sweeps of the survey.
- Seventy one percent of the 2019/20 respondents felt that the outcome to their case had been fair; this represented a significant increase on the 64% of 2016/17 respondents who expressed this view.
- Compared with 2016/17, there was a significant fall in 2019/20 in the proportion of respondents reporting that they knew what the resultant sentence had been in their case (down from 75% in 2016/17 to 67% in 2019/20).
- Of 2019/20 respondents who knew what the sentence was, almost three fifths (57%) felt that it had been fair. There has been no substantive change over the years of the survey in the proportion of respondents reporting the sentence to have been fair (all in the range 51% to 57%).

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Voluntary Support Services (Page 50)

- The proportion of survey respondents who reported having had contact with Victim Support has fluctuated over the various sweeps of the survey, peaking at 42% in 2019/20.
- Of 2019/20 respondents who had contact with Victim Support, 86% reported being satisfied with the contact, 8% reported being dissatisfied, 5% were neither satisfied nor dissatisfied and a small minority (<1%) opted for the 'don't know' response option.
- Of respondents who attended court in 2019/20, six out of ten (60%) reported that they had received support from Victim Support's Witness Service and fewer than 1% reported that they had received support from the NSPCC's Young Witness Service.
- In the 2019/20 survey, 94% of respondents reported being satisfied with the service received from the Witness Service, 5% reported being dissatisfied and small proportions either opted for the 'neither satisfied nor dissatisfied' or 'don't know' response options (both 1%).

Victim Information Schemes (Page 52)

- The reported awareness levels relating to both the Prisoner Release Victim Information and the Probation Board for Northern Ireland Victim Information schemes have been consistently low across all sweeps of the survey.
- Just 21% of 2019/20 respondents reported being aware of the Prisoner Release Victim Information Scheme and 14% reported being aware of the Probation Board Victim Information Scheme.

Likelihood of Future Engagement with the Criminal Justice System (Page 53)

- Survey respondents who ultimately gave evidence in court were asked how likely they would be to take part in a criminal trial again, if asked to be a witness. Exactly half (50%) of 2019/20 respondents reported that they would be likely to take part again; a further 18% said they would be unlikely to take part, 31% said it would depend on the circumstances, and 1% didn't know whether they would take part or not.
- In the 2019/20 survey 90% of witnesses (excludes victims who may also have been a witness) suggested that, were they to witness the same type of crime in the future, they would report the incident to the police; the equivalent figure for 2016/17 was similar at 89%.
- Four fifths of victim respondents to the 2019/20 survey (80%) reported that, were they to become the victim of a similar crime again, they would report the incident to the police. The equivalent figure for 2016/17 was significantly higher at 85%.

Victim and Witness Care Unit (VWCU) (Page 56)

- Just over one quarter of 2019/20 survey respondents (26%) reported that they had heard of the Victim and Witness Care Unit (VWCU).
- Of those who had heard of the unit, just over two fifths (42%) reported that they had been contacted by it.

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Guides on the Northern Ireland Criminal Justice System (Page 57)

- Just over one quarter of 2019/20 respondents (27%) reported that they had been aware that there was a **Victim Charter** which advised victims of crime about their entitlements and the standards of service they could expect to receive when they come into contact with the criminal justice system; the equivalent figure for the 2016/17 survey was similar at 25%.
- Compared with 2016/17, there was a significant increase in the proportion of victims who reported having referred to the Victim Charter (up from 7% in 2016/17 to 16% in 2019/20).
- The majority of victims who had referred to the Victim Charter reported that they had found it either 'very' or 'fairly' helpful (12 out of the 18 victims in 2019/20).
- Fewer than one quarter of 2019/20 respondents (22%) reported that they had been aware that there is a **Witness Charter** that sets out entitlements and standards of service for witnesses of crime.
- Of witnesses who were aware of the Witness Charter, 10% reported that they had referred to it and all of these reported that they had found it 'very' or 'fairly' helpful.
- Just over one quarter of 2019/20 respondents (26%) reported that they had been aware that there was a **Guide to Northern Ireland's Criminal Justice System for Victims and Witnesses of Crime**; the equivalent figure for the 2016/17 survey was similar at 27%.
- Compared with 2016/17, there was no change in 2019/20 in the proportion of respondents who reported having referred to the guide (both 12%).
- Of respondents who had referred to the guide, the majority reported that they had found it either 'very' or 'fairly' helpful (25 out of the 31 respondents in 2019/20).



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Overall Satisfaction with the Criminal Justice System (Page 60)

- Having answered a series of questions relating to their specific experiences with various aspects of the criminal justice system, respondents were then asked to rate their satisfaction on four more global type indicators.
- Across all sweeps of the survey, a majority of respondents reported being satisfied on each of the indicators.
- While at overall level, there were no significant differences compared with the equivalent figures for 2016/17, there were some significant differences recorded at victim or witness level on some of the indicators.
- The key findings for each of the four global indicators both at overall and at victim and witness level are detailed here alongside the equivalent figures for 2016/17 and an indication of how the figures for both years compared statistically (i.e. whether or not any changes in the figures were statistically significant):-

(i) Level of satisfaction with the **information** given about the **criminal justice process**

Overall: 2016/17: 72% satisfied; 2019/20 75% satisfied (not statistically significant).

Victims: 2016/17: 71% satisfied; 2019/20 66% satisfied (not statistically significant).

Witnesses: 2016/17: 73% satisfied; 2019/20 81% satisfied (statistically significant in positive direction).

(ii) Level of satisfaction with how well they had been kept **informed** about the **progress of their case**

Overall: 2016/17: 64% satisfied; 2019/20; 60% satisfied (not statistically significant).

Victims: 2016/17: 65% satisfied; 2019/20 55% satisfied (statistically significant in negative direction).

Witnesses: 2016/17: 62% satisfied; 2019/20 64% satisfied (not statistically significant).

(iii) Level of satisfaction with how they were **treated by staff** in the **criminal justice system**

Overall: 2016/17: 83% satisfied; 2019/20: 86% satisfied (not statistically significant).

Victims: 2016/17: 81% satisfied; 2019/20: 76% satisfied (not statistically significant).

Witnesses: 2016/17: 85% satisfied; 2019/20: 92% satisfied (statistically significant in positive direction).

(iv) Level of satisfaction with the **contact** they've had with the **criminal justice system**

Overall: 2016/17: 72% satisfied; 2019/20: 73% satisfied (not statistically significant).

Victims: 2016/17: 69% satisfied; 2019/20: 64% satisfied (not statistically significant).

Witnesses: 2016/17: 75% satisfied; 2019/20: 80% satisfied (not statistically significant).



2 | Background

Victims and witnesses have a vital role to play in the criminal justice system and, without their active participation in reporting crime, cooperating with the investigation and giving their evidence confidently and effectively in court, justice cannot be done.

For many victims and witnesses, their experience of crime is both difficult and traumatic and the Department of Justice through the Victim and Witness Steering Group (VWSG) which comprises representatives from the various criminal justice organisations and partnership bodies, strives to be more responsive to the individual needs of victims and witnesses, and to provide them with the type of support and assistance that they both need and deserve.

The five year Victim and Witness Strategy ‘*Making a difference to victims and witnesses of crime: Improving access to justice, services and support*’¹ published in June 2013 outlined steps to be taken over the 5 year period to provide better quality services which respond to the needs of victims and witnesses of crime and thus secure a more positive experience for those who have contact with the criminal justice system.

¹ <https://www.justice-ni.gov.uk/sites/default/files/publications/doj/making-a-difference-to-victims-and-witnesses-of-crime-strategy.pdf>
² <https://www.justice-ni.gov.uk/sites/default/files/publications/justice/victim-and-witness%20-action-plan-2017-2020.pdf>

The strategy incorporated a series of commitments under the following five broad themes:

Theme 1: Status and treatment of victims and witnesses

Under this theme a commitment was made to make clearer the entitlements of victims and the standard of services that victims and witnesses, including children and those bereaved through crime, could expect to receive as they move through the criminal justice system.

Theme 2: Communication and providing information

This theme entailed commitment being given to improving communication across the criminal justice system, including with victims and witnesses of crime.

Theme 3: Providing support and special measures

This theme was centred round dealing with support facilities, with a focus on individual needs, the early assessment of these and the setting up of appropriate standards of support.

Theme 4: Involvement and improved understanding

Under this theme commitments were given to promoting guidance on victim personal statements and expert victim impact reports as well as community impact statements and also on improving public awareness in terms of outreach measures and updating guidance documents on the criminal justice system.

Theme 5: Gathering information and research on the experience of victims and witnesses

This theme addressed the need for further research into the experience of victims of more serious crime, to help develop policy and services in this area. It also provided a commitment to undertake the Northern Ireland Victim and Witness Survey (NIVAWS) and, more specifically, to gather information on the experiences of victims and witnesses across each stage of the criminal justice process to enable the quality of service delivery to be assessed.

In order to ensure the commitments in the strategy are met, action plans are routinely prepared and published by Victims and Witnesses Branch. These detail the actions which are to be undertaken, who is responsible for taking them forward and the timescales within which they are to be completed. The most recent action plan covers the three year period 2017-2020².

As NIVAWS is an extensive and broad ranging survey covering the entire criminal justice experience for both victims and witnesses, it tends to be the main tool used by the Department for the purposes of assessing performance against the Victim and Witness Strategy and the associated action plans.

3 | Methodology

3.1 Survey Questionnaire

The NIVAWS questionnaire is extensive in scope, covering the victim and witness experience of the entire criminal justice process, from the point of initial contact with the system right through to the point of sentencing and beyond.

The questionnaire design is such that respondents are initially required to relate their specific experiences of various aspects of their criminal justice journey (e.g. making a statement, waiting for the trial, giving evidence at court, claiming criminal injury compensation etc.). At the end of the questionnaire, respondents are then asked to rate their satisfaction with their overall experience on each of 4 global indicators relating to (i) the information they were given about the criminal justice process, (ii) how well they had been kept informed of the progress of their case, (iii) the way they were treated by staff in the criminal justice system and (iv) the contact they had with the criminal justice system. These indicators are used as a benchmark for monitoring progress in the area of service delivery to victims and witnesses.

3.2 Survey Schedule

To date there have been seven administrations of NIVAWS. The survey was initially administered annually between 2008/09 and 2011/12 in order to meet a performance indicator requirement linked to the Comprehensive Spending Review at that time. Subsequent to that and, in light of the fact that the findings were not seen to change to any great extent from year to year, a decision was taken to reduce the frequency of the survey; hence it was run again in 2013/14, 2016/17 and more recently in 2019/20.

3.3 Survey Administration

NIVAWS is an interview-based survey and is administered using Computer Assisted Telephone Interviewing (CATI).

In the interests of independence and also to protect the anonymity of respondents, the fieldwork for the survey (i.e. the initial preparatory work around deriving the survey sample, the actual interviewing and the collation of individual responses into an anonymised database) has historically been commissioned out to an external contractor.

On receipt of the anonymised database from the external contractor, the actual analysis of the survey findings is then routinely undertaken by the Analytical Services Group (ASG) within the Department of Justice.



3 | Methodology

3.4 Sample Selection and Validation

Up until 2019/20, NIVAWS targeted cases which closed over the 6 month January to June period prior to the fieldwork commencing. Given, however, the shortfall in the requested number of interviews for recent sweeps of the survey, the target period for the 2019/20 survey was extended to cover the 9 month period January to September 2019.

Victim and witness details for NIVAWS are sourced from Public Prosecution Service (PPS) records. For the 2019/20 survey, the data was sourced from the PPS Case Management System including data shared with the PPS via the Causeway system (i.e. the integrated criminal justice recording system for Northern Ireland).

The 2019/20 survey targeted victims and witnesses involved in cases which had closed over the January to September 2019 period. In advance of victim and witness details being passed to the chosen contractor, PPS statisticians removed certain categories of victim and witness deemed ineligible to participate in the survey. Thus, for example, the following groups were excluded:

- expert witnesses (e.g. police officers or other criminal justice officials);
- those involved in cases where the offender was another family member or a member of the same household;
- those involved in cases where there had been a fatality;
- those associated with cases involving certain types of more serious or sensitive offence (see table below for breakdown of the categories of offence included and excluded).

On receipt of the PPS database of potential survey respondents, the external contractor was required to undertake a further series of data validation checks to remove:-

- any duplicate entries for individual victims and witnesses;
- any individuals for whom there were inadequate or invalid contact details (e.g. address details), and
- any individuals who were victims or witnesses of crime involving a corporate business or organisation (NIVAWS targets individuals who were victims or witnesses of personal crime).

Eligible and Ineligible Offence Categories for the Purposes of NIVAWS

Offences eligible for inclusion	Offences ineligible for inclusion
Violence against the person	Drugs offences
Theft/handling stolen goods	Sexual offences
Burglary	Crimes involving a fatality
Robbery	Domestic violence
Criminal damage	Motoring offences
Offences against the state	Fraud and forgery
	All other offences

3 | Methodology

3.5 2019/20 Survey

For the 2019/20 survey, there were 7,088 potential respondents remaining in the database following the data validation exercise. Pre-alert letters regarding the survey were sent to the 2,701 individuals who had been flagged in the database as being content for their addresses to be used for correspondence purposes. The letter provided potential respondents with some summary background information on the survey and also the opportunity to update their telephone contact details or, if they so wished, to opt out of the survey. Of the 2,701 respondents who received the letter, 167 (6.2%) chose to opt out of the survey at this point. The other potential respondents who had not consented to their addresses being used for correspondence purposes were contacted by telephone to check if they would be agreeable to participating in the survey. Those who were agreeable were given the choice of either participating in it at this initial point of contact or at a later point in time if that was their preference. Records were not kept of the number of individuals who opted out of the survey following telephone contact.

The telephone interviews, which were carried out by trained interviewers, were conducted between 4th February and 12th March 2020. In conducting the fieldwork, every effort was made by the contractor to maximise response rates by implementing a calling strategy whereby a minimum of 10 calls were made in an attempt to get a definite call outcome and calling patterns were structured so that attempts were made at different times of the day and on different days of the week. For each contact, the contractor had processes in place such that up to 3 call attempts would be made during the working day, four call attempts would be made during the evenings of week days; and a further three call attempts would be made at weekends. In addition to the telephone calls, the contractor also sent SMS alerts in early March to any outstanding potential respondents in an attempt to maximise respondent participation. In a further effort to enhance participation rates in the survey, the outbound dialling number used by the contractor was changed to a Northern Ireland number during the latter weeks of the fieldwork period.

The resultant 2019/20 database provided to ASG for analysis comprised 958 respondents, of whom 524 were victims of crime and 434 were witnesses of crime.

3 | Methodology

3.6 Survey Findings

The various tables presented throughout this report include findings in respect of the key survey questions for the most recent 2019/20 survey, the previous 2016/17 survey and the baseline 2008/09 survey. The findings for each of the other sweeps of the survey can be accessed at:-

<https://www.justice-ni.gov.uk/sites/default/files/publications/justice/nivaws-2016-17-bulletin.pdf>

The findings are detailed in two distinct sections.

Section 4 of this report provides an analysis of the findings at **overall level**. In addition to presenting the survey findings in tabular format, a brief written synopsis of the key points is also provided with particular emphasis on how the findings compare with those for the 2016/17 survey.

Any instances where the 2019/20 findings were not significantly different compared to the 2016/17 findings at overall level, but where significant differences were recorded at either victim or witness level, are noted and asterisked at the bottom of relevant tables; they have also been mentioned in the Executive Summary.

While the main focus of **Section 5** is the comparisons disaggregated at **victim and at witness level**, the overall findings are also included here for completeness. The presentation of findings in this section is restricted to tabular format.

In the latter section, any **statistically significant changes** between the **2016/17** and the **2019/20** findings, including at overall level, are highlighted in the last column of the table through colour coding (green equates with improved performance in 2019/20, red equates with poorer performance and amber equates with change of an ambivalent nature).

For the purposes of this report, differences that have emerged as being statistically significant at the 5% ($p < 0.05$) level of probability (two-tailed tests) have been reported on. For any observed result that is found to be statistically significant, one can be 95% confident that this has not happened by chance.



4 | Survey Findings: Overall Level

About this Section

This section provides a series of tables and associated commentary detailing the survey findings at overall level.

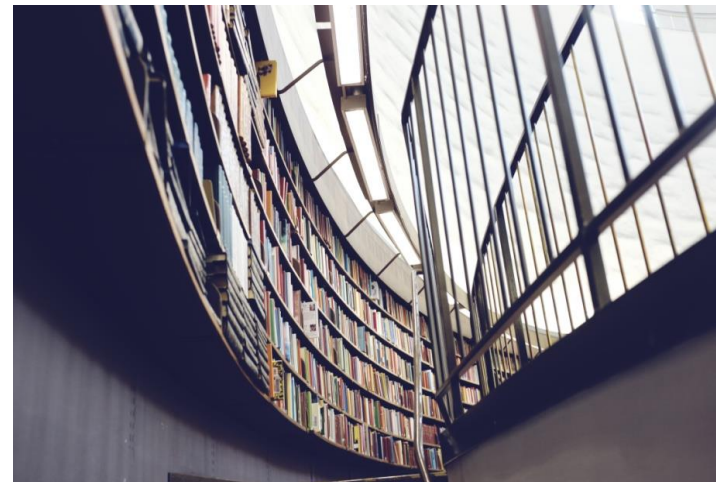
In presenting the findings throughout this section, the approach taken has been to present percentages in the tables and also the base figures on which the percentages were derived. Where the percentages were derived from a small base figure, the actual number of respondents citing each response option is also provided in brackets alongside the percentage figures.

Questions relating to 'level of satisfaction'

In the case of questions relating to 'level of satisfaction' with various aspects of the Criminal Justice System (CJS), the '% satisfied' figures throughout this report relate to the proportion of respondents who selected either the 'completely satisfied', 'very satisfied' or 'fairly satisfied' response options. Similarly, the '% dissatisfied' figures relate to the proportion of respondents who selected either the 'completely dissatisfied', 'very dissatisfied' or 'fairly dissatisfied' response options. The term 'neutral', as presented in the tables, relates to the proportion of respondents selecting the 'neither satisfied nor dissatisfied' response option.

Additional explanatory notes

Any additional explanatory notes relating to specific tables are included as footnotes on the relevant pages.



