



PROTOCOL FOR THE SPECIALIST DOMESTIC VIOLENCE COURT AT WEST LONDON MAGISTRATES COURT

Last updated: Jan 2004

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Protocol for the Specialist Domestic Violence Court at WEST LONDON MAGISTRATES' COURT

I. INTRODUCTION

This Protocol is an agreed document between agencies who are committed to participate in the West London Magistrates' Court (WLMC) Specialist Court pilot for dealing with defined domestic violence cases starting October 17, 2002. The Protocol has the approval of the Lord Chancellor's Department.

All signatory agencies have agreed that the aim of this protocol is to improve the court management of domestic violence cases and it is accepted that this means that changes in perception and practice must be made.

The main objectives of the pilot are set out in the London Borough of Hammersmith and Fulham's Public Service Agreement (PSA) approved by the Government on 5th February 2002, specifically TARGET 7. The relevant parts of the PSA are attached (Annex I).

Signatory agencies have agreed the following aims for the pilot:

1. to increase the effectiveness of the judicial system in providing
 - protection and support to victims and witnesses of domestic violence
 - appropriate sanctions to perpetratorsand by reducing delay through effective case management.
2. to further increase co-ordination of agencies, including the Crown Court, involved in supporting victims and witnesses and dealing with perpetrators.
3. to explore the potential for linking civil courts in to the criminal justice process at WLMC.

West London Magistrates' Court deals with cases arising from the London Borough of Hammersmith and Fulham (LBHF) and the Royal Borough of Kensington and Chelsea (RBKC), and whilst the PSA is specific to the LBHF, all defined domestic violence cases coming before the West London Magistrates' Court will be subject to the Protocol.

II. DEFINITIONS

- A. The definition of domestic violence for the purposes of the Specialist Court has been agreed as:

“Domestic violence includes any form of physical, sexual or emotional abuse within or after an intimate relationship.”

- B. The court that will hear the domestic violence cases will be referred to as the “Specialist Domestic Violence Court.” In this document, it may also be referred to as the “Specialist Court.”

- C. Any cases where domestic violence exists as a background factor in the charge will be designated to the Specialist Court.

III. SUPPORT FOR VICTIMS AND WITNESSES

It is agreed that support for victims and witnesses is of the utmost importance not only on the trial date but during the case preparation process and after the trial/sentence. In November 2003 a separate protocol covering the Domestic Violence Victim/Witness Support Group — ADVANCE Advocacy Service, Eaves Women's Aid, Kensington and Chelsea Victim Support and the Witness Service — was developed. The protocol can be found at the end of this document as Part II.

IV. CASE IDENTIFICATION

A process has been agreed where the incident, if it falls within the definition set out in Section II, will be identified at the earliest opportunity by the police officer attending the scene/when the matter is first reported/otherwise comes to Police attention, as a domestic violence case and the CPS, Police, and Court will designate it a Specialist Court case. If on the date of the first hearing it becomes clear to the Specialist Court that a case falls into the wider definition of "family violence" then it can be scheduled to other Courts if necessary.

- The police will identify the incident as a domestic violence incident in line with the agreed definition
- Police CSU- to place a green sticker labeled with 'DV' on the Court Charge Sheet (57B)
- Police CJU- to label the file with the Specialist Court code
- CPS- State at first hearing and write 'DV' on the front of the case file and/or label with a green sticker
- Court- A green sticker labeled with 'DV' to be placed on the court file

The Court will adopt the case management procedure as set out at Section V in regard to each case identified as falling within the Specialist Court, either before first appearance or at first appearance.

V. COURT CASE MANAGEMENT

- A. The Court will establish a Specialist Domestic Violence Court on the Thursday of each week to deal with the identified domestic violence cases.

There is an expectation all hearings for a defined domestic violence case will be listed before the Specialist Court when the intensive support and other inter agency arrangements are in place. It is accepted that for good reason some hearings will be listed on other dates e.g. to ensure an early hearing for a trial or where a Magistrate/District Judge is disqualified; where a defendant appears overnight in custody.

- B. The Court will ensure that District Judges, magistrates, legal advisers and staff have received special training in the area of domestic violence and the court will produce a bench book on domestic violence.