4 | Survey Findings: Overall Level

4.1 Giving a Statement (%)

			2008/09	2016/17	2019/20
Q12a*	Were you satisfied or dissatisfied with the way you were treated when giving your statement?	<i>Satisfied</i>	93	96	94
		<i>Neutral</i>	1	1	1
		<i>Dissatisfied</i>	6	3	5
		<i>Don't know</i>	<1	<1	<1
	<i>All who gave statement to the police</i>	<i>Base (n)</i>	1,085	789	919
Q13a	After your initial statement to the police, how long was it before you heard anything else officially about the progress of your case?	<i>Within a week</i>	14	17	13
		<i>Week-1 month</i>	19	20	21
		<i>1-2 months</i>	9	13	13
		<i>2-3 months</i>	10	11	9
		<i>3-6 months</i>	13	8	13
		<i>6 months-year</i>	10	7	9
		<i>Over a year</i>	3	5	4
		<i>Didn't hear anything</i>	17	12	12
		<i>Don't know</i>	5	8	5
	<i>All who gave statement to the police</i>	<i>Base (n)</i>	1,085	789	919

*Q12a –Victims: significant fall in proportion satisfied (down from 95% in 2016/17 to 91% in 2019/20).

- The proportion of respondents who reported being satisfied with the way they had been treated while giving their statement to the police has been consistently high across all sweeps of the survey (over 90% for each year, 94% in 2019/20).
- The timescales within which respondents reported having received official follow-up after giving their statement to the police has shown a broadly similar profile across all sweeps of the survey from when it was first run in 2008/09 until the most recent sweep in 2019/20.
- In the 2019/20 survey, 34% of respondents reported having received official follow-up within one month of making their initial statement, 23% reported receiving such follow-up within 1-3 months, 27% reported that it had been over 3 months before they received any update and a further 17% either reported that they hadn't received official follow-up (12%) or that they didn't know or could not remember whether they had such follow-up (5%).

4 | Survey Findings: Overall Level

4.2 Information Regarding Case Progression (%)

			2008/09	2016/17	2019/20
Q14a	Who in the criminal justice system kept you informed about how your case was progressing (i.e. whether a suspect had been identified, what any charges were, what the next developments would be)? (Respondents could select more than one response option for this question)	Victim and Witness Care Unit (VWCU)	- ³	3	5
		PPS	21	19	27
		Police	46	56	48
		Other CJS source	3	12	17
		% citing CJS source	63	79	73
		Not kept informed	33	15	21
		Don't know	2	4	5
		All	Base (n)	1,124	843

- The proportion of respondents who reported that they had been kept informed by a criminal justice source on how their case was progressing showed a consistent year on year increase from when the survey was first run in 2008/09 (63%) until 2016/17 (79%). This trend, however, was not continued into 2019/20 when the 73% of respondents who reported being kept informed by a criminal justice source actually represented a significant decrease on the 79% of respondents to the 2016/17 survey who reported being kept informed from this source.
- Similarly, while the proportion of respondents who reported that they had not been kept informed showed a consistent downward trend across consecutive sweeps of the survey up until 2016/17, this pattern of response was not continued into 2019/20. The 21% of respondents to the 2019/20 survey who reported that they had not been kept informed by a criminal justice source represented a significant increase on the 15% of respondents to the 2016/17 survey who had not been kept informed.
- Only a small minority of 2019/20 respondents (5%) reported that they had been kept informed of how their case was progressing by the Victim and Witness Care Unit.
- Compared with 2016/17, there was a significant increase in the proportion of respondents kept informed by the PPS (up from 19% in 2016/17 to 27% in 2019/20) and a significant fall in the proportion kept informed by the police (down from 56% in 2016/17 to 48% in 2019/20).

³ As the VWCU was only established in May 2014; there is no comparable data for 2008/09.

4 | Survey Findings: Overall Level

4.2 Information Regarding Case Progression (%) (contd.)

			2008/09	2016/17	2019/20
Q16a*	Were you satisfied or dissatisfied with how often you were kept informed about the progress of the case? ⁴	<i>Satisfied</i>	-	66	64
		<i>Neutral</i>	-	5	9
		<i>Dissatisfied</i>	-	26	26
		<i>Don't know</i>	-	2	1
	<i>All</i>	<i>Base (n)</i>	-	843	954
Q16c*	Overall, were you satisfied or dissatisfied with the information you received about the progress of your case? ⁴	<i>Satisfied</i>	-	77	78
		<i>Neutral</i>	-	3	4
		<i>Dissatisfied</i>	-	19	18
		<i>Don't know</i>	-	1	-
	<i>All who had been kept informed by CJS source</i>	<i>Base (n)</i>	-	666	703
Q7b*	Were you given the name and contact details of the Officer in Charge of your case? ⁵	<i>Yes</i>	58	80	82
		<i>No</i>	37	14	13
		<i>Don't know</i>	5	6	5
	<i>All</i>	<i>Base (n)</i>	1,124	843	958

- The overall proportion of respondents to the 2019/20 survey who expressed satisfaction in relation to the frequency with which they had been kept informed about the progress of their case has not changed substantively compared with the 2016/17 survey (66% in 2016/17; 64% in 2019/20).
- Similarly, there was little difference between the proportion of respondents who were satisfied with the information received about the progress of their case over the same period (77% in 2016/17; 78 in 2019/20).
- The proportion of respondents who reported that they had been given the name and contact details of the officer in charge of their case has not changed substantially from when the new form of wording to the question was introduced in 2010/11.
- Across all sweeps of the survey since 2010/11 approximately four fifths of respondents recalled that they had been given the contact details of the officer in charge of their case (ranging from 76% in 2010/11 to 82% in 2019/20).

*Q16a Victims – significant fall in proportion kept informed by CJS source (down from 65% in 2016/17 to 58% in 2019/20).

*Q16c Witnesses – significant increase in proportion satisfied (up from 79% in 2016/17 to 87% in 2019/20).

*Q7b Witnesses – significant increase in proportion given name of Officer in Charge (up from 70% in 2016/17 to 77% in 2019/20).

⁴Question 16 was restructured in 2009/10; comparative data is not therefore available for 2008/09.

⁵An alternative form of wording for this question was adopted in 2008/09 and 2009/10 i.e. 'Were you given the name or telephone number of someone you could ask about the progress of your case?'

4 | Survey Findings: Overall Level

4.3 Case Outcome (%)

	2008/09	2016/17	2019/20
Went to court ⁺	48	48	49
Charges dropped	18	18	21
Caution/Warning	11	12	6
Youth Conference ⁺⁺	5	1	2
Don't know	19	20	21
Missing	-	-	<1
Base (n)	1,124	843	958

⁺Excludes court ordered youth conferences ⁺⁺Includes court ordered youth conferences

- The case outcomes for all respondents were derived from a combination of responses to Question 35⁶ (asked of all except those where the case outcome was a diversionary youth conference) and also a range of questions within the Youth Conference section of the questionnaire.
- The overall profile of case outcomes, as reported by respondents, has remained broadly similar across all sweeps of the survey with approximately half of respondents reporting that the case in which they had been involved in had gone to court, about one fifth reporting that the charges had been dropped, around one in ten reporting that a caution or warning had resulted, and a small minority reporting that a diversionary youth conference had resulted.
- Across all sweeps of the survey, approximately one fifth of respondents reported that they did not know what had happened in their case (21% in 2019/20).

⁶ Question 35: Which of the following best describes what happened in your case (case went to court for trial; charges were dropped, caution or warning, don't know)?

4 | Survey Findings: Overall Level

4.4 Youth Conference (%)

			2008/09	2016/17	2019/20
Q21	Was the offender in your case referred for a Youth Conference (i) before going to court or (ii) as part of a court instruction? <i>All where offender referred for Youth Conference</i>	<i>Before court</i>	33	38	52
		<i>As part of court instruction</i>	49	45	38
		<i>Don't know</i>	18	17	10
		<i>Base (n)</i>	57	29	42
Q34a	Were you satisfied or dissatisfied with the outcome of the Youth Conference? <i>All where offender attended Youth Conference and respondent knew outcome</i>	<i>Satisfied</i>	80 (20)	47 (9)	61 (14)
		<i>Neutral</i>	-	-	13 (3)
		<i>Dissatisfied</i>	20 (5)	42 (8)	22 (5)
		<i>Don't know</i>	-	11 (2)	4 (1)
		<i>Base (n)</i>	25	19	23

- As the numbers of respondents who reported that the case in which they had been involved in resulted in a youth conference were small across all sweeps of the survey, the findings reported in this section, and particularly, interpretation or comparisons across years, should be treated with caution.
- Where the offender had been referred for a youth conference, respondents were asked whether the case had been referred for a youth conference before going to court (i.e. whether it had been 'diversionary' in nature) or whether it had resulted from a court instruction.
- Of the 42 respondents to the 2019/20 survey who reported that their case had been dealt with by way of a youth conference, over half (52%) reported that the youth conference had been 'diversionary' in nature and 38% reported that it had resulted from a court instruction; one in ten respondents, however, did not know whether the conference had resulted from a court order or had been imposed as a diversionary measure.

- Whilst, compared with 2016/17, there was a greater proportion of 'diversionary' youth conferences in 2019/20, this difference was not statistically significant.
- Of the 23 respondents to the 2019/20 survey who rated their satisfaction with the outcome of the youth conference, 14 reported being satisfied, 5 reported being dissatisfied, 3 reported being 'neither satisfied nor dissatisfied' and 1 respondent opted for the 'don't know' response option.

4 | Survey Findings: Overall Level

4.5 Dropped Cases and Formal Police Cautions/Warnings (%)

			2008/09	2016/17	2019/20	
Q37	Were you contacted by the Police or PPS and given an explanation of the reasons why charges were dropped and a trial would not be held?	Yes	48	54	63	
		No	50	43	34	
		Don't know	2	4	3	
	<i>All where case dropped or formal caution/warning issued</i>	Base (n)	325	253	259	
Q39a	Were you satisfied or dissatisfied with the outcome of your case (i.e. case dropped or caution)?	Satisfied	44	45	35	
		Neutral	6	5	9	
		Dissatisfied	49	50	55	
		Don't know	1	-	1	
	<i>All where case dropped or formal caution/warning issued</i>	Base (n)	325	253	260	
	<i>Case dropped - % satisfied</i>			33	39	27
	<i>Formal caution/warning - % satisfied</i>			62	54	63

- Respondents involved in cases where the charges had been dropped or a formal police caution or warning had been issued were asked if they had been contacted by the police or the PPS and given an explanation of the reason for such an outcome.
- The proportion of respondents to the survey who reported that they had been provided with an explanation reached an all time high at 63% in 2019/20. This represented a significant increase compared with the 54% of respondents to the 2016/17 survey who reported having received an explanation.
- The proportion of respondents who reported being satisfied with the outcome of their case when the charges had been dropped or a formal police caution or warning had issued reached an all time low in 2019/20. The 35% of respondents satisfied in the 2019/20 survey represented a significant fall on the 45% of respondents satisfied in 2016/17.

4 | Survey Findings: Overall Level

4.6 Attendance at the Trial/Hearing (%)

			2008/09	2016/17	2019/20
Q41a	Were you asked to attend to give evidence at the trial/hearing (regardless of whether you actually did give evidence in the end)? <i>All where case progressed to trial</i>	Yes	54	58	62
		No	45	42	37
		<i>Don't know</i>	1	<1	1
		<i>Base (n)</i>	538	408	473
Q41b	In the end, did you give evidence at the trial/hearing? ⁷ <i>All asked to give evidence at trial/hearing</i>	Yes	30	25	27
		No	70	75	73
		<i>Don't know</i>	<1	-	<1
		<i>Base (n)</i>	292	238	292
Q42	Did you attend the trial/hearing? <i>All where case progressed to trial</i>	Yes	43	40	50
		No	56	60	50
		<i>Don't know</i>	<1	<1	-
		<i>Base (n)</i>	538	408	471

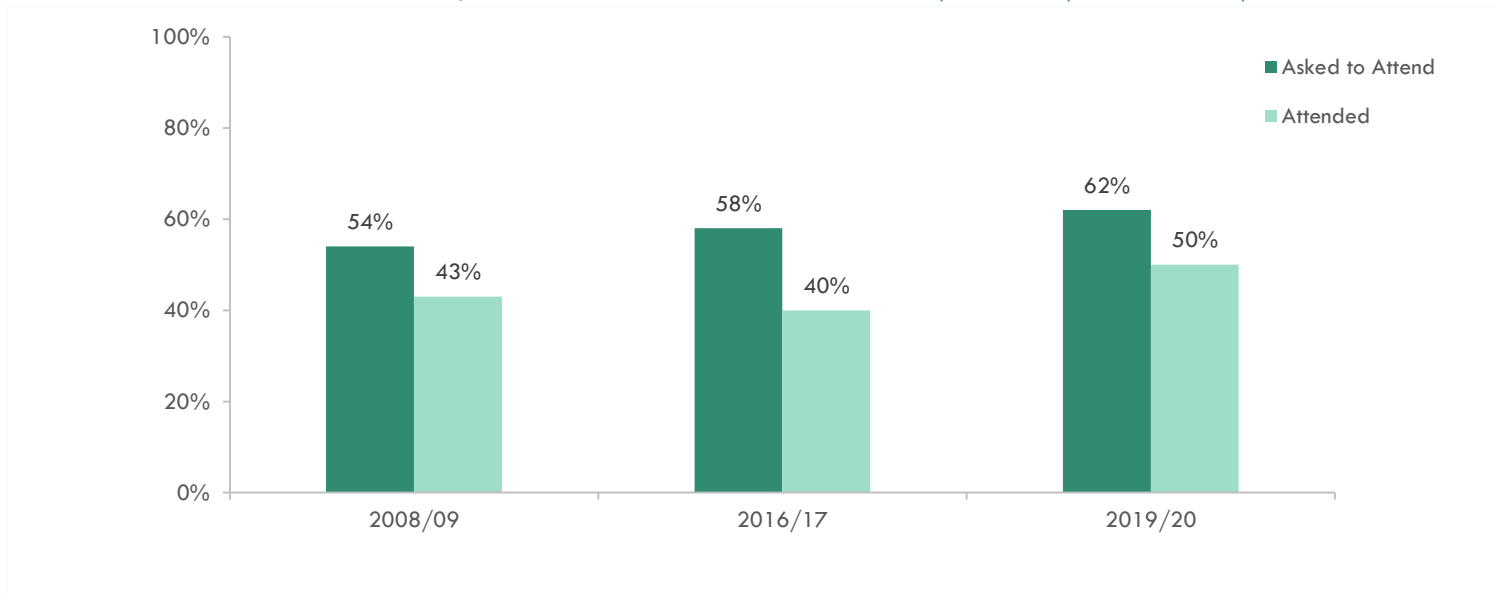
⁷ In the 2008/09 survey this question was asked of all respondents whose cases progressed to trial/hearing. From 2009/10 onwards the question was directed only at those respondents who had been asked to attend the trial/hearing to give evidence. The 2008/09 findings have been adjusted to reflect the responses of this latter subgroup of respondents.

4 | Survey Findings: Overall Level

4.6 Attendance at the Trial/Hearing (%) (contd.)

- As in 2016/17, approximately three fifths of the 2019/20 survey respondents (62%) whose cases progressed to trial, reported that they had been asked to attend the trial/hearing to give evidence (see Figure 1 below).
- Of the 2019/20 survey respondents asked to give evidence, 27% reported that they did ultimately give evidence; the equivalent figure for 2016/17 was very similar at 25%.
- Compared with 2016/17, however, there was a significant increase in 2019/20 in the proportion of respondents who reported that they had actually attended the trial/hearing (up from 40% in 2016/17 to 50% in 2019/20)(see also Figure 1 below).
- It should be noted, however, that there has been no consistent trend apparent for any of the findings outlined here across the various sweeps of the survey.

Figure 1: Proportion of respondents asked to attend the trial/hearing to give evidence and proportion who actually attended, regardless of whether they had been asked to attend or not: 2008/09, 2016/17 and 2019/20



4 | Survey Findings: Overall Level

4.7 Pre-Trial Concerns about Attending Court (%)

Q47 Were you at all worried or concerned about any of the following...		2008/09	2016/17	2019/20
(a) Coming into contact with the defendant (and his/her supporters) <i>All asked to give evidence and attended court</i>	Yes	49	48	40
	No	49	52	60
	Don't know / N/A	1	-	-
	Base (n)	217	157	224
(b) Intimidating behaviour of the defendant or his/her supporters <i>All asked to give evidence and attended court</i>	Yes	42	46	34
	No	55	54	65
	Don't know / N/A	2	-	<1
	Base (n)	217	157	224
(c) Not knowing enough about the court process/environment <i>All asked to give evidence and attended court</i>	Yes	35	28	27
	No	65	72	72
	Don't know / N/A	<1	-	<1
	Base (n)	217	157	224
(d) Being cross examined <i>All asked to give evidence and attended court</i>	Yes	27	33	31
	No	72	66	69
	Don't know / N/A	1	1	<1
	Base (n)	217	157	224

(See table continued overleaf)

- Survey respondents who had been asked to attend court to give evidence were asked whether or not they had concerns on a range of issues related to attendance at court, from travel arrangements to being cross examined to loss of personal time etc.
- Across all sweeps of the survey, the most frequently identified concerns related to coming into contact with the defendant (and his/her supporters) (40% in 2019/20), intimidating behaviour of the defendant or his/her supporters (34% in 2019/20), being cross examined (31% in 2019/20) (see Figure 2, page 25).
- There have been no consistent trends apparent for any of these dimensions across the various sweeps of the survey since it was first administered in 2008/09.
- Compared with 2016/17, the only dimension on which the 2019/20 findings differed significantly was in relation to the proportion of respondents stating that they had concerns about intimidating behaviour on the part of the defendant or his/her supporters (46% in 2016/17; 34% in 2019/20).

4 | Survey Findings: Overall Level

4.7 Pre-Trial Concerns about Attending Court (%) (contd.)

Q47 Were you at all worried or concerned about any of the following...		2008/09	2016/17	2019/20
(e) Feeling pressured by the police or other officials <i>All asked to give evidence and attended court</i>	Yes	6	8	7
	No	93	92	93
	Don't know / N/A	<1	1	-
	Base (n)	217	157	223
(f) How to get to court <i>All asked to give evidence and attended court</i>	Yes	3	7	4
	No	97	93	96
	Don't know / N/A	<1	-	-
	Base (n)	217	157	224
(g) Travel <i>All asked to give evidence and attended court</i>	Yes	7	7	8
	No	93	93	92
	Don't know / N/A	<1	-	-
	Base (n)	217	157	224
(h) Dependants/Childcare <i>All asked to give evidence and attended court</i>	Yes	7	7	8
	No	91	91	92
	Don't know / N/A	2	2	<1
	Base (n)	217	157	224
(i) Expenses involved <i>All asked to give evidence and attended court</i>	Yes	18	17	15
	No	81	82	85
	Don't know / N/A	1	1	<1
	Base (n)	217	157	224

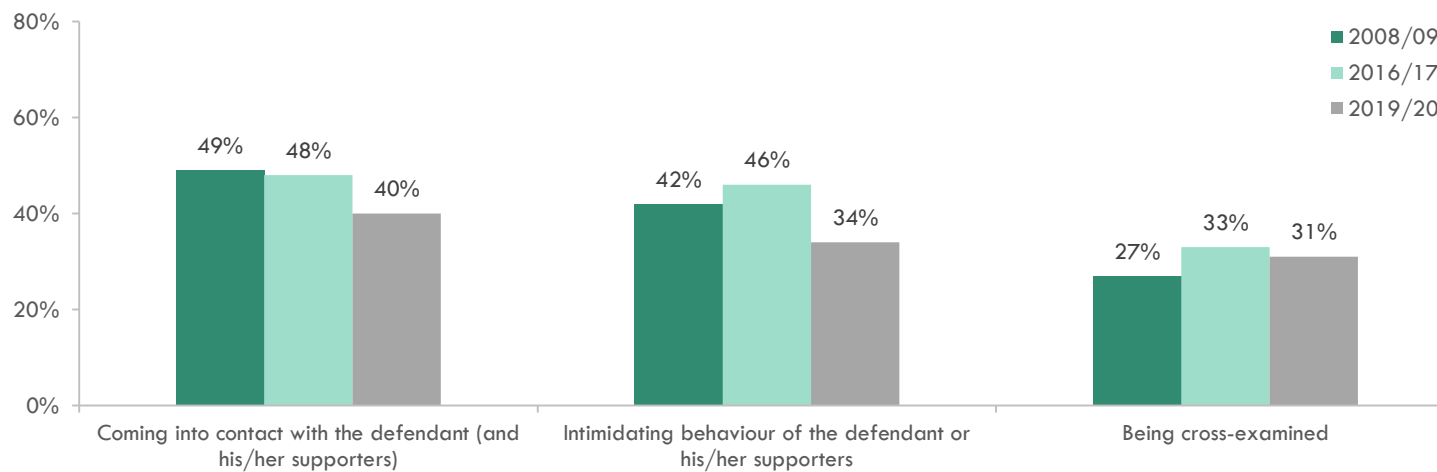
(See table continued overleaf)

4 | Survey Findings: Overall Level

4.7 Pre-Trial Concerns about Attending Court (%) (contd.)

Q47 Were you at all worried or concerned about any of the following...		2008/09	2016/17	2019/20
(j) Having time off work <i>All asked to give evidence and attended court</i>	Yes	27	22	25
	No	71	76	74
	Don't know / N/A	2	2	<1
	Base (n)	217	157	224
(k) Loss of personal time <i>All asked to give evidence and attended court</i>	Yes	28	24	29
	No	71	76	71
	Don't know / N/A	<1	-	-
	Base (n)	217	157	224

Figure 2: Proportion of respondents who had concerns regarding the three issues most frequently identified: 2008/09, 2016/17 and 2019/20



4 | Survey Findings: Overall Level

4.8 Notification of Court Date (%)

			2008/09	2016/17	2019/20
Q51b	How long before the case started were you informed about the date of the trial?	<i>Less than 2 weeks</i>	10	12	8
		<i>Between 2 weeks and 1 month</i>	37	44	40
		<i>Over a month</i>	47	33	48
		<i>Don't know</i>	6	11	5
	<i>All asked to give evidence and who remembered how they had been informed of the date of the trial</i>	<i>Base (n)</i>	209	151	222

- Survey respondents were asked how much notification they had received regarding the date of the trial.
- In the 2019/20 survey, 8% of respondents reported have received less than two weeks' notice, 40% reported having received between 2 and 4 weeks' notice, 48% reported having received over one month's notice and 5% reported not knowing how much notice they had received.
- Compared with 2016/17, there was a significant increase in 2019/20 in the proportion of respondents who reported having received at least two weeks' notice of the trial date (up from 77% in 2016/17 to 88% in 2019/20).

4 | Survey Findings: Overall Level

4.9 Pre-Trial Court Familiarisation Visit (%)

			2008/09	2016/17	2019/20
Q61	Were you offered the opportunity to visit the court in advance to familiarise yourself with it? (This is where you are given the chance to visit the court to see what it is like before the trial starts.)	Yes	27	59	47
		No	69	39	47
		Don't know	4	2	6
	<i>All asked to give evidence and attended trial</i>		Base (n)	217	157
Q62	Did you accept the offer?	Yes	41	51	28
		No	59	48	72
		Don't know/remember	-	1	-
	<i>All offered a pre-trial court familiarisation visit</i>		Base (n)	58	92

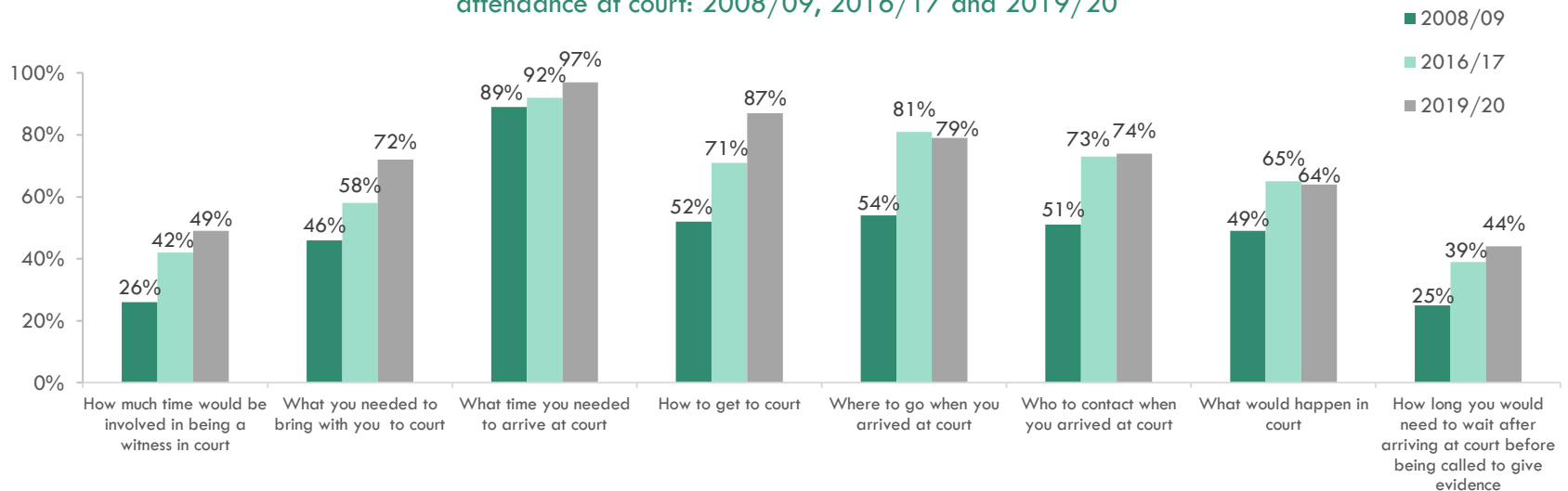
- For all sweeps of the survey up until 2016/17, there had been a consistent upward trend in the proportion of respondents who reported that they had been offered the opportunity to visit the court in advance of the trial in order to gain some familiarity with the court environment.
- The 47% of 2019/20 respondents, however, who reported that they had been offered the familiarisation visit represents a significant reduction on the 59% of the 2016/17 respondents who had been offered the visit.
- There has been some fluctuation over the years in the proportion of respondents who reported accepting the offer of a pre-trial court familiarisation visit.
- The 28% of respondents who accepted the offer in 2019/20 represented a significant decrease on the 51% of respondents who accepted the offer in 2016/17.

4 | Survey Findings: Overall Level

4.10 Information Received in Lead up to the Trial

- Survey respondents were asked whether they had received enough information in the lead up to the trial on a range of subjects related to court attendance. Figure 3 below and the table overleaf detail the findings for this question for both the base year (2008/09) and for the 2016/17 and 2019/20 surveys.
- With just the occasional exception, there has been a gradual year on year increase, from when the survey was first run in 2008/09, in the proportion of respondents reporting that they had received adequate information on each of the information aspects considered.
- The two dimensions on which the 2019/20 respondents were least likely to report having received adequate information related to 'how long you would need to wait after arriving at court before being called to give evidence' (44%) and 'how much time would be involved in being a witness in court' (49%).
- Compared with the 2016/17 survey, there were significant increases in 2019/20 in the proportion of respondents who reported having received enough information on three out of the eight areas addressed i.e. 'what you needed to bring with you to court' (up from 58% to 72%), 'what time you needed to arrive at court' (up from 92% to 97%) and 'how to get to court' (up from 71% to 87%). Changes on the other dimensions were not statistically significant.

Figure 3: Proportion of respondents who reported that they had received **adequate** information on a range of subjects related to attendance at court: 2008/09, 2016/17 and 2019/20



4 | Survey Findings: Overall Level

4.10 Information Received in Lead up to the Trial (%) (contd.)

		2008/09	2016/17	2019/20	
Q65	(a) How much time would be involved in being a witness in court*	Yes – enough	26	42	49
		Yes – some	5	6	9
		No	66	48	39
		Don't know	3	4	3
		Base (n)	217	157	223
	<i>All asked to give evidence and attended court</i>				
	(b) What you needed to bring with you to court	Yes - enough	46	58	72
		Yes – some	4	-	7
		No	47	34	19
		Don't know	3	8	2
		Base (n)	217	157	224
	<i>All asked to give evidence and attended court</i>				
	(c) What time you needed to arrive in court	Yes - enough	89	92	97
		Yes – some	6	4	3
		No	4	3	-
		Don't know	-	1	-
		Base (n)	217	157	224
	<i>All asked to give evidence and attended court</i>				
	(d) How to get to court	Yes - enough	52	71	87
		Yes – some	2	1	2
No		44	22	11	
Don't know		2	6	<1	
Base (n)		217	157	224	
<i>All asked to give evidence and attended court</i>					

* Q65a – Witnesses: significant increase in proportion satisfied (up from 40% in 2016/17 to 54% in 2019/20).

(See table continued overleaf)

4 | Survey Findings: Overall Level

4.10 Information Received in Lead up to the Trial (%) (contd.)

			2008/09	2016/17	2019/20	
Q65	(e) Where to go when you arrived in court	Yes – enough	54	81	79	
		Yes – some	5	3	8	
		No	40	15	13	
		Don't know	2	2	<1	
		Base (n)	217	157	224	
	<i>All asked to give evidence and attended court</i>	(f) Who to contact when you arrived in court	Yes - enough	51	73	74
			Yes – some	6	5	8
			No	40	18	16
			Don't know	3	4	2
			Base (n)	217	157	224
	<i>All asked to give evidence and attended court</i>	(g) What would happen in court	Yes - enough	49	65	64
			Yes – some	8	7	14
			No	41	23	21
			Don't know	2	5	1
			Base (n)	217	157	224
	<i>All asked to give evidence and attended court</i>	(h) How long you would need to wait after arriving at court before being called to give evidence	Yes - enough	25	39	44
			Yes – some	5	14	15
			No	68	43	39
			Don't know	2	4	2
			Base (n)	217	157	224
<i>All asked to give evidence and attended court</i>						

4 | Survey Findings: Overall Level

4.11 Original Statement to Police (%)

			2008/09	2016/17	2019/20
Q64	Did you receive a copy of your original statement to the police, or see a video of your recorded statement, if you made one, before the court case? ⁸	Yes	87	79	87
		No	11	18	11
		<i>Don't know</i>	2	3	2
	<i>All asked to give evidence and attended court</i>	<i>Base (n)</i>	217	157	224

- Respondents who had been asked to give evidence and who had attended court were asked whether they had received a copy of their original statement to the police or seen a video of their recorded statement before the court case.
- While the 87% of the 2019/20 respondents who reported having seen a copy of their original statement or the video of their recorded evidence before the court case was significantly higher than the equivalent figure of 79% for 2016/17, it should be noted that the 2019/20 finding was very much in line with similar findings from the earlier years of the survey (all in the range 87% to 89%).

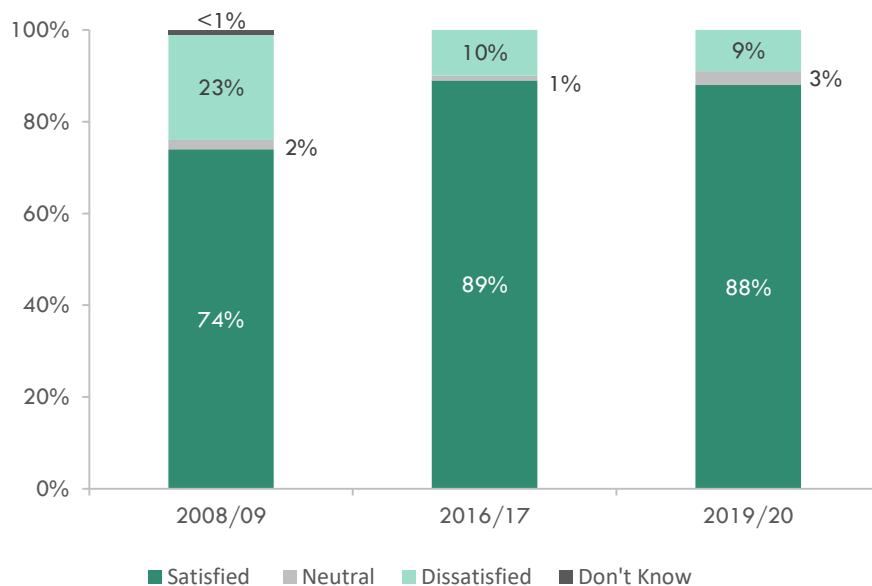
⁸ The question wording was amended in 2010/11 to incorporate reference to video recorded statement

4 | Survey Findings: Overall Level

4.12 Satisfaction with How Dealt with in Lead up to the Trial (%)

		2008/09	2016/17	2019/20	
Q68a	Overall, were you satisfied or dissatisfied with the information you received to prepare you for going to court prior to the trial date?	<i>Satisfied</i>	74	89	88
		<i>Neutral</i>	2	1	3
		<i>Dissatisfied</i>	23	10	9
		<i>Don't know</i>	<1	-	-
	<i>All asked to give evidence and attended court</i>	<i>Base (n)</i>	217	157	224

Figure 4: Level of satisfaction with information received in preparation for going to court prior to trial date: 2008/09, 2016/17 and 2019/20



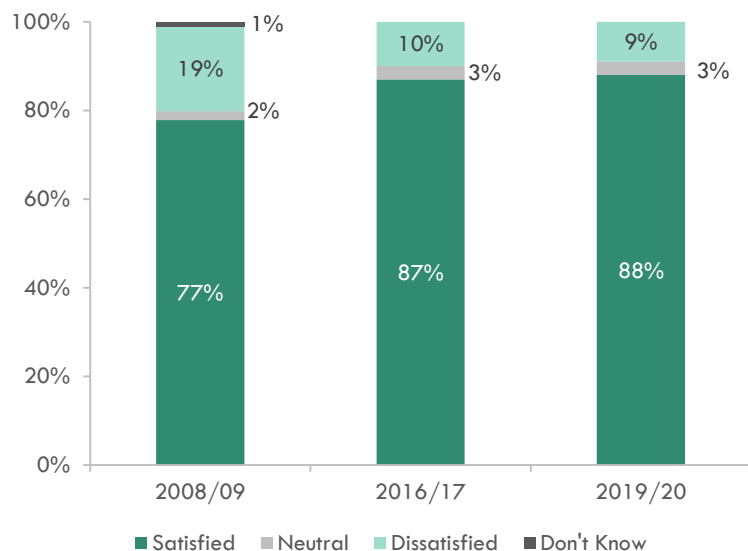
- The proportion of respondents who reported being satisfied with the information they had received to prepare them for going to court prior to the trial date has been consistently high at over 70% across all sweeps of the survey.
- Over four fifths of the 2019/20 respondents (88%) reported being satisfied, while approximately one in ten (9%) were dissatisfied and just a small proportion (3%) reported being 'neither satisfied nor dissatisfied'.
- The profile of response in terms of satisfaction was broadly similar for both the 2016/17 and 2019/20 surveys (Figure 4).

4 | Survey Findings: Overall Level

4.12 Satisfaction with How Dealt with in Lead up to the Trial (%) (contd.)

		2008/09	2016/17	2019/20	
Q70a	Overall, were you satisfied or dissatisfied with how you were dealt with prior to attending court?	<i>Satisfied</i>	77	87	88
		<i>Neutral</i>	2	3	3
		<i>Dissatisfied</i>	19	10	9
		<i>Don't know</i>	1	-	-
	<i>All asked to give evidence and attended court</i>	<i>Base (n)</i>	217	157	224

Figure 5: Level of satisfaction with how dealt with prior to attending court: 2008/09, 2016/17 and 2019/20



- The proportion of respondents who reported being satisfied with how they had been dealt with prior to attending court has also been consistently high across all sweeps of the survey (all 77% or higher).
- Over four fifths of the 2019/20 respondents (88%) reported being satisfied, while approximately one in ten (9%) were dissatisfied and just a small proportion (3%) reported being 'neither satisfied nor dissatisfied'.
- The profile of response in terms of satisfaction was broadly similar for both the 2016/17 and 2019/20 surveys (Figure 5).

4 | Survey Findings: Overall Level

4.13 Attendance at Court (%)

			2008/09	2016/17	2019/20
Q56*	On how many days did you have to go to court (including days where you attended but did not give evidence)?	One day	59	68	77
		Two days	24	16	13
		Three days	6	13	7
		Four days	5	1	1
		Five days or more	3	2	1
		Don't know	2	-	-
	All asked to give evidence and attended court	Base (n)	217	157	224
Q57	On how many of these days did you actually give evidence?	None-evidence not required	60	66	63
		One day	37	33	35
		Two days	1	1	1
		Three days or more	<1	-	<1
		Don't know	-	-	<1
	All asked to give evidence and attended court	Base (n)	217	157	224

- Consistent with previous sweeps of the survey, the vast majority of the 2019/20 respondents (77%) reported that they just had to go to court on the one day.
- Compared with 2016/17, there was no statistical difference in 2019/20 in the proportion of respondents who reported having to attend court on more than one day (32% in 2016/17; 23% in 2019/20).
- Of the 2019/20 respondents asked to give evidence, the majority reported that they had not ultimately been required to give evidence (63%); this was also the case for between 60% and 70% of respondents from across each of the earlier sweeps of the survey.
- Approximately one third of respondents (35%) to the 2019/20 survey reported having to give evidence on just the one day; compared with earlier sweeps of the survey, this proportion has not changed substantively.