- C. CPS will assign prosecutors to the Specialist Court who are trained and experienced in domestic violence cases.
- D. In each prosecution, the CPS will give consideration to the best way for the witness to give evidence including the use of interpreters, an application for screens and by video link, if necessary. (The video link is not available to victims/witnesses 17 years and over at present).
- E. All defendants charged with a defined domestic violence offence and released on bail from the Police Station will be bailed to the Specialist Court.
- F. All defendants charged with a defined domestic violence offence and remanded in custody from the Police Station will appear at Court in accordance with the normal procedures but where the appearance is on the day of the Specialist Court will be listed in that courtroom.
- G. Where the defendant appears in custody from the Police Station on any day other than when the Specialist Court is sitting and does not enter a plea, the defendant will be remanded to the next available date for the Specialist Court.
- H. Where the defendant pleads guilty and is remanded for a pre-sentence report, he/she will be remanded to the Specialist Court for sentence.
- I. Where the defendant pleads not guilty on a day when the Specialist Court is not sitting, he/she will be remanded to the next available Specialist Court for a Pre Trial Review to be conducted and a date to be fixed.
- J. Any adjournments of an indictable only case to be sent to the Crown Court pursuant to S 51 Crime and Disorder Act 1998 will be assigned to the Specialist Court.
- K. Wherever possible the trial date should be fixed for hearing before the Specialist Court but it is accepted this may not always be possible and the need for any early hearing date must be taken into account.
- L. The Court will draft a directions form for the Specialist Court to ensure all relevant issues are considered before a trial date is fixed.
- M. All signatory agencies have agreed to proactively inform each other as soon as possible of any issues likely to affect the effectiveness of a fixed trial.
- N. Trial dates should be fixed within twenty-eight (28) days of the not-guilty plea being entered and where this is not possible the reasons must be recorded on the court file.
- O. Where a trial is adjourned part-heard for whatever reason the Court will fix the earliest possible resumed date after hearing representations from the parties on their availability.
- P. The Court will appoint a Case Progression Officer (CPO) to monitor the progress of all domestic violence cases. The role of the CPO is to ensure that cases are

progressing, unnecessary delays are avoided and Specialist Court time is best utilised.

- Q. On the defendant's first appearance at court (whether or not the Specialist Court), the WLMC, in accordance with the agreement with the Inner London and City Family Proceedings Court (FPC) and County Courts will provide the CPS and the defendant or the defendant's legal representative with copies of any civil orders or outstanding applications between the parties notified to them in accordance with the civil/criminal interface arrangements. (See Annex II for arrangements with the FPC; there are unresolved issues in regard to arrangements with the County Courts).
- R. Breaches of bail conditions will be dealt with in any court as they must be dealt with within 24 hours of arrest, but if the defendant appears on a Thursday every effort will be made to bring him or her before the Specialist Court.
- S. Breaches of Community Orders made in the Specialist Court or orders that the WLMC is supervising will be heard in the Specialist Court. The Court will block list such hearings every two weeks to assist the Probation Service.
- T. Arrests on warrant for breach will be adjourned to the Specialist Court. Where a breach arrest hearing is adjourned it should also be heard in the Specialist Court.
- U. Where the court adjourns the matter for sentence and a community penalty is a stated option, the court will consider requiring the defendant to attend for assessment as to his/her suitability for attendance on the Domestic Violence Prevention Programme. Where such attendance is required and the defendant is granted bail the court will consider making it a condition of bail where appropriate.
- V. Where a Pre-Sentence Report is ordered, the Probation Service requires three weeks to prepare the Report, allowing time for full enquiries to be made.

VI. COVER FOR COURT

- A. On the day of the Specialist Court, a Police Liaison Officer or Police Officer will be present in the courtroom or its environs from Hammersmith and Fulham Police. (This arrangement will be subject to amendment at the first full review meeting). Kensington and Chelsea Police will deal with matters by telephone. This paragraph refers to hearings other than trials. The police officer in the case will always be required to attend at the trial.
- B. On the day of the Specialist Court the Witness Service will make special arrangements for cover for cases where the victim is to attend the hearing.
- C. On the day of the Specialist Court arrangements will be made for a qualified Probation Officer, dedicated to the morning Specialist Court session, to attend whenever possible but the Court will always have access to a qualified Probation Officer at Court.
- D. A representative of ADVANCE will attend the Specialist Court.
- E. A representative of Eave's Women's Aid will attend the Specialist Court.

VII. BAIL CONDITIONS

- A. Where a defendant is released on bail (conditional or unconditional) at any stage in the proceedings but especially where he/she is released from custody or bail conditions are varied, arrangements will be in place to inform the victim/witness as soon as possible so as to avoid surprise contact by the defendant.
- B. A copy of the bail form will be supplied to the WS (pink) and the PLO (white) as soon as the case is completed in the courtroom.
- C. Witness support agencies and the victim/witness will be able to contact the Court through the WS to obtain the bail information in appropriate cases. If a bail application or bail variation has been made subsequent to the first hearing the WS will proactively contact the relevant victim support service and CSU for the investigating officer to contact the victim/witness.
- D. The Court may be asked to consider requiring the defendant to wait at court so that the victim/witness can be informed of the bail/variation to bail decision.
- E. The Crown Court will be asked to notify West London Magistrates' Court of any defined domestic violence case bail appeal hearings and the result as soon as practicable in accordance with the agreed arrangements (Annex III).
- F. In cases where a person bailed to attend a Probation assessment fails to attend, the Probation Service will inform local police (CSU and the arresting officer) who will prioritise finding and arresting the offender.

VIII. REPORTING AND EVALUATION

The West London Magistrates' Court will undertake to produce statistics on an ongoing basis and will provide them to the Standing Together Tracker for circulation to all the signatory agencies.

- A. The WS is to fax results, including any bail information, for Hammersmith and Fulham cases to the Standing Together Tracker for input onto the STATS system.
- B. Feedback from victims and witnesses will be monitored and evaluated.
- C. The Court will conduct a full review of the effectiveness of the Specialist Court three months from commencement of the Court's operation and at agreed regular intervals thereafter. A detailed report will be circulated to all relevant agencies within one month of each review.
- D. Reporting Requirements
 - i. PSA- Quarterly monitoring and updates on the objectives, targets, performance, finance, and freedoms and flexibilities as outlined in the project plan are to be provided to the LBHF Council. Standing Together will collate the required reports. The relevant parts of the PSA are attached (Annex I).

IX. SIGNATORY PAGE

Signed for West London Magistrates' Court

Name and position:

Signature:

Date:

Signed for Standing Together Against Domestic Violence

Name and position:

Signature:

Date:

Signed for Metropolitan Police, Kensington and Chelsea

Name and position:

Signature:

Date:

Signed for Metropolitan Police, Hammersmith and Fulham

Name and position:

Signature:

Date:

Signed for Crown Prosecution Service

Name and position:

Signature:

Date:

Name and position:

Signature:

Date:

Signed for National Probation Service (London Area)

Name and position:

Signature:

Date:

Signed for ADVANCE

Name and position:

Signature:

Date:

Signed for Victim Support – Kensington & Chelsea

Name and position:

Signature:

Date:

Signed for The Witness Service

Name and position:

Signature:

Date:

Signed for Eaves Women’s Aid

Name and position:

Signature:

Date:

PART II

Protocol for the Domestic Violence Victim/Witness Support Group Working at the Specialist Domestic Violence Court West London Magistrates Court

November 2003

Introduction

This protocol is an agreed document between the Domestic Violence Victim/Witness Support Group (DVWSG) agencies that are committed to participate in the Specialist Domestic Violence Court at West London Magistrates Court (WLMC). The DVWSG is a collaborative group of agencies that work with victim/witnesses of domestic violence who attend the Specialist Domestic Violence Court (SDVC) at West London. The member agencies are: ADVANCE advocacy service, Eaves Women's Aid, Victim Support - Kensington and Chelsea, and the Witness Service.

All DVWSG agencies have agreed and signed up to the Protocol governing the Specialist Court. This document is complimentary to the Protocol and outlines the specific role the DVWSG has in supporting victim/witnesses attending the Court.

It is agreed that support for victim/witnesses is of the utmost importance not only on the trial date but also during the case preparation process and after hearings, the trial and sentence.