* Q56 –Witnesses: significant fall in proportion having to attend on more than one day (down from 35% in 2016/17 to 19% in 2019/20).

4 | Survey Findings: Overall Level

4.1.4 Waiting Time at Court (%)

			2008/09	2016/17	2019/20
Q80	During the time you spent waiting at the court, were you put in a separate waiting room from the witnesses for the other side (i.e. the defence witnesses) or did both sides wait in the same area?	<i>Separate waiting rooms</i>	61	84	83
		<i>Both sides waiting in the same area</i>	35	12	11
		<i>Told evidence not required before entering waiting room</i>	-	1	1
		<i>Don't know</i>	4	2	5
		<i>Base (n)</i>	217	161	235
<i>All who attended court</i>					
Q89	On the first day you gave evidence in the case, how long did you have to wait from the time you arrived at court to the time you went in to give evidence?	<i>Up to 1 hour</i>	21	12	7
		<i>Between 1 and 2 hours</i>	26	25	14
		<i>Between 2 and 4 hours</i>	19	33	49
		<i>More than 4 hours</i>	31	26	30
		<i>Don't know</i>	2	4	-
		<i>Base (n)</i>	84	57	76
<i>All who ultimately gave evidence</i>					

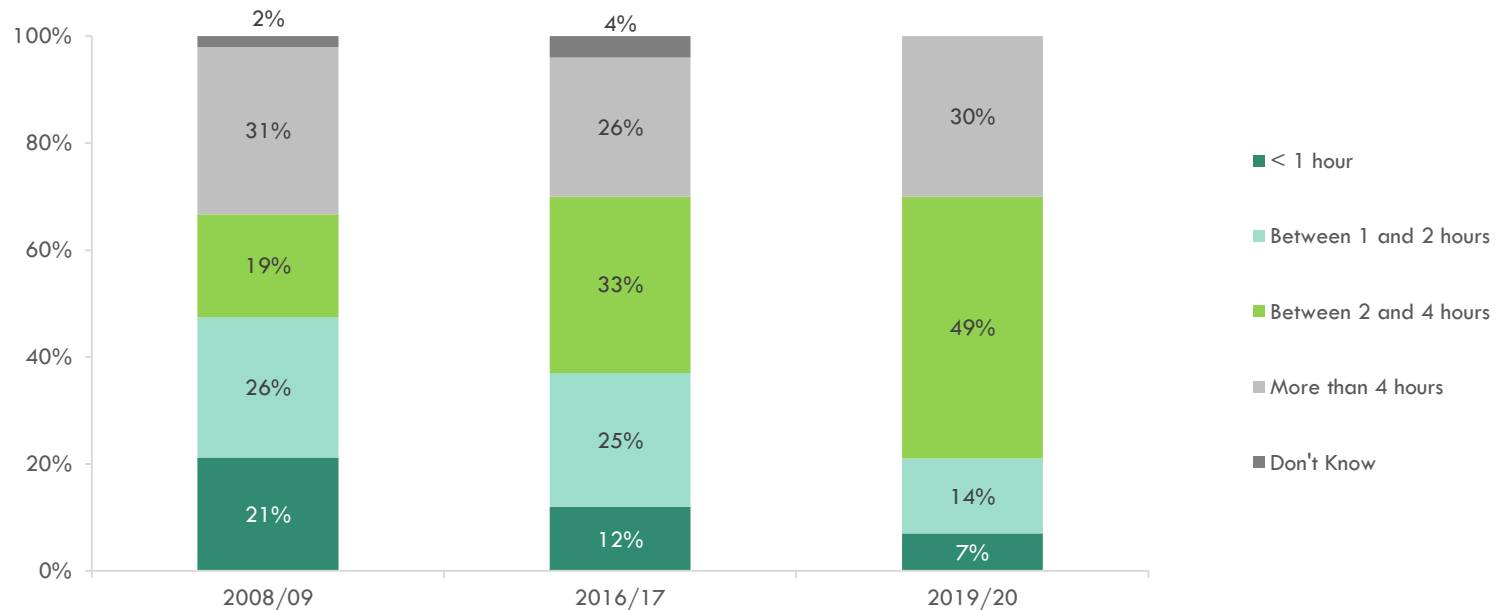
- While there had been a consistent year on year increase up until 2016/17 in the proportion of respondents who reported that they had been put in a separate waiting room from the witnesses from the 'other side', the 83% of respondents to the 2019/20 who reported that this had been their experience represented only a marginal fall on the equivalent figure for 2016/17 (84%).
- Similarly, as in 2016/17, approximately one in ten respondents reported that both sides had been kept waiting in the same area (12% in 2016/17; 11% in 2019/20).

4 | Survey Findings: Overall Level

4.14 Waiting Time at Court (contd.)

- In the 2019/20 survey, almost four fifths of respondents (79%) reported having had to wait at least 2 hours before going in to give their evidence on their first day of giving evidence; this represented a significant increase on the 60% of the 2016/17 respondents who reported having had to wait for this duration (Figure 6).
- Compared with 2016/17, there was no substantive difference in the proportion of respondents having had to wait more than 4 hours (26% in 2016/17 and 30% in 2019/20).

Figure 6: Level of satisfaction with information received in preparation for going to court prior to trial date: 2008/09, 2016/17 and 2019/20



4 | Survey Findings: Overall Level

4.14 Waiting Time at Court (%) (contd.)

- Respondents who ultimately gave evidence in court were asked how often, if at all, they had been kept informed of what was going on while waiting to give evidence. A small minority of respondents (6% in 2008/09; 5% in 2016/17 and 5% in 2019/20) reported that they had not been waiting long enough to need an update.
- Over half of those who had been waiting long enough for an update reported having been kept informed at least once an hour. The 57% of respondents to the 2019/20 survey who reported having received updates on this basis was not significantly different from the equivalent figure of 72% for 2016/17.
- Similarly, the 17% of the 2019/20 respondents who reported not having received any information was not statistically different from the 11% of the 2016/17 respondents who had not received any information.

		2008/09	2016/17	2019/20	
Q90	How often, if at all, were you kept informed of what was going on while you were waiting?	<i>More than once an hour</i>	38	50	25
		<i>About once an hour</i>	18	22	32
		<i>Less than once an hour</i>	25	9	26
		<i>Given no information</i>	16	11	17
		<i>Don't know</i>	3	7	-
	<i>All who ultimately gave evidence but excluding those not waiting long enough to need an update</i>	<i>Base (n)</i>	79	54	72

4 | Survey Findings: Overall Level

4.15 Notification and Reasons why Evidence not Required (%)

		2008/09	2016/17	2019/20	
Q85	At what stage were you told that your evidence would not be needed?	<i>2+days before the trial date</i>	12	14	10
		<i>One day before the trial date</i>	5	6	3
		<i>Before arriving at court (on trial date)</i>	3	6	2
		<i>Immediately after arriving at court (on trial date)</i>	2	13	8
		<i>After waiting for up to 1 hour at court</i>	13	12	9
		<i>After waiting 1-2 hours at court</i>	10	10	11
		<i>After waiting more than 2 hours at court</i>	52	37	53
		<i>Don't know</i>	4	4	4
	<i>Base (n)</i>	132	109	160	
	<i>All asked to give evidence but subsequently told evidence not needed</i>				

Timing of notification that evidence not required

- Of the 2019/20 respondents asked to give evidence but subsequently told that their evidence would not be needed, three quarters (74%) reported that they had been advised of this after they had spent time waiting at court, 13% recalled that they had been advised of this before the trial date, 9% had been advised either before or on arrival at court on the trial date and 4% could not recall at what stage they had been advised of this.
- While the proportion of respondents waiting over two hours before being told their evidence was not needed was significantly higher in 2019/20(53%) than in 2016/17 (37%), it should be noted that the 2019/20 finding was very much in line with the equivalent findings from all earlier sweeps of the survey (all in the 50% to 55% range).

4 | Survey Findings: Overall Level

4.15 Notification and Reasons why Evidence not Required (%) (contd.)

		2008/09	2016/17	2019/20	
Q86a	What reason, if any, were you given for not being needed to give evidence at court?	<i>Defendant pleaded guilty</i>	75	78	74
		<i>Defendant failed to appear at court</i>	2	3	3
		<i>Prosecution withdrew the case</i>	2	-	5
		<i>Case already had sufficient evidence</i>	5	4	6
		<i>Evidence/written statement ready out/recorded on DVD</i>	-	3	3
		<i>Problems with witnesses</i>	-	1	2
		<i>Case settled before court</i>	-	-	1
		<i>Other</i>	1	3	4
		<i>No reason given</i>	6	7	3
		<i>Don't know</i>	3	2	-
		<i>Base (n)</i>	132	109	160
	<i>All asked to give evidence but subsequently told evidence not needed</i>				

Reason for evidence not being required

- As for all previous sweeps of the survey, the defendant pleading guilty was the most frequently cited reason reported by respondents in 2019/20 for not being required to give evidence at court (74%).
- After this, the two other more frequent reasons given were that the case already had sufficient evidence (6%) or the prosecution withdrew the case (5%).

4 | Survey Findings: Overall Level

4.16 The Court Experience (%)

			2008/09	2016/17	2019/20
Q83a	In general, did you understand what was happening in court while you were there? <i>All asked to give evidence and attended court</i>	Yes	82	93	93
		No	18	6	6
		<i>Don't know/remember</i>	-	1	1
		<i>Base (n)</i>	217	157	221
Q110	In general, did you understand what was happening in court while you were there? <i>All not asked to give evidence but attended court</i>	Yes	76	50 (3)	70 (7)
		No	24 (4)	33 (2)	10 (1)
		<i>Don't know/remember</i>	-	17 (1)	20 (2)
		<i>Base (n)</i>	17	6	10
Q91	Overall, were you generally satisfied or dissatisfied with the consideration shown to you before giving evidence in court? <i>All who ultimately give evidence</i>	<i>Satisfied</i>	74	93	76
		<i>Neutral</i>	1	-	-
		<i>Dissatisfied</i>	25	7	24
		<i>Don't know</i>	-	-	-
		<i>Base (n)</i>	84	57	76

Understanding of what was happening in court

- Across all years of the survey, high proportions of respondents who had been asked to give evidence reported that they understood what was happening in court while they had been there.
- The response profile for this question in 2019/20 was identical to that for the previous sweep of the survey with the vast majority of respondents (93%) reporting that they had understood what was happening in court.
- Similarly, the majority of respondents to the 2019/20 survey who had not been asked to give evidence but who attended court (7 out of the 10) reported that they had understood what was happening in court while they were there.

Consideration shown before giving evidence

- The proportion of respondents who reported being generally satisfied with the consideration shown to them before giving evidence in court has been consistently high at over 70% across all sweeps of the survey.
- However, the 76% of respondents satisfied in 2019/20 represented a significant decrease on the 93% of respondents satisfied in 2016/17.

4 | Survey Findings: Overall Level

4.16 The Court Experience (%)(contd.)

			2008/09	2016/17	2019/20
Q92*	Did you meet, or were you introduced to the PPS lawyer before entering the courtroom? <i>All who ultimately gave evidence</i>	Yes	71	82	68
		No	26	11	25
		<i>Don't know/remember</i>	2	7	7
		<i>Base (n)</i>	84	57	76
Q93	Did you feel that the PPS lawyer was courteous or discourteous in his/her treatment of you? <i>All who met PPS lawyer prior to entering courtroom</i>	<i>Courteous</i>	92	100	96
		<i>Discourteous</i>	7	-	2
		<i>Don't know</i>	2	-	2
		<i>Base (n)</i>	60	47	52
Q95	Did you feel that the barrister for the other side was courteous or discourteous in his/her treatment of you? <i>All who were cross examined</i>	<i>Courteous</i>	50	40	45
		<i>Discourteous</i>	46	56	50
		<i>Don't know</i>	4	4	5
		<i>Base (n)</i>	76	48	64
Q96	Did you feel that the magistrate or judge was courteous or discourteous in his/her treatment of you? <i>All who ultimately gave evidence</i>	<i>Courteous</i>	88	93	83
		<i>Discourteous</i>	11	7	16
		<i>Don't know</i>	1	-	1
		<i>Base (n)</i>	84	57	76

Consideration shown before giving evidence

- Just over two thirds of respondents (68%) to the 2019/20 survey who ultimately gave evidence at court reported that they had been introduced to the PPS lawyer before entering the courtroom.
- The equivalent figure for the 2016/17 survey was not significantly different at 82%.
- Figure 7 overleaf shows the proportions of respondents for the 2008/09, 2016/17 and 2019/20 surveys who reported that the various legal officials (PPS lawyer, defence barrister and magistrate/judge) had been courteous towards them.
- Ninety six percent of the 2019/20 respondents who had met the PPS lawyer felt that he/she had been courteous towards them. The equivalent figures for all previous sweeps of the survey were also high at over 90%.
- By contrast, across all sweeps of the survey, a much lower proportion of those who had been cross-examined felt that the barrister for the other side had been courteous towards them.

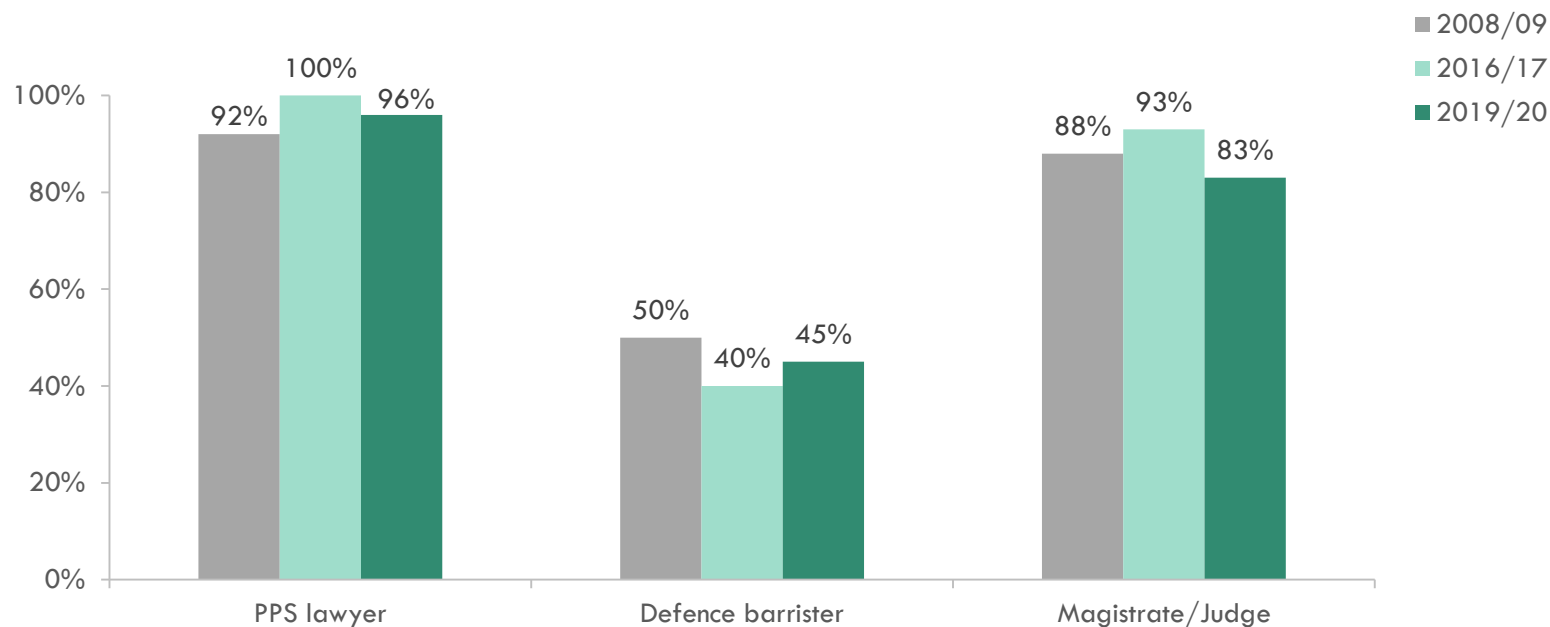
* Q92 – Victims: significant fall in the proportion introduced to PPS lawyer (down from 90% in 2016/17 to 65% in 2019/20).

4 | Survey Findings: Overall Level

4.16 The Court Experience (contd.)

- The 45% of respondents to the 2019/20 survey who felt that the barrister for the other side had been courteous towards them was not statistically different from the 40% of respondents to the 2016/17 survey who expressed this view.
- Across all years of the survey, the vast majority of those who had ultimately given evidence considered that the magistrate or judge had been courteous towards them (all over 80%).
- While, compared with 2016/17, there had been a fall in 2019/20 in the proportion of respondents who considered that the magistrate or judge had been courteous towards them (down from 93% in 2016/17 to 83% in 2019/20), this difference was not statistically significant.

Figure 7: Proportion of respondents reporting that the various legal officials had been courteous towards them: 2008/09, 2016/17 and 2019/20



4 | Survey Findings: Overall Level

4.16 The Court Experience (%)(contd.)

			2008/09	2016/17	2019/20
Q100	Overall, did you feel that you were dealt with fairly or unfairly whilst giving evidence? <i>All who ultimately give evidence</i>	<i>Fairly</i>	88	91	82
		<i>Unfairly</i>	11	9	18
		<i>Don't know</i>	1	-	-
		<i>Base (n)</i>	84	58	76
Q119a	Overall, were you satisfied or dissatisfied with your experience at court? <i>All who attended court</i>	<i>Satisfied</i>	69	74	78
		<i>Neutral</i>	1	2	4
		<i>Dissatisfied</i>	28	25	19
		<i>Don't know</i>	1	-	-
		<i>Base (n)</i>	234	163	236

Dealt with fairly/unfairly while giving evidence

- Respondents who reported having given evidence were asked whether they had been dealt with fairly or unfairly whilst giving evidence. Whilst proportionately the 82% of 2019/20 respondents who reported that they had been dealt with fairly was lower than the equivalent figure of 91% for 2016/17, the difference was not statistically significant.
- In terms of overall satisfaction with experience at court, almost four fifths of the 2019/20 respondents (78%) reported being satisfied, 19% reported being dissatisfied and 4% opted for the 'neither satisfied nor dissatisfied' response option. The profile of response on this was not significantly different from that for the 2016/17 survey.

4 | Survey Findings: Overall Level

4.17 Feelings of Safety (%)

			2008/09	2016/17	2019/20
Q76a	How safe did you feel before going to court?	Safe	74	79	79
		Neither	6	7	8
		Unsafe	19	14	12
		Don't know	1	-	<1
	<i>All who attended court</i>	Base (n)	234	163	236
Q97*	When you were in the court room, did you feel safe or unsafe?	Safe	92	91	91
		Neither	-	2	4
		Unsafe	7	5	5
		Don't know	1	2	-
	<i>All who ultimately gave evidence</i>	Base (n)	84	57	76
Q109a	When you were in the court room, did you feel safe or unsafe?	Safe	82 (14)	83 (5)	60 (6)
		Unsafe	18 (3)	-	20 (2)
		Don't know	-	17 (1)	20 (2)
	<i>All not asked to give evidence but attended court</i>	Base (n)	17	6	10

* Q97 –Witnesses: significant fall in proportion feeling safe in the court room (down from 100% in 2016/17 to 88% in 2019/20).

Feelings of safety

- Respondents who had attended court were asked how safe they had felt before going into court and also while in the courtroom. The 2019/20 pattern of response on this is shown in Figure 8 overleaf.

Feelings of safety before going to court

- The profile of response on this has remained relatively stable across all sweeps of the survey. In the 2019/20 survey, 79% of respondents reported feeling safe, 12% reported feeling unsafe and 8% reported that they felt neither safe nor unsafe.

Feelings of safety while in the court room (respondents who gave evidence)

- Across all sweeps of the survey to date, the vast majority of respondents reported that they had felt safe while in the court room. The proportion who felt safe has consistently been in excess of 90% since the 2013/14 survey (91% in 2019/20).

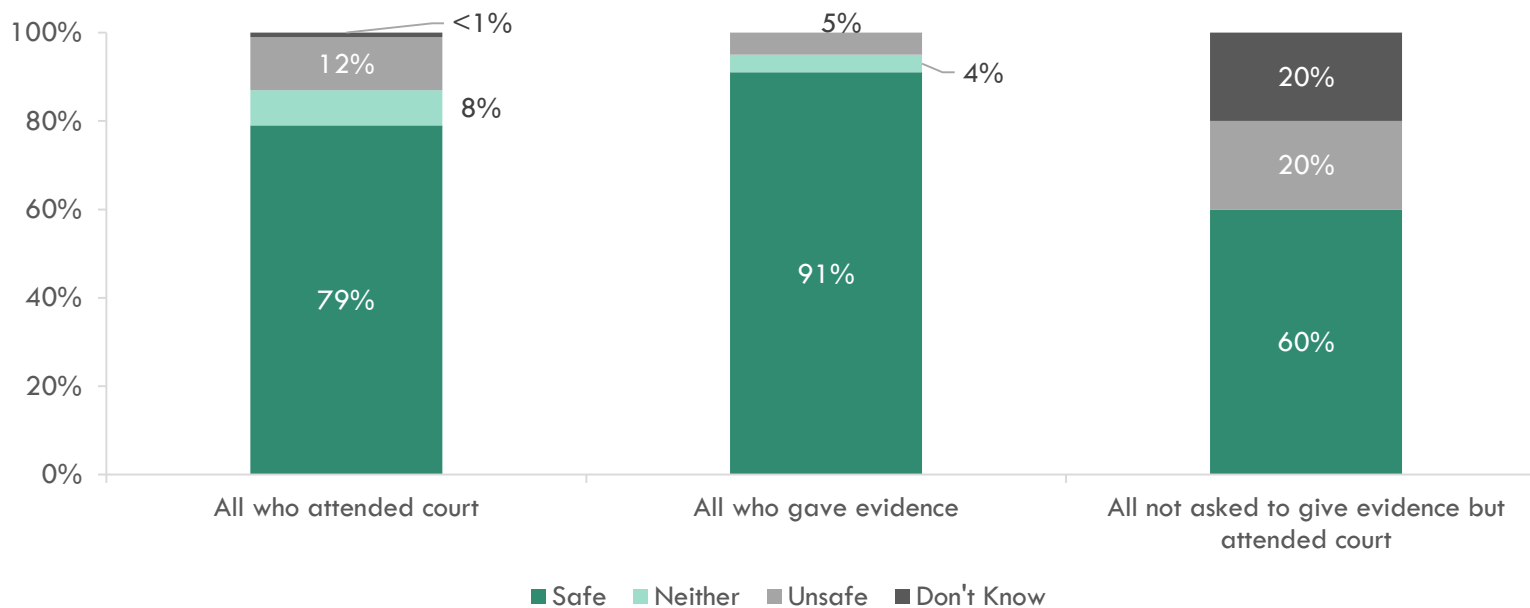
Feelings of safety while in the court room (respondents not asked to give evidence)

- Of the small number of respondents who had not been asked to give evidence but who attended court anyway, the majority reported that they felt safe within the court room; this was the case for 6 out of the 10 respondents in the 2019/20 survey.

4 | Survey Findings: Overall Level

4.17 Feelings of Safety (contd.)

Figure 8: Whether respondents felt safe or unsafe by respondent group: 2019/20



4 | Survey Findings: Overall Level

4.17 Feelings of Safety (%)(contd.)

		2008/09	2016/17	2019/20	
Q120a*	Was there any point in the whole process when you or your family felt intimidated?	Yes	25	24	21
		No	74	75	79
		Don't know	<1	1	<1
	<i>All</i>	Base (n)	1,124	843	957
Q120c	Where did this intimidation occur? (Respondents could select more than one response option for this question)	At the court building but outside the court room	13	11	11
		Inside the court room	8	7	12
		Outside court building/in the community	83	80	90
	<i>All who felt intimidated</i>	Base (n)	286	206	196
% intimidated in court building or court room		17%	16%	19%	

* Q120a – Witnesses: significant fall in the proportion who said they or their family felt intimidated (down from 16% in 2016/17 to 10% in 2019/20).

- Overall, approximately one fifth of respondents to the 2019/20 survey (21%) reported that they had felt intimidated at some point in the criminal justice process. The profile of response to this question was broadly consistent with that for each of the earlier sweeps of the survey.
- When asked where this intimidation had occurred, the vast majority of the 2019/20 respondents (90%) reported that they had experienced intimidation in the community. Almost one fifth of respondents (19%) reported having experienced intimidation in either the court building or the court room.
- The 90% of the 2019/20 respondents who had experienced intimidation in the community represented a significant increase on the 80% of the 2016/17 respondents who reported that they had experienced intimidation in the community.

4 | Survey Findings: Overall Level

4.18 Expenses/Compensation (%)

			2008/09	2016/17	2019/20
Q102a	Did you receive a witness expenses claim form to fill in?	Yes	77	75	86
		No	19	22	10
		Don't know	3	3	4
	<i>All asked to give evidence and attended court</i>		Base (n)	217	158
Q140a	How satisfied or dissatisfied have you been with the service you have received from the Compensation Agency?	Satisfied	47	52	58
		Neutral	4	2	6
		Dissatisfied	43	42	32
		Don't know	6	4	3
	<i>All victims who applied for compensation</i>		Base (n)	68	48

Expenses claim form

- Across all sweeps of the survey to date, the vast majority of respondents who had been asked to give evidence and who attended court reported that they had received an expenses claim form to fill in.
- The 86% of respondents who reported having received an expenses claim form in 2019/20 represented a significant increase on the 75% of respondents to the 2016/17 survey who reported having received one.

Service provided by the Compensation Agency

- Overall, 58% of respondents to the 2019/20 survey who had applied for criminal injuries compensation reported that they had been satisfied with the service received from the Compensation Agency; 32% of respondents reported having been dissatisfied. The profile of response on this question has not changed substantively compared with 2016/17.

4 | Survey Findings: Overall Level

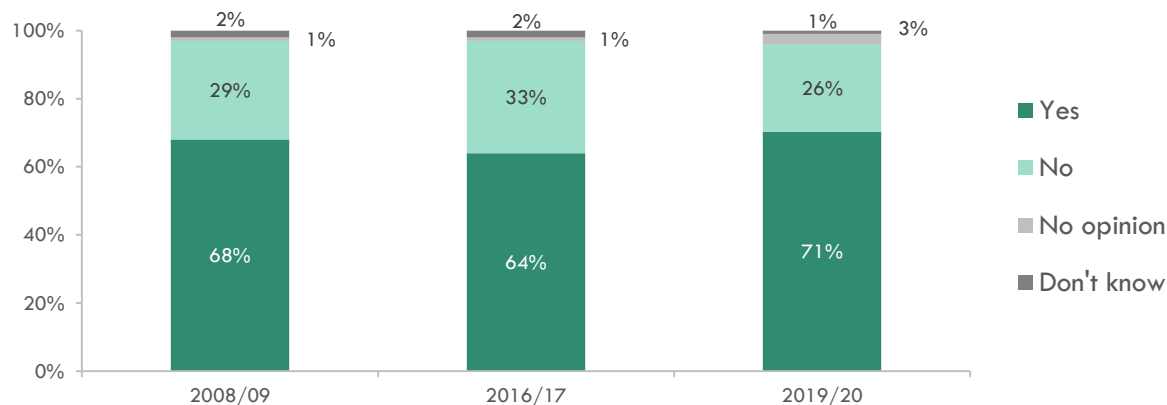
4.19 Case Outcome and Sentence (%)

		2008/09	2016/17	2019/20	
Q112	Did you find out what the outcome of the case was?	Yes	81	83	83
		No	17	15	16
		Don't know	2	2	1
	<i>All where there was a trial</i>	Base (n)	538	408	473
Q116	Did you think the outcome of the case was fair?	Yes	68	64	71
		No	29	33	26
		No opinion	1	1	3
		Don't know	2	2	1
	<i>All where there was a trial and who knew the outcome</i>	Base (n)	437	339	389

Perception of case outcome

- Approximately four fifths of respondents to each sweep of the survey reported that they had found out what the outcome of the case had been. The proportion who had found out what the outcome was has remained unchanged at 83% for the last three sweeps of the survey.
- When asked whether the outcome had been fair, the majority of respondents across all sweeps reported that this had been the case. The 71% of respondents to the 2019/20 survey who reported that the outcome had been fair represented a significant increase compared with the 64% of respondents to the 2016/17 survey who expressed this view (see Figure 9).

Figure 9: Whether respondents thought the case outcome was fair: 2008/09, 2016/17 and 2019/20



4 | Survey Findings: Overall Level

4.19 Case Outcome and Sentence (%)(contd.)

			2008/09	2016/17	2019/20
Q117	Do you know what the sentence was?	Yes	75	75	67
		No	15	14	25
		<i>Don't know/ Not stated</i>	10	10	7
	<i>All where there was a trial and offender found/pleaded guilty</i>	Base (n)	352	278	318
Q118a	Did you feel that the sentence given was fair?	Yes	54	55	57
		No	45	42	40
		<i>Don't know</i>	2	4	3
	<i>All where there was a trial and offender found/pleaded guilty and who knew what sentence was</i>	Base (n)	263	209	214

- Compared with the previous sweep of the survey, there was a significant fall in 2019/20 in the proportion of respondents reporting that they knew what the resultant sentence had been (down from 75% in 2016/17 to 67% in 2019/20)(Figure 10).
- Of 2019/20 respondents who knew what the sentence was, almost three fifths (57%) felt that it had been fair. There has been no substantive change over the years of the survey in the proportion of respondents reporting the sentence to have been fair (all in the range 51% to 57%)(Figure 11).

Figure 10: Whether respondents knew what the sentence was: 2008/09, 2016/17 and 2019/20

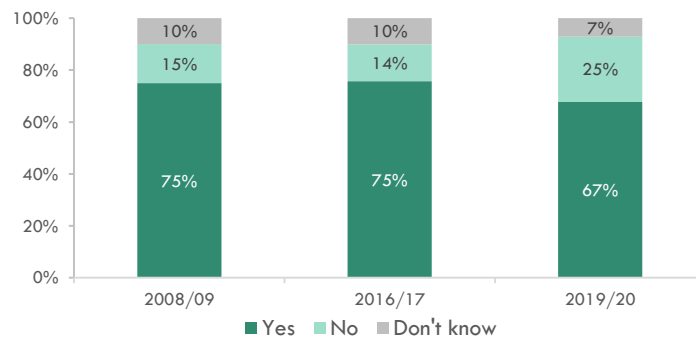
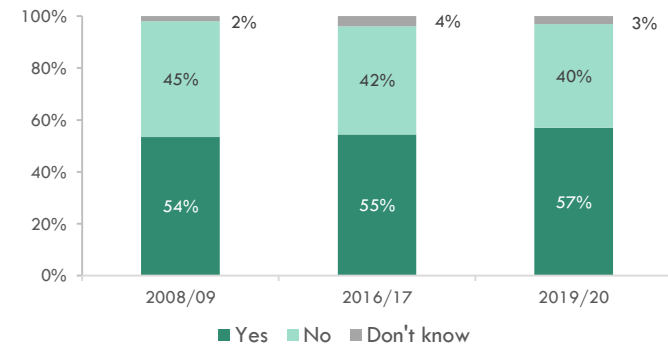


Figure 11: Whether respondents believed that the sentence was fair: 2008/09, 2016/17 and 2019/20



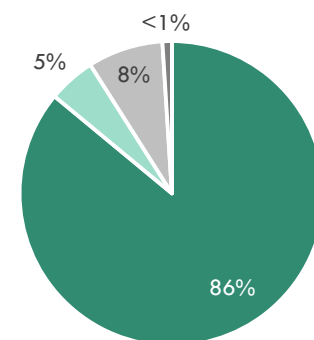
4 | Survey Findings: Overall Level

4.20 Voluntary Support Services (%)

			2008/09	2016/17	2019/20
Q147a	Did you have contact with Victim Support at any stage in the process? <i>2008/09: Victims only;</i> <i>2016/17 – 2019/20: All victims and witnesses</i>	Yes	31	39	42
		No	68	59	56
		Don't know	1	2	2
		Base (n)	696	843	958
Q149a	Overall, were you satisfied or dissatisfied with the contact you had with Victim Support? <i>2008/09: All victims who had contact with Victim Support</i> <i>2016/17 – 2019/20: All victims and witnesses who had contact with Victim Support</i>	Satisfied	85	86	86
		Neutral	5	6	5
		Dissatisfied	8	7	8
		Don't know	2	1	<1
		Base (n)	217	329	403

- In the 2008/09 survey, questions related to contact with Victim Support (i.e. Questions 147a and 149a) were asked of victims only; for subsequent sweeps of the survey, the questions were asked of both victims and witnesses. The 2008/09 findings in respect of these questions are not therefore directly comparable with those for subsequent years of the survey.
- The proportion of survey respondents who reported having had contact with Victim Support has fluctuated over the various sweeps of the survey, peaking at 42% in 2019/20.
- Where there had been contact, high satisfaction levels in relation to such contact were recorded across all sweeps of the survey; the satisfaction level was highest at 91% in 2010/11.
- Of 2019/20 respondents who had contact with Victim Support, 86% reported having been satisfied with this contact, 8% reported being dissatisfied, 5% reported being neither satisfied nor dissatisfied and a small minority (<1%) chose the 'don't know' response option in answering this question (Figure 12).

Figure 12: Level of satisfaction with contact with Victim Support NI: 2019/20



■ Satisfied ■ Neutral ■ Dissatisfied ■ Don't know

4 | Survey Findings: Overall Level

4.20 Voluntary Support Services (%) (contd.)

			2008/09	2016/17	2019/20
Q72a	Did you receive support from either Victim Support's Witness Service (WS) or the NSPCC's Young Witness Service (YWS)?	Yes – from WS	23	58	60
		Yes – from YWS	<1	4	<1
		Yes – not sure who	-	1	<1
		No support	70	34	38
		Don't know	7	4	1
	<i>All victims and witnesses who attended court</i>	Base (n)	234	164	237
Q73a	Overall, were you satisfied or dissatisfied with the support that the Victim Support Witness Service (WS) /NSPCC Young Witness Service (YWS) provided?	Satisfied	98	99	94
		Neutral	-	-	1
		Dissatisfied	2	1	5
		Don't know	-	-	1
	<i>All victims and witnesses who received support from WS/YWS</i>	Base (n)	55	102	145

Victim Support's Witness Service/NSPCC's Young Witness Service

- Of respondents who attended court in 2019/20, six out of ten (60%) reported that they had received support from Victim Support's Witness Service and fewer than 1% reported that they had received support from the NSPCC's Young Witness Service.
- These figures were only marginally changed from 2016/17 when 58% of respondents reported having received support from Victim Support's Witness Service and 4% reported having received support from the NSPCC's Young Witness Service.
- While the vast majority of those who had received support from these services reported being satisfied with the support provided, the 94% of respondents satisfied in 2019/20 represented a significant reduction on the 99% satisfied in 2016/17.
- In the 2019/20 survey, 94% of respondents reported being satisfied with the service received, 5% reported being dissatisfied and small proportions either opted for the 'neither satisfied nor dissatisfied' or 'don't know' response options (both 1%).

4 | Survey Findings: Overall Level

4.21 Victim Information Schemes (%)

			2008/09	2016/17	2019/20
Q153a	Are you aware of the Prisoner Release Victim Information Scheme (PRVIS)? ⁹ <i>All victims where offender found/pleaded guilty and received sentence of 6 months or more</i>	Yes	19	19	21
		No	80	72	79
		Don't know/ remember	1	8	-
		Base (n)	81	36	28
Q154a	Did you register with the scheme? <i>All victims who were aware of the PRVIS</i>	Yes	27 (4)	-	17 (1)
		No	73 (11)	100 (7)	83 (5)
		Don't know	-	-	-
		Base (n)	15	7	6
Q156a	Are you aware of the Probation Board for Northern Ireland Victim Information Scheme (VIS)? <i>All victims where offender received supervised sentence</i>	Yes	24	15	14
		No	74	85	86
		Don't know/ remember	3	-	-
		Base (n)	34	60	58
Q157a	Did you register with the scheme? <i>All victims who were aware of the PBNI VIS</i>	Yes	-	-	-
		No	100	100 (9)	100 (8)
		Don't know/ remember	-	-	-
		Base (n)	8	9	8

- The survey questions relating to the Prisoner Release and Probation Board for Northern Ireland Victim Information Schemes were applicable to only a small number of respondents as these schemes mainly apply in the case of the more serious types of offence which are not covered by NIVAWS (e.g. offences of a sexual nature, offences involving a fatality etc.).
- The reported awareness of each scheme has been consistently low across all sweeps of the survey, and there has been a similarly low reported rate of registration with each scheme.
- Twenty one percent of the 2019/20 respondents reported being aware of the Prisoner Release Victim Information Scheme and 14% reported being aware of the Probation Board for Northern Ireland Information Scheme.
- Only 1 of the 6 2019/20 respondents who had been aware of the Prisoner Release Victim Information Scheme reported having registered with it. None of the 8 respondents aware of the Probation Board for Northern Ireland Scheme reported having registered with it.
- Due to the very small numbers involved, interpretation of the findings provided in this section should be treated with caution.