It is acknowledged that victim/witnesses will attend at the court at various stages of the process and with differing levels of support and information.

A. Domestic Violence Victim/Witness Support Group Principles

The following principles were agreed on May 27, 2003 by the Domestic Violence Victim/Witness Support Group:

- ▶ To work proactively to increase the safety of victim/witnesses and the partners of domestic violence defendants before, during and after their case at the Specialist Domestic Violence Court.
- ▶ To provide support and services in a manner that empowers the victim/witnesses, and acknowledges the diversity of the victim/witnesses needs and experiences.
- ▶ To acknowledge victim/witnesses needs, at what may be a very dangerous time, for:
 - Support from someone they can trust
 - Confidentiality
 - Access to practical support and accurate information
 - Practical measures to increase safety
 - Not to have to re-tell/repeat the story unnecessarily

- Continuity where possible, and a clear and seamless handover/referral between the DVWSG agencies
- ▶ To minimise the number of support agencies involved with each victim/witness around the court process.
- ▶ To acknowledge that each agency is independent and is firstly accountable to its own management for procedures and priorities.
- ▶ To acknowledge that partnership working can increase the options for support open to victim/witnesses, and requires cooperation and accountability amongst partner agencies.

These principles detail the values underpinning the actions of all members of the DVWSG.

A. Role of the Witness Service

Hammersmith and Fulham Victim Support provide the Witness Service (WS) located within the West London Magistrates' Court. The WS provide support for witnesses in all courts and will provide support in the Specialist Court. They will:

- i. Proactively contact witnesses - The WS provides the Metropolitan Police Hammersmith and Fulham Criminal Justice Unit and the Kensington and Chelsea Criminal Justice Unit with an information sheet that is sent to all vulnerable witnesses offering support and includes their contact details.

The WS will proactively make contact victim/witnesses attending the court where distress is observed or the victim/witness has approached court staff for information and requires assistance.

If the WS receives a self/police referral or otherwise becomes aware of an unsupported victim/witness they will ask if they want to be referred to an appropriate agency. Depending on their permission, the WS will do it or the victim/witness can do so personally. An introduction to an advocate from ADVANCE or an outreach worker from Eaves Women's Aid may be made on the day of the Specialist Court.

If the victim/witness attends at the Court seeking to make a withdrawal statement, the WS should liaise with the Prosecutor and attempt to refer the victim/witness to either ADVANCE or Eaves Women's Aid, offering to introduce them on the day if possible. The advocate or outreach worker will sit in with the Prosecutor and the victim/witness whilst the withdrawal statement is being taken.

If a referral to see an advocate/outreach worker at Court is not accepted, the WS will discuss with the victim/witness any consequences for their safety and offer a referral to a support agency for post court support. The WS worker will sit in with the Prosecutor and the victim/witness whilst the withdrawal statement is being taken.

To make a referral, the WS will elicit 'need to know' information including the victim/witnesses borough, whether or not they have been or are in touch with a

support agency and note any safety concerns pertinent to recontacting him or her. The WS will also discuss other requirements such as need for safe entry, smoking or any other special needs.

- ii. Conduct court orientation – When requested (preferably in advance with one weeks notice) either by the victim/witness or an agency, the WS will give individual witnesses a tour of the court and explain the court process. If the victim/witness is supported by an agency the worker is welcome to accompany the victim/witness on the pre-trial visit. If the agency is not accompanying the client, the WS will contact the agency to update.

The WS will collect monthly statistics of the number of domestic violence victims/witnesses who have come to the court for an orientation visit before the hearing date and on the date of hearing.

- iii. Support on trial date – The WS will meet each victim/witness as they arrive for court on the day of the Specialist Court. In this meeting they will ascertain whether the victim/witness is supported by an agency or at this point do they want a referral. If so, the WS will approach an advocate/outreach worker.

Where the victim/witness is not supported by an agency and does not wish a referral, the WS will provide a practical description of the courtroom and the process for the day and will keep the victim/witness informed and supported. The WS will approach an advocate/outreach worker at any time in the court proceedings if they are needed. The WS will inform the Prosecutor and the list caller of the witness' presence and obtain the witness statement for the victim/witness.