⁹ In 2008/09 all victims regardless of the length of the prison sentence were asked about PRVIS.

4 | Survey Findings: Overall Level

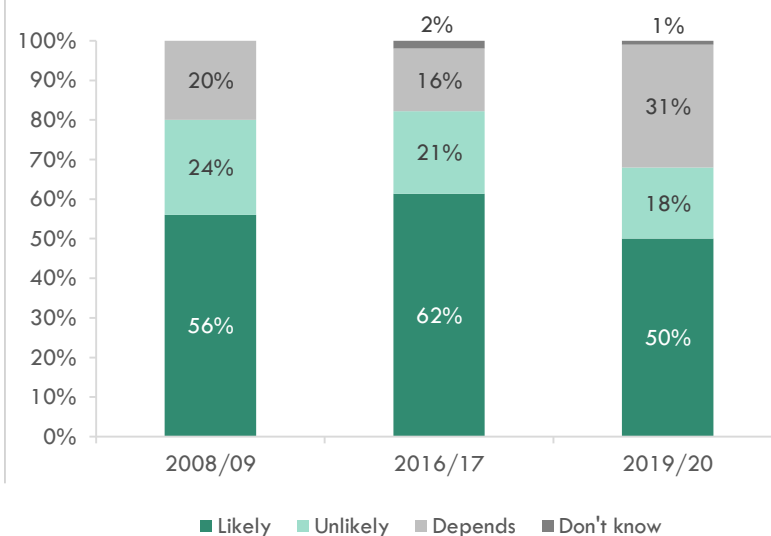
4.22 Likelihood of Future Engagement with the Criminal Justice System (%)

(a) Likelihood of being a witness again

			2008/09	2016/17	2019/20
Q107	If you were asked to be a witness in a criminal trial again, how likely would you be to agree to take part?	Likely	56	62	50
		Unlikely	24	21	18
		Depends	20	16	31
		Don't know	-	2	1
	<i>All who ultimately gave evidence</i>	Base (n)	84	58	78

- Respondents who ultimately gave evidence were asked how likely they would be to take part in a criminal trial again if asked to be a witness.
- In the 2019/20 survey, 50% of respondents reported that, if asked, they would be likely to agree to be a witness again, 18% said that they would be unlikely to agree, 31% said it would depend on the circumstances and 1% reported not knowing whether or not they would take part (Figure 13).
- The difference between the proportion of 2016/17 and the 2019/20 respondents likely to agree (62% and 50% respectively) was not statistically significant.

Figure 13: Likelihood of being a witness in a criminal trial again 2008/09, 2016/17 and 2019/20



4 | Survey Findings: Overall Level

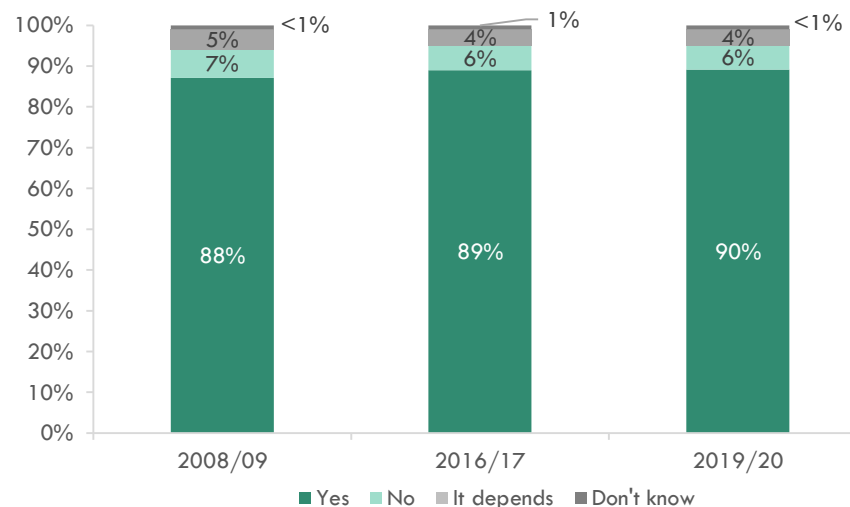
4.22 Likelihood of Future Engagement with the Criminal Justice System (%) (contd.)

(b) Whether witnesses would report a similar crime again

		2008/09	2016/17	2019/20	
Q145a	If you witnessed the same type of crime in the future, would you report the incident to the police?	Yes	88	89	90
		No	7	6	6
		<i>It depends</i>	5	4	4
		<i>Don't know</i>	<1	1	<1
	<i>All witnesses</i>	Base (n)	428	349	433

- In the 2019/20 survey, 90% of witnesses (excludes victims who may also have been a witness) suggested that, were they to witness the same type of crime in the future, they would report the incident to the police. A further 6% said that they would not do so, 4% said it would depend on the circumstances and fewer than 1% said they didn't know whether or not they would report the incident.
- The profile of response on this question has been consistent across all sweeps of the survey with approximately 9 out of 10 witnesses suggesting that, were they to witness the same type of crime in the future, they would indeed report the incident to the police (Figure 14).

Figure 14: Whether witnesses would report a similar crime again: 2008/09, 2016/17 and 2019/20



4 | Survey Findings: Overall Level

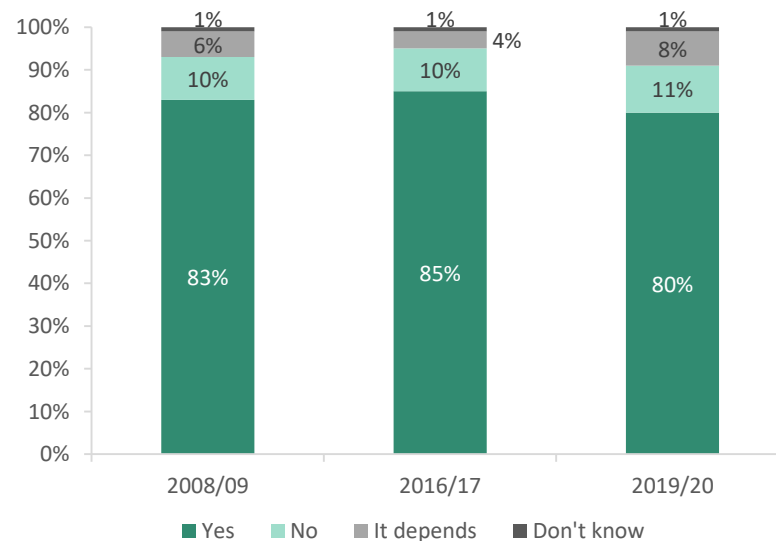
4.22 Likelihood of Future Engagement with the Criminal Justice System (%) (contd.)

(c) Likelihood of victims of a similar crime reporting the incident to the police

		2008/09	2016/17	2019/20	
Q151a	If you became the victim of a similar crime again, would you report the incident to the police?	Yes	83	85	80
		No	10	10	11
		<i>It depends</i>	6	4	8
		<i>Don't know</i>	1	1	1
	<i>All victims</i>	Base (n)	696	494	524

- In the 2019/20 survey, four fifths of victims (80%) reported that, were they to become the victim of a similar crime again, they would report the incident to the police. A further 11% of victims reported that they would not do so, 8% said it would depend on the circumstances and 1% didn't know whether they would be likely to report it or not (Figure 15).
- The proportion of victims who suggested that they would report the incident has remained relatively high across all sweeps of the survey (ranging from 78% in 2013/14 to 85% in 2016/17).
- Nonetheless, the 80% of victims in 2019/20 who said that they would report the incident to the police was significantly lower than the 85% of victims in 2016/17 who reported that they would do so.

Figure 15: Whether victims would report a similar crime again: 2008/09, 2016/17 and 2019/20



4 | Survey Findings: Overall Level

4.23 Victim and Witness Care Unit (VWCU)¹⁰ (%)

			2019/20
Q160	Have you heard of the Victim and Witness Care Unit (VWCU)? <i>All victims and witnesses</i>	Yes	26
		No	74
		Base (n)	953
Q161a	Have you been contacted by the Victim and Witness Care Unit within the Public Prosecution Service? <i>All who had heard of the VWCU</i>	Yes	42
		No	58
		Base (n)	236

- Just over one quarter of respondents to the 2019/20 survey (26%) reported that they had heard of the Victim and Witness Care Unit (VWCU).
- Of those who had heard of the unit, just over two fifths (42%) reported that they had been contacted by the unit.

¹⁰New questions added to 2019/20 survey

4 | Survey Findings: Overall Level

4.24 Guides on the Northern Ireland Criminal Justice System (%)

(i) Victim Charter

		2016/17	2019/20	
Q180a	Are you aware that there is a Victim Charter which advises victims of crime about their entitlements and the standards of service they can expect to receive when they come into contact with the criminal justice system? <i>All victims and witnesses</i>	Yes	25	27
		No	75	73
		<i>Base (n)</i>	843	953
Q180b	Have you referred to this Victim Charter? <i>All victims who were aware of the Victim Charter</i>	Yes	7	16
		No	93	84
		<i>Base (n)</i>	107	116
Q180c	How helpful did you find the Victim Charter? <i>All victims who referred to the Victim Charter</i>	<i>Very/fairly helpful</i>	75 (6)	67 (12)
		<i>Not very helpful</i>	-	17 (3)
		<i>Not at all helpful</i>	13 (1)	17 (3)
		<i>Don't know/ can't remember</i>	13 (1)	-
		<i>Base (n)</i>	8	18

- Just over one quarter of respondents to the 2019/20 survey (27%) reported that they had been aware that there was a Victim Charter which advised victims of crime about their entitlements and the standards of service they could expect to achieve when they come into contact with the criminal justice system; the equivalent figure for the 2016/17 survey was similar at 25%.
- Compared with 2016/17, there was a significant increase in the proportion of victims who reported having referred to the Victim Charter (up from 7% in 2016/17 to 16% in 2019/20).
- The majority of victims who had referred to the Victim Charter reported that they had found it either 'very' or 'fairly' helpful (12 out of the 18 victims in 2019/20 and 6 out of the 8 victims in 2016/17).

4 | Survey Findings: Overall Level

4.24 Guides on the Northern Ireland Criminal Justice System (%)(contd.)

(ii) Witness Charter¹¹

			2019/20
Q180w	Are you aware that there is a Witness Charter that sets out entitlements and standards of service for witnesses of crime? <i>All victims and witnesses</i>	Yes	22
		No	78
		Base (n)	951
Q180bw	Have you referred to this Witness Charter? <i>All witnesses who were aware of the Witness Charter</i>	Yes	10
		No	90
		Base (n)	121
Q180cw	How helpful did you find the Witness Charter? <i>All witnesses who referred to the Witness Charter</i>	Very/fairly helpful	100 (12)
		Not very helpful	-
		Not at all helpful	-
		Base (n)	12

- Fewer than one quarter of 2019/20 survey respondents (22%) reported that they had been aware that there is a Witness Charter that sets out entitlements and standards of service for witnesses of crime.
- Of witnesses who were aware of the Witness Charter, 10% reported that they had referred to it.
- All 12 witnesses who reported having referred to it reported that they had found it 'very' or 'fairly' helpful.

¹¹ New questions added to the 2019/20 survey

4 | Survey Findings: Overall Level

4.24 Guides on the Northern Ireland Criminal Justice System (%)

(iii) Guide to Northern Ireland's Criminal Justice System for Victims and Witnesses of Crime

		2016/17	2019/20	
Q181a	Are you aware that there is a Guide to Northern Ireland's Criminal Justice System for Victims and Witnesses of Crime? <i>All victims and witnesses</i>	Yes	27	26
		No	73	74
		Base (n)	843	954
Q181b	Have you referred to this guide? <i>All victims and witnesses who were aware of the guide</i>	Yes	12	12
		No	88	88
		Base (n)	231	249
Q181c	How helpful did you find the guide? <i>All victims and witnesses who referred to the guide</i>	Very/fairly helpful	93 (26)	81 (25)
		Not very helpful	7 (2)	3 (1)
		Not at all helpful	-	6 (2)
		Don't know/can't remember	-	10 (3)
		Base (n)	28	31

- Just over one quarter of respondents to the 2019/20 survey (26%) reported that they had been aware that there was a Guide to Northern Ireland's Criminal Justice System for Victims and Witnesses of Crime; the equivalent figure for the 2016/17 survey was similar at 27%.
- Compared with 2016/17, there was no change in 2019/20 in the proportion of respondents who reported having referred to the guide (both 12%).
- Of those who had referred to the guide, the majority reported that they had found it either 'very' or 'fairly' helpful (93% of 2016/17 respondents and 81% of 2019/20 respondents); the difference between the years was not statistically significant.

4 | Survey Findings: Overall Level

4.25 Overall Satisfaction with the Criminal Justice System

Key Performance Indicators

- Having answered a series of questions, regarding their specific experiences with various aspects of the criminal justice system, survey respondents were then asked to rate their satisfaction on four more global type indicators:-
 - (i) Level of satisfaction with the **information** given about the **criminal justice process**;
 - (ii) Level of satisfaction with how well they had been kept **informed** about the **progress of their case**;
 - (iii) Level of satisfaction with how they were **treated by staff** in the **criminal justice system**, and
 - (iv) Level of satisfaction with the **contact** they had with the **criminal justice system**.
- The latter indicator has been routinely used in the past as a key performance indicator for summarising progress in the area of service delivery to victims and witnesses in the criminal justice system.
- The findings in respect of these key indicator questions at **overall level** for 2008/09, 2016/17 and 2019/20 are detailed on the following pages in both tabular (pages 62 and 63) and graphical (page 64) format.
- In addition the findings in relation to these key indicators for 2016/17 and 2019/20 at **victim** and at **witness level** are detailed separately in graphical format on page 65.



4 | Survey Findings: Overall Level

4.25 Overall Satisfaction with the Criminal Justice System

Overall Findings: 2019/20 vs 2016/17

- Across all sweeps of the survey to date, a majority of respondents reported being satisfied on each of these indicators.
- Compared with 2016/17, there were no statistically significant changes in 2019/20 in the proportion of respondents overall who expressed satisfaction on any of the four indicators. The findings were as follows:-
 - (i) The information received about the **criminal justice process** (72% satisfied in 2016/17; 75% satisfied in 2019/20)(Figure 15);
 - (ii) How well kept **informed** of the **progress of their case** (64% satisfied in 2016/17; 60% satisfied in 2019/20)(Figure 16);
 - (iii) How well **treated by staff** in the **criminal justice system** (83% satisfied in 2016/17; 86% satisfied in 2019/20)(Figure 17), and
 - (iv) How satisfied they had been with the **contact** they had with the **criminal justice system** (72% satisfied in 2016/17; 73% satisfied in 2019/20)(Figure 18).

Victim and Witness Findings: 2019/20 vs 2016/17

- It should be noted that, while there were no significant differences on these indicators at overall level (i.e. with victim and witness data combined), there were some significant differences at both victim and witness level.
- The significant differences that were recorded were as follows:-
 - (i) Victims:
 - Significant fall in the proportion satisfied with how well they had been kept **informed** about the **progress of their case** (65% in 2016/17; 55% in 2019/20).
 - (ii) Witnesses:
 - Significant increase in the proportion satisfied with the **information** received about the **criminal justice process** (73% in 2016/17; 81% in 2019/20), and
 - Significant increase in the proportion satisfied with how well they had been **treated by staff** in the **criminal justice system** (85% in 2016/17; 92% in 2019/20).
- The full victim and witness findings in respect of each of the four key indicator questions for 2016/17 and 2019/20 are shown graphically in Page 65 (Figures 20 and 21).

4 | Survey Findings: Overall Level

4.25 Overall Satisfaction with the Criminal Justice System^{12,13} (%)

		2008/09	2016/17	2019/20	
Q174*	In general, were you satisfied or dissatisfied with the information you were given about the criminal justice process?	<i>Satisfied</i>	65	72	75
		<i>Neutral</i>	3	5	7
		<i>Dissatisfied</i>	31	22	18
		<i>Don't know</i>	2	1	1
	<i>All except those involved in cases which were dealt with by means of a formal police caution or warning</i>	<i>Base (n)</i>	996	742	902
Q175*	Thinking about from when you first reported this incident to now, are you satisfied or dissatisfied with how well you have been kept informed of the progress of your case?	<i>Satisfied</i>	54	64	60
		<i>Neutral</i>	3	4	8
		<i>Dissatisfied</i>	41	31	27
		<i>Don't know</i>	1	1	<1
		<i>Did not report</i>	<1	1	5
	<i>All except those involved in cases which were dealt with by means of a formal police caution or warning</i>	<i>Base (n)</i>	996	742	903

*Q174 Witnesses - significant increase in proportion of satisfied with information about CJS process (up from 73% in 2016/17 to 81% in 2019/20).

*Q175 Victims – significant fall in proportion satisfied with how well kept informed about progress of case (down from 65% in 2016/17 to 56% in 2019/20).

¹² Respondents whose cases were dealt with by means of a formal police caution or warning were excluded from the analysis in this section.

¹³ The overall findings have been weighted to reflect the victim/witness balance in the original population from which the sample was drawn.

4 | Survey Findings: Overall Level

4.25 Overall Satisfaction with the Criminal Justice System (contd.)^{14,15} (%)

		2008/09	2016/17	2019/20	
Q176*	In general, were you satisfied or dissatisfied with the way you were treated by staff in the criminal justice system?	<i>Satisfied</i>	79	83	86
		<i>Neutral</i>	3	4	3
		<i>Dissatisfied</i>	16	11	11
		<i>Don't know</i>	2	2	1
	<i>All except those involved in cases which were dealt with by means of a formal police caution or warning</i>	<i>Base (n)</i>	996	742	900
Q177*	Overall, were you satisfied or dissatisfied with the contact you've had with the criminal justice system?	<i>Satisfied</i>	65	72	73
		<i>Neutral</i>	4	5	5
		<i>Dissatisfied</i>	30	21	21
		<i>Don't know</i>	1	2	<1
	<i>All except those involved in cases which were dealt with by means of a formal police caution or warning</i>	<i>Base (n)</i>	996	742	900

*Q176 Witnesses – significant increase in proportion satisfied with way treated by staff in the CJS (up from 85% in 2016/17 to 92% in 2019/20).

¹⁴ Respondents whose cases were dealt with by means of a formal police caution or warning were excluded from the analysis in this section.

¹⁵ The overall findings have been weighted to reflect the victim/witness balance in the original population from which the sample was drawn.

4 | Survey Findings: Overall Level

4.25 Overall Satisfaction with the Criminal Justice System (contd.)

Figure 16: Level of satisfaction with information given about the criminal justice process: 2008/09, 2016/17 and 2019/20

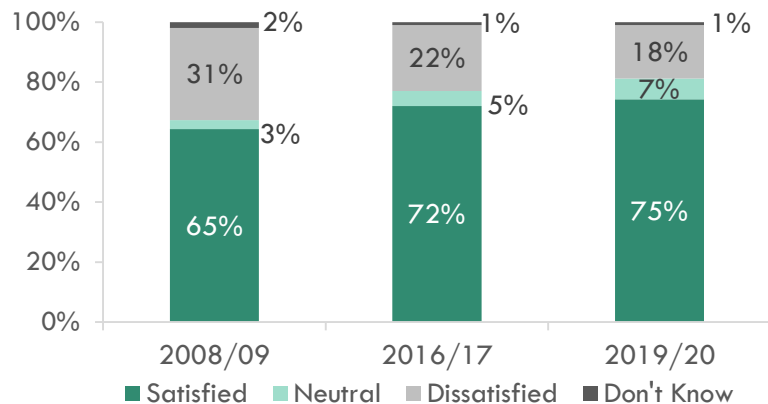


Figure 18: Level of satisfaction with way treated by staff in the Criminal Justice System: 2008/09, 2016/17 and 2019/20

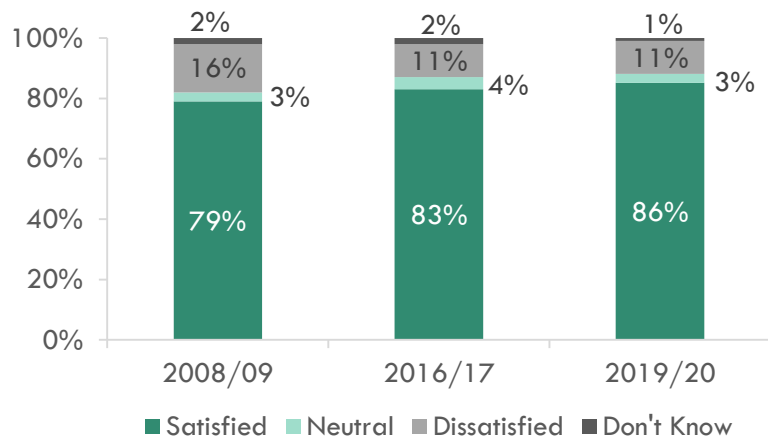


Figure 17: Level of satisfaction with how well kept informed of progress of case: 2008/09, 2016/17 and 2019/20

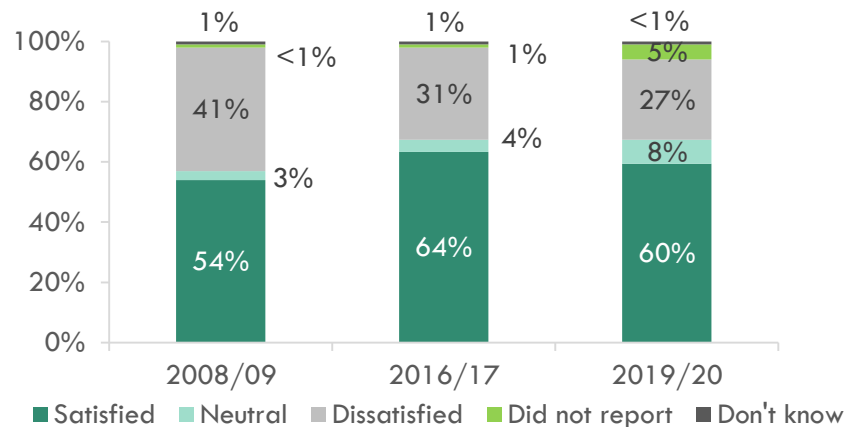
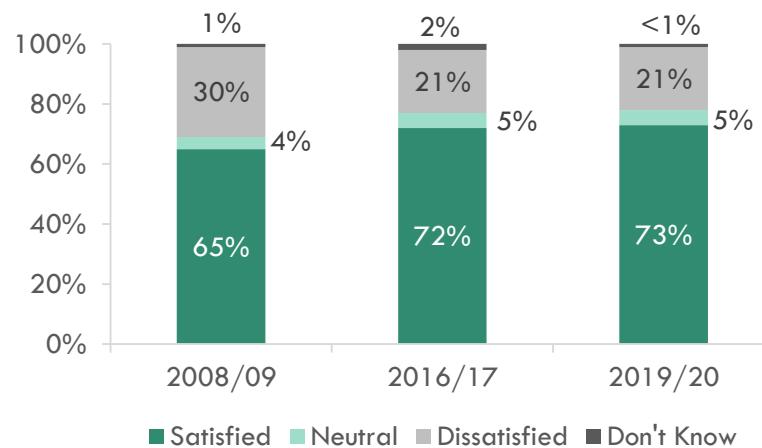


Figure 19: Overall level of satisfaction with contact with Criminal Justice System: 2008/09, 2016/17 and 2019/20



4 | Survey Findings: Overall Level

4.25 Overall Satisfaction with the Criminal Justice System (contd.)

Figure 20: Victims: Level of satisfaction on each of the 4 indicators: 2019/20 vs 2016/17 (% satisfied)

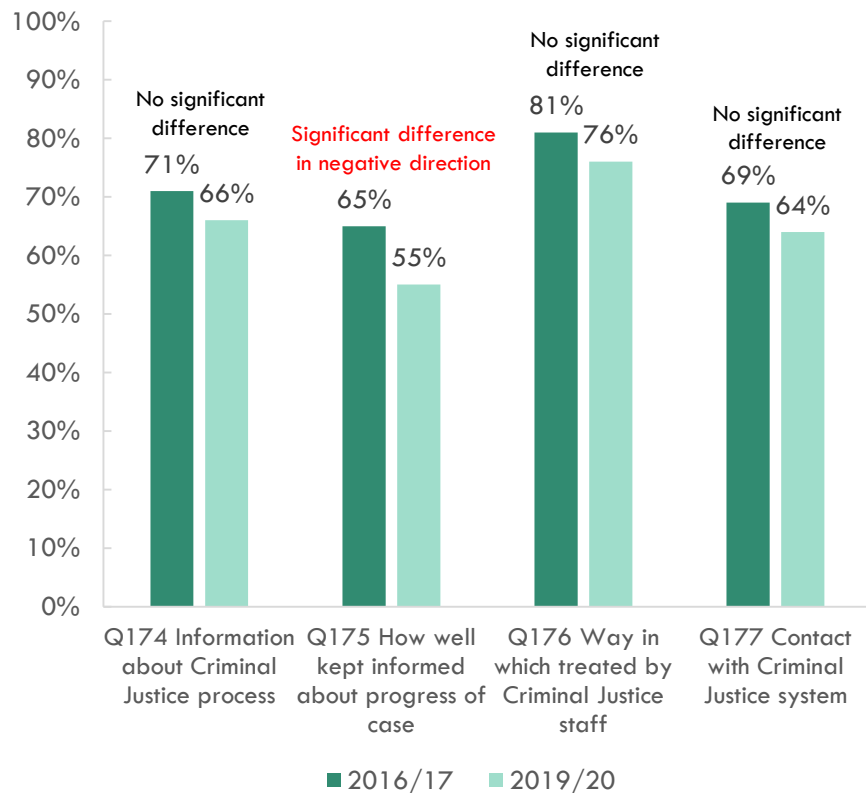
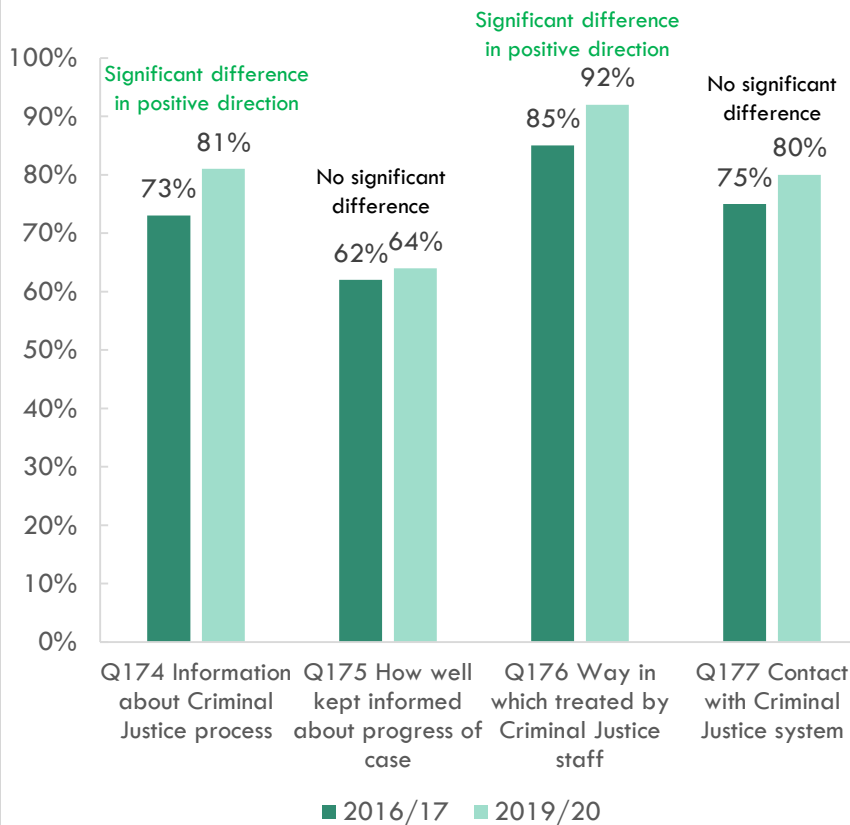


Figure 21: Witnesses: Level of satisfaction on each of the 4 indicators: 2019/20 vs 2016/17 (% satisfied)



5 | Survey Findings: Disaggregated at Victim/Witness Level

5.1 Giving a Statement

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q12a	Were you satisfied or dissatisfied with the way you were treated when giving your statement (% satisfied) <i>All who gave statement to the police</i>	All	93	1,085	96	789	94	919	
		V	92	670	95	461	91	500	▼
		W	95	415	98	328	97	419	
Q13a	After your initial statement to the police, how long was it before you heard anything else officially about the progress of your case? (% who heard in less than 1 month) <i>All who gave statement to the police</i>	All	33	1,085	37	789	34	919	
		V	37	670	45	461	40	500	
		W	25	415	25	328	26	419	

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.2 Information Regarding Care Progression

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q14a	Who in the Criminal Justice System kept you informed about how your case was progressing (i.e. whether a suspect had been identified, what any charges were, what the next developments would be)? (% citing CJS source) (Respondents could select more than one response option)	All	63	1,124	79	843	73	958	▼
		V	70	696	84	494	78	524	▼
		W	51	428	73	349	68	434	
<i>All</i>									
Q16a	Were you satisfied with how often you were kept informed about the progress of the case? ¹⁶ (% satisfied)	All	-	-	66	843	64	954	
		V	-	-	65	494	58	523	▼
		W	-	-	68	349	70	431	
<i>All</i>									
Q16c	Were you satisfied or dissatisfied with the information you received about the progress of your case? ¹⁶ (% satisfied) <i>All who had been kept informed by CJS source</i>	All	-	-	77	666	78	703	
		V	-	-	76	413	71	409	
		W	-	-	79	253	87	294	▲
Q7b	Were you given the name and contact details of the Officer in Charge of your case? ¹⁷ (% given contact)	All	58	1,124	80	843	82	958	
		V	61	696	87	494	86	524	
		W	51	428	70	349	77	434	▲
<i>All</i>									

¹⁶These questions were restructured in the 2009/10 survey; comparative data for 2008/09 is not therefore available.

¹⁷An alternative form of wording was used in 2008/09 and 2009/10 – ‘Were you given the name or telephone number of someone you could ask about the progress of your case?’

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.3 Case Outcome

The case outcome for all respondents was derived from a combination of Q35¹⁸ (asked of all respondents except those where the case outcome was a diversionary youth conference) and also a range of questions within the Youth Conference section of the questionnaire.

		2008/09		2016/17		2019/20		Change
		%	n	%	n	%	n	
Q35 What best describes what happened in your case? (% citing each outcome)								
Case went to court (excludes court ordered youth conference)	All	48	1,124	48	843	49	958	
	V	49	696	50	494	48	524	
	W	46	428	47	349	51	434	
Charges dropped	All	18	1,124	18	843	21	958	
	V	20	696	21	494	31	524	
	W	15	428	14	349	9	434	
Defendant given a caution or warning	All	11	1,124	12	843	6	958	
	V	10	696	12	494	7	524	
	W	13	428	12	349	5	434	
Youth Conference (includes court ordered)	All	5	1,124	1	843	2	958	
	V	6	696	2	494	3	524	
	W	4	428	1	349	1	434	
Don't know	All	19	1,124	20	843	21	958	
	V	16	696	15	494	11	524	
	W	23	428	27	349	33	434	
Missing	All	-	-	-	-	<1	958	
	V	-	-	-	-	<1	524	
	W	-	-	-	-	<1	434	

¹⁸ Question 35: Which of the following best describes what happened in your case (case went to court for trial; charges were dropped, caution or warning, don't know)?

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.4 Youth Conference

			2008/09		2016/17		2019/20		Change	
			%	n	%	n	%	n		
Q21	Was the offender in your case referred for a Youth Conference:- (<i>% citing each source</i>)	All	33	57	38	29	52	42		
		V	34	41	32	19	50	22		
		W	31	16	50	10	55	20		
	<i>(i) Before going to court</i>	<i>Cases where offender referred for Youth Conference</i>								
		All	49	57	45	29	38	42		
		V	54	41	53	19	36	22		
<i>(ii) As part of a court instruction</i>	<i>Cases where offender referred for Youth Conference</i>									
	W	38	16	30	10	40	20			
Q34a	Were you satisfied or dissatisfied with the outcome of the Youth Conference? (<i>% satisfied</i>)	All	80	25	47	19	61	23		
		V	79	19	33	15	50	14		
		W	83	6	100	4	78	9		
	<i>All where the offender attended Youth Conference and respondent knew outcome</i>									

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.5 Dropped Cases and Formal Police Warnings/Cautions

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q37	Were you contacted by the Police or PPS and given an explanation of the reasons why charges were dropped and a trial would not be held? (% answering 'Yes')	All	48	325	54	253	63	259	▲
		V	60	205	59	164	69	198	▲
		W	28	120	44	89	43	61	
<i>All where case dropped or formal caution/warning issued</i>									
Q39a	Were you satisfied or dissatisfied with the outcome of your case? (case dropped or caution) (% satisfied)	All	44	325	45	253	35	260	▼
		V	36	205	38	164	28	199	▼
		W	58	120	58	89	59	61	
<i>All where case dropped or formal caution/warning issued</i>									

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.6 Attendance at the Trial/Hearing

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q41a	Were you asked to attend to give evidence at the trial/hearing (regardless of whether you actually did give evidence in the end)? (% answering 'Yes')	All	54	538	58	408	62	473	
		V	46	340	50	245	47	250	
		W	53	198	70	163	78	223	
<i>Cases that progressed to trial</i>									
Q41b	In the end did you give evidence at the trial/hearing? ¹⁹ (% answering 'Yes')	All	30	292	25	238	27	292	
		V	25	155	23	124	30	117	
		W	36	137	26	114	25	175	
<i>All asked to give evidence at trial/hearing</i>									
Q42	Did you attend the trial/hearing? (% answering 'Yes')	All	43	538	40	408	50	471	▲
		V	37	340	33	245	38	250	
		W	55	198	50	163	64	221	▲
<i>All where case progressed to trial</i>									

¹⁹In the 2008/09 survey this question was asked of all respondents whose cases had progressed to trial. From 2009/10 onwards the question was directed only at those respondents who had been asked to attend the trial/hearing to give evidence. The 2008/09 findings have been adjusted to reflect the responses of this latter sub-group of respondents.

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.7 Pre-trial Concerns About Attending Court

		2008/09		2016/17		2019/20		Change	
		%	n	%	n	%	n		
Q47	Were you worried or concerned about any of the following... (% who cited each concern)								
	(i) Coming into contact with the defendant (and his/her supporters)	All	49	217	48	157	40	224	
		V	57	111	62	76	48	87	
	<i>All asked to give evidence and attended court</i>	W	42	106	36	81	34	137	
	(ii) Intimidating behaviour of the defendant or his/her supporters	All	42	217	46	157	34	224	▼
		V	57	111	61	76	46	87	
	<i>All asked to give evidence and attended court</i>	W	27	106	33	81	27	137	
	(iii) Not knowing enough about the court process/environment	All	35	217	28	157	27	224	
		V	36	111	33	76	28	87	
	<i>All asked to give evidence and attended court</i>	W	34	106	23	81	27	137	
	(iv) Being cross examined	All	27	217	33	157	31	224	
		V	28	111	32	76	32	87	
	<i>All asked to give evidence and attended court</i>	W	25	106	35	81	30	137	
	(v) Feeling pressured by the police or other officials	All	6	217	8	157	7	223	
		V	11	111	9	76	8	87	
	<i>All asked to give evidence and attended court</i>	W	2	106	6	81	6	136	
	(vi) How to get to court	All	3	217	7	157	4	224	
		V	1	111	7	76	3	87	
	<i>All asked to give evidence and attended court</i>	W	5	106	7	81	4	137	

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.7 Pre-trial Concerns About Attending Court (contd.)

		2008/09		2016/17		2019/20		Change	
		%	n	%	n	%	n		
Q47 contd	Were you worried or concerned about any of the following... <i>(% who cited each concern)</i>								
	(vii) Travel	All	7	217	7	157	8	224	
		V	6	111	11	76	13	87	
	<i>All asked to give evidence and attended court</i>	W	8	106	4	81	6	137	
	(viii) Dependants/childcare	All	7	217	7	157	8	224	
		V	13	111	11	76	13	87	
	<i>All asked to give evidence and attended court</i>	W	2	106	4	81	5	137	
	(ix) Expenses involved	All	18	217	17	157	15	224	
		V	18	111	18	76	16	87	
	<i>All asked to give evidence and attended court</i>	W	18	106	15	81	14	137	
	(x) Having time off work	All	27	217	22	157	25	224	
		V	26	111	28	76	34	87	
	<i>All asked to give evidence and attended court</i>	W	28	106	16	81	20	137	
	(xi) Loss of personal time	All	28	217	24	157	29	224	
		V	31	111	28	76	40	87	
	<i>All asked to give evidence and attended court</i>	W	25	106	21	81	23	137	

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.8 Notification of Court Date

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q51b	How long before the case started were you informed about the date of the trial? (<i>% informed over one month before trial</i>) <i>All asked to give evidence who remembered being informed of the date of the trial</i>	All	47	209	33	151	48	222	▲
		V	46	109	37	75	52	85	
		W	48	100	29	76	46	137	▲

5.9 Pre-Trial Court Familiarisation Visit

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q61	Were you ever offered the opportunity to visit the court in advance to familiarise yourself with it? This is where you are given the chance to visit the court to see what it is like before the trial starts. (<i>% answering 'Yes'</i>) <i>All asked to give evidence and attended trial</i>	All	27	217	59	157	47	224	▼
		V	30	111	61	76	56	87	
		W	24	106	57	81	42	137	▼
Q62	Did you accept the offer? (<i>% answering 'Yes'</i>) <i>All offered a pre-trial court familiarisation visit</i>	All	41	58	51	92	28	106	▼
		V	39	33	54	46	35	49	
		W	44	25	48	46	23	57	▼

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.10 Information Received in the Lead up to the Trial

		2008/09		2016/17		2019/20		Change
		%	n	%	n	%	n	
Q65	In the lead up to the trial were you given any information about.... (% reporting enough information had been given)							
(a) How much time would be involved in being a witness in court	All	26	217	42	157	49	223	
	V	23	111	45	76	41	87	
	<i>All asked to give evidence and attended court</i>	W	30	106	40	81	54	136
(b) What you needed to bring with you to court	All	46	217	58	157	72	224	▲
	V	47	111	55	76	70	87	▲
	<i>All asked to give evidence and attended court</i>	W	44	106	60	81	74	137
(c) What time you needed to arrive at court	All	89	217	92	157	97	224	▲
	V	86	111	97	76	98	87	
	<i>All asked to give evidence and attended court</i>	W	92	106	88	81	96	137
(d) How to get to court	All	52	217	71	157	87	224	▲
	V	52	111	78	76	87	87	
	<i>All asked to give evidence and attended court</i>	W	51	106	65	81	86	137

(See table continued overleaf)

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.10 Information Received in the Lead up to the Trial (contd.)

		2008/09		2016/17		2019/20		Change	
		%	n	%	n	%	n		
Q65 contd	In the lead up to the trial were you given any information about.... (% reporting enough information had been given)								
	(e) Where to go when you arrived in court	All	54	217	81	157	79	224	
		V	50	111	87	76	80	87	
		<i>All asked to give evidence and attended court</i>	W	58	106	75	81	77	137
	(f) Who to contact when you arrived at court	All	51	217	73	157	74	224	
		V	50	111	78	76	70	87	
		<i>All asked to give evidence and attended court</i>	W	52	106	68	81	76	137
	(g) What would happen in court	All	49	217	65	157	64	224	
		V	47	111	70	76	64	87	
		<i>All asked to give evidence and attended court</i>	W	52	106	60	81	64	137
	(h) How long you would need to wait after arriving in court before being called to give evidence	All	25	217	39	157	44	224	
		V	23	111	41	76	40	87	
<i>All asked to give evidence and attended court</i>		W	28	106	37	81	47	137	

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.11 Original Statement to the Police

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q64	Did you receive a copy of your original statement to the police, or see a video of your recorded statement, if you made one, before the court case? ²⁰ (% answering 'Yes')	All	87	217	79	157	87	224	▲
		V	87	111	82	76	86	87	
		W	87	106	77	81	87	137	
<i>All asked to give evidence and attended court</i>									

5.12 Satisfaction with How Dealt with in Lead up to the Trial

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q68a	Overall, were you satisfied or dissatisfied with the information you received to prepare you for going to court prior to the trial date? (% satisfied)	All	74	217	89	157	88	224	
		V	72	111	89	76	84	87	
		W	76	106	89	81	91	137	
<i>All asked to give evidence and attended court</i>									
Q70a	Overall, were you satisfied or dissatisfied with how you were dealt with prior to attending court? (% satisfied)	All	77	217	87	157	88	224	
		V	73	111	86	76	83	87	
		W	82	106	89	81	91	137	
<i>All asked to give evidence and attended court</i>									

²⁰The question wording was amended in 2010/11 to incorporate reference to video recorded statement

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.13 Attendance at Court

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q56	On how many days did you have to go to court (including days where you attended but did not give evidence)? (% reporting more than 1 day)	All	39	217	32	157	23	224	
		V	39	111	30	76	29	87	
		W	39	106	35	81	19	137	▼
<i>All asked to give evidence and attended court</i>									
Q57	On how many of these days did you actually give evidence? (% answering none)	All	60	217	66	157	63	224	
		V	65	111	64	76	59	87	
		W	55	106	68	81	66	137	
<i>All asked to give evidence and attended court</i>									

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.14 Waiting Time at Court

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q80	During the time you spent waiting at the court, were you put in a separate waiting room from the witnesses for the other side (i.e. the defence witnesses) or did both sides wait in the same area? (% reporting separate waiting room) <i>All who attended court</i>	All	61	217	84	161	83	235	
		V	59	111	89	81	82	94	
		W	63	106	80	80	84	141	
Q89	On the first day you gave evidence in the case, how long did you have to wait from the time you arrived at court to the time you went in to give evidence? (% reporting 'more than 4 hours') <i>All who ultimately gave evidence</i>	All	31	84	26	57	30	76	
		V	22	36	33	30	32	34	
		W	38	48	19	27	29	42	
Q90	How often, if at all, were you kept informed of what was going on while you were waiting? (% reporting hourly or more frequent updates) <i>All who ultimately gave evidence but excluding those not waiting long enough to need an update</i>	All	56	79	72	54	57	72	
		V	56	34	79	29	59	34	
		W	56	45	64	25	55	38	

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.15 Notification and Reasons Why Evidence not Required

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q85	At what stage were you told that your evidence would not be needed? (<i>% told after waiting 2+ hours at court</i>)	All	52	132	37	109	53	160	▲
		V	55	69	32	56	46	56	
	<i>All asked to give evidence but subsequently told that evidence not needed</i>	W	48	63	42	53	57	104	
Q86a	What reasons, if any, were you given for not being needed to give evidence in court? (<i>% Defendant pleaded guilty</i>)	All	75	132	78	109	74	160	
		V	75	69	80	56	73	56	
	<i>All asked to give evidence but subsequently told that evidence not needed</i>	W	75	63	75	53	75	104	

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.16 The Court Experience

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q83a	In general, did you understand what was happening in court while you were there? (% answering 'Yes')	All	82	217	93	157	93	221	
		V	77	111	97	76	93	86	
		W	86	106	89	81	93	135	
<i>All asked to give evidence and attended court</i>									
Q110	In general, did you understand what was happening in court while you were there? (% answering 'Yes')	All	76	17	50	6	70	10	
		V	73	15	50	6	67	6	
		W	100	2	-	-	75	4	
<i>All not asked to give evidence but attended court</i>									
Q91	Overall, were you generally satisfied or dissatisfied with the consideration shown to you before giving evidence in court? (% satisfied)	All	74	84	93	57	76	76	▼
		V	72	36	90	30	76	34	
		W	75	48	96	27	76	42	▼
<i>All who ultimately gave evidence</i>									
Q92	Did you meet, or were you introduced to, the PPS lawyer before entering the court room? (% answering 'Yes')	All	71	84	82	57	68	76	
		V	75	36	90	30	65	34	▼
		W	69	48	74	27	71	42	
<i>All who ultimately gave evidence</i>									
Q93	Did you feel that the PPS lawyer was courteous or discourteous in his/her treatment of you? (% answering 'Courteous')	All	92	60	100	47	96	52	
		V	89	27	100	27	91	22	
		W	94	33	100	20	100	30	
<i>All who met PPS lawyer prior to entering courtroom</i>									

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.16 The Court Experience (contd.)

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q95	Did you feel that the barrister for the other side was courteous or discourteous in his/her treatment of you? (% answering 'courteous')	All	50	76	40	48	45	64	
		V	38	32	33	24	47	30	
		W	59	44	46	24	44	34	
	<i>All who were cross examined</i>								
Q96	Did you feel that the magistrate or judge was courteous or discourteous in his/her treatment of you? (% answering 'courteous')	All	88	84	93	57	83	76	
		V	81	36	90	30	76	34	
		W	94	48	96	27	88	42	
	<i>All who ultimately gave evidence</i>								
Q100	Overall, did you feel that you were dealt with fairly or unfairly whilst giving evidence? (% answering fairly)	All	88	84	91	58	82	76	
		V	81	36	90	30	76	34	
		W	94	48	93	28	86	42	
	<i>All who ultimately give evidence</i>								
Q119a	Overall, were you satisfied or dissatisfied with your experience at court? (% answering 'Satisfied')	All	69	234	74	163	78	236	
		V	64	126	65	82	68	95	
		W	73	108	83	81	84	141	
	<i>All who attended court</i>								

5

Survey Findings: Disaggregated at Victim/Witness Level

5.17 Feelings of Safety

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q76a	How safe did you feel before going into court? (% who felt safe) <i>All who attended court</i>	All	74	234	79	163	79	236	
		V	68	126	76	82	71	95	
		W	81	108	83	81	85	141	
Q97	When you were in the courtroom, did you feel safe or unsafe? (% who felt safe) <i>All who ultimately gave evidence</i>	All	92	84	91	57	91	76	
		V	89	36	83	30	94	34	
		W	94	48	100	27	88	42	▼
Q109a	When you were in court did you feel safe or unsafe? (% who felt safe) <i>All not asked to give evidence but attended court</i>	All	82	17	83	6	60	10	
		V	80	15	83	6	50	6	
		W	100	2	-	-	75	4	
Q120a	Was there any point in the whole process where you or your family felt intimidated? (% answering 'Yes') <i>All</i>	All	25	1,124	24	843	21	957	
		V	31	696	30	494	30	523	
		W	16	428	16	349	10	434	▼
Q120c	Where did this intimidation occur? (% intimidated in court building or in court room) <i>All who felt intimidated</i>	All	17	286	16	206	19	196	
		V	15	217	11	149	15	155	
		W	25	69	28	57	37	41	

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.18 Expenses/Compensation

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q102a	Did you receive a witness expenses claim form to fill in? (% answering 'Yes')	All	77	217	75	158	86	223	▲
		V	73	111	75	76	86	87	
		W	82	106	76	82	86	136	
<i>All asked to give evidence and attended court</i>									
Q140a	How satisfied or dissatisfied have you been with the service you have received from the Compensation Agency? (% satisfied)	All	47	68	52	48	58	65	
		V	47	68	52	48	58	65	
<i>All victims who applied for compensation</i>									

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.19 Case Outcome and Sentence

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q112	Did you find out what the outcome of the case was? (% answering 'Yes')	All	81	538	83	408	83	473	
		V	84	340	88	245	90	250	
		W	76	198	76	163	74	223	
<i>All where there was a trial</i>									
Q116	Did you think the outcome of the case was fair? (% answering 'Yes')	All	68	437	64	339	71	389	▲
		V	65	287	60	215	68	225	
		W	74	150	71	124	74	164	
<i>All where there was a trial and who knew the outcome</i>									
Q117	Do you know what the sentence was? (% answering 'Yes')	All	75	352	75	278	67	318	▼
		V	79	232	83	175	75	186	
		W	66	120	62	103	56	132	
<i>All where there was a trial and offender found/pleaded guilty</i>									
Q118a	Did you feel that the sentence given was fair? (% answering 'Yes')	All	54	263	55	209	57	214	
		V	53	184	52	145	52	140	
		W	56	79	59	64	66	74	
<i>All where there was a trial and offender found/pleaded guilty and who knew what sentence was</i>									

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.20 Voluntary Support Services

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q147a	Did you have contact with Victim Support at any stage in the process? (% answering 'Yes')	All	31	696	39	843	42	958	
		V	31	696	47	494	51	524	
		W	-	-	28	349	31	434	
<i>2008/09 – Victims only; 2016/17 – 2019/20 - All</i>									
Q149a	Overall, were you satisfied or dissatisfied with the contact you had with Victim Support? (% satisfied)	All	85	217	86	329	86	403	
		V	85	217	83	230	85	269	
		W	²¹	-	93	99	89	134	
<i>All who had contact with Victim Support</i>									
Q72a	Did you receive support from the Adult Witness Service or the Young Witness Service? (% answering 'Yes')	All	23	234	62	164	61	237	
		V	27	126	66	82	68	96	
		W	19	108	59	82	57	141	
<i>All who attended court</i>									
Q73a	Overall, were you satisfied or dissatisfied with the support that the Adult Witness Service (AWS)/Young Witness Service (YWS) provided? (% satisfied)	All	98	55	99	102	94	145	▼
		V	97	34	100	54	91	65	▼
		W	100	21	98	48	96	80	
<i>All who received support from AWS/YWS</i>									

²¹ In 2008/09 this question was asked only of victims.

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.21 Victim Information Schemes

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q153a	Are you aware of the Prisoner Release Victim Information Scheme? ²² (% answering 'Yes') <i>All victims where offender found/pleaded guilty and received sentence of 6 months or more</i>	V	19	81	19	36	21	28	
Q154a	Did you register with the scheme? (% answering 'Yes') <i>All victims who were aware of the PRVIS</i>	V	27	15	0	7	17	6	
Q156a	Are you aware of the Probation Board for Northern Ireland Victim Information Scheme? (% answering 'Yes') <i>All victims where offender received probation supervised sentence</i>	V	24	34	15	60	14	58	
Q157a	Did you register with the scheme? (% answering 'Yes') <i>All victims who were aware of the PBNI VIS</i>	V	0	8	0	9	0	8	

²² In 2008/09 all relevant victims regardless of the length of prison sentence were asked about the Prisoner Release Victim Information Scheme

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.22 Likelihood of Future Engagement with the Criminal Justice System

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q107	If you were asked to be a witness in a criminal trial again, how likely would you be to agree to take part? (% who stated they would be likely to agree) <i>All who ultimately gave evidence</i>	All	56	84	62	58	50	78	
		V	44	36	60	30	40	35	
		W	65	48	64	28	58	43	
Q145a	If you witnessed the same type of crime in the future, would you report the incident to the police? (% answering 'Yes') <i>All witnesses</i>	W	88	428	89	349	90	433	
Q151a	If you became the victim of a similar crime again, would you report the incident to the police? (% answering 'Yes') <i>All victims</i>	V	83	696	85	494	80	524	▼

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.23 Victim and Witness Care Unit (VWCU)

			2019/20	
			%	n
Q160	Have you heard of the Victim and Witness Care Unit (VWCU)? (% answering 'Yes')	All	26	953
		V	22	522
		W	30	431
<i>All victims and witnesses</i>				
Q161a	Have you been contacted by the Victim and Witness Care Unit within the Public Prosecution Service? (% answering 'Yes')	All	42	236
		V	55	109
		W	31	127
<i>All who had heard of the VWCU</i>				

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.24 Guides on the Northern Ireland Criminal Justice System

(i) Victim Charter

			2016/17		2019/20		Change
			%	n	%	n	
Q180a	Are you aware that there is a Victim Charter which advises victims of crime about their entitlements and the standards of service they can expect to receive when they come into contact with the criminal justice system? (% answering 'Yes')	All	25	843	27	953	
		V	22	494	23	519	
		W	29	349	33	434	
<i>All victims and witnesses</i>							
Q180b	Have you referred to this Victim Charter? (% answering 'Yes')	V	7	107	16	116	▲
<i>All victims who were aware of the Victim Charter</i>							
Q180c	How helpful did you find the Victim Charter? (% stating 'very' or 'fairly' helpful)	V	75	8	67	18	
<i>All victims who referred to the Victim Charter</i>							

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.24 Guides on the Northern Ireland Criminal Justice System (contd.)

(ii) Witness Charter

			2019/20	
			%	n
Q180w	Are you aware that there is a Witness Charter that sets out entitlements and standards of service for witnesses of crime? (% answering 'Yes')	All	22	951
		V	16	518
		W	28	433
<i>All victims and witnesses</i>				
Q180bw	Have you referred to this Witness Charter? (% answering 'Yes')	W	10	121
<i>All witnesses who were aware of the Witness Charter</i>				
Q180cw	How helpful did you find the Witness Charter? (% stating 'very' or 'fairly' helpful)	W	100	12
<i>All witnesses who referred to the Witness Charter</i>				

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.24 Guides on the Northern Ireland Criminal Justice System (contd.)

(iii) Guide to Northern Ireland's Criminal Justice System for Victims and Witnesses

			2016/17		2019/20		Change
			%	n	%	n	
Q181a	Are you aware that there is a Guide to Northern Ireland's Criminal Justice System for Victims and Witnesses of Crime (<i>% answering 'Yes'</i>)	All	27	843	26	954	
		V	24	494	23	521	
		W	32	349	31	433	
<i>All victims and witnesses</i>							
Q181b	Have you referred to this guide? (<i>% answering 'Yes'</i>)	V	12	231	12	249	
<i>All victims who were aware of the guide</i>							
Q181c	How helpful did you find the guide? (<i>% stating 'very' or 'fairly' helpful</i>)	V	93	28	81	31	
<i>All victims who referred to the guide</i>							

5 | Survey Findings: Disaggregated at Victim/Witness Level

5.25 Overall Satisfaction with the Criminal Justice System^{23,24}

			2008/09		2016/17		2019/20		Change
			%	n	%	n	%	n	
Q174	In general, were you satisfied or dissatisfied with the information you were given about the criminal justice process? (% satisfied)	All	65	996	72	742	75	902	
		V	62	629	71	434	66	485	
		W	67	371	73	308	81	412	▲
<i>All except those involved in cases which were dealt with by means of a formal caution or warning</i>									
Q175	Thinking about from when you first reported this incident to now, are you satisfied or dissatisfied with how well you have been kept informed of the progress of your case? (% satisfied)	All	54	996	64	742	60	903	
		V	53	629	65	434	55	485	▼
		W	56	371	62	308	64	413	
<i>All except those involved in cases which were dealt with by means of a formal caution or warning</i>									
Q176	Were you satisfied with the way you were treated by staff in the criminal justice system? (% satisfied)	All	79	996	83	742	86	900	
		V	74	629	81	434	76	482	
		W	85	371	85	308	92	413	▲
<i>All except those involved in cases which were dealt with by means of a formal caution or warning</i>									
Q177	Overall were you satisfied with the contact you've had with the criminal justice system? (% satisfied)	All	65	996	72	742	73	900	
		V	62	629	69	434	64	482	
		W	70	371	75	308	80	413	
<i>All except those involved in cases which were dealt with by means of a formal caution or warning</i>									

²³ Respondents whose cases were dealt with by means of a formal police caution or warning were excluded from the analysis in this section

²⁴ The overall findings have been weighted to reflect the victim/witness balance in the original population from which the sample was drawn