When requested the WS will sit with the victim/witnesses while they are waiting to give evidence and will accompany a victim/witness in the courtroom, but not when the victim/witness is supported by and advocate/outreach worker.

- iv. Bail information - When a case is adjourned the bail form will be provided to the WS as soon as practicable on that day. If after the first hearing there is a bail application or change in bail condition the WS will proactively contact the relevant Metropolitan Police Community Safety Unit for the investigating officer(s) to contact the victim/witness. If the bail hearing is not held on the day of the Specialist Domestic Violence Court or a worker from the relevant support agency is not in attendance at the Court, the WS will also proactively contact them at this time.
- v. Court results - The case result form completed by a member of the project in the courtroom (ie Standing Together, advocate or outreach worker), will be provided to the WS as soon as is practicable. The WS will be available by phone to victims/witnesses or victim/witness support agencies to give the court result on the day of the Specialist Court.

The WS will proactively contact the relevant Metropolitan Police CSU by faxing the case result. If the WS is not going to be available on a Thursday, the WS will inform the CSU's prior to the day so that they can call the court for urgent results.

All court result forms will be left in the blue tray utilised by the DVWSG in the WS room. The WS will provide filing room space, and will file all of the results forms from the SDVC.

- vi. Transport and Safe entry/exit for Vulnerable Witnesses - By prior arrangement, the WS can ask the court to allow the victim/witness to use an alternative entrance to the court building and courtroom if required. The latter will require consultation with the Magistrates/District Judge on the day of the trial.

The WS will accompany a witness out to the boundaries of the courthouse if requested.

- vii. Information leaflets for court – The WS will maintain stocks of the ‘Information for Victim/Witnesses’ and the ‘Witness Comments and Suggestions’ leaflets produced by Standing Together plus leaflets from ADVANCE, Eaves Women’s Aid and Kensington and Chelsea Victim Support for the purposes of distribution to victim/witnesses. Standing Together will also supply multiple copies of the ‘Domestic Violence – your legal rights’ leaflet produced by Women’s Aid for distribution. It is the responsibility of individual agencies to ensure that the leaflets are supplied to the WS.

- viii. Feedback from Victim/Witnesses – The WS will attempt to obtain feedback from victim/witnesses either via the formal feedback forms or informally. Feedback is to be provided to Standing Together.

- ix. Use of the Witness Service Facilities – The WS will provide use of their office space as a meeting point for the DVWSG agencies. All of the agencies can use the meeting time as an opportunity to liaise about forthcoming cases and share information. DVWSG members who utilise the WS office should be aware of the door code to let themselves in and out of the room.

The WS offers tea, coffee and water on a self-service basis. The telephone and WS facilities can be used on a mindful basis. The WS provides use of a desk and chairs to the DVWSG agencies. A filing cabinet is also made available for storage of court results. Handbags and briefcases can be left in the secure witness service office however, when left unattended, mobile phones should be switched off. The WS will take messages on the office line if required.

B. The role of ADVANCE -

ADVANCE is the main point of referral for Hammersmith and Fulham Police. It takes referrals 24 hours a day, seven days a week. Their services are designed to support the victim/witness through the criminal justice system as well as providing support and practical advice on a variety of issues such as housing, immigration, benefits and civil remedies. For a more detailed description, refer to the Standing Together Protocol with ADVANCE. ADVANCE will:

- i. Referral from Police - It is expected that all victims of domestic violence will be offered a referral to ADVANCE at the time of police callout or once the case has

been passed to the CSU. However there will be victims who have not been offered or taken the referral to ADVANCE.

- ii. Support pre-trial date - ADVANCE will offer ongoing support for all victim/witnesses referred by Hammersmith and Fulham Police (see Standing Together protocol with ADVANCE).

ADVANCE's contact details will be included on the 'Information for Victim/Witnesses' leaflet sent by the Hammersmith and Fulham CJU in the witness warning letter bundle.

ADVANCE will contact the WS to advise that the victim/witness is a client of their service and whether they are intending to proceed or withdraw. They will request from the WS (preferably in advance with one weeks notice) pre-trial court visits and special entry to the court if necessary.

- iii. Information given by ADVANCE to the CSU - ADVANCE regularly liaise with the Hammersmith and Fulham Police. They will make an effort to collect information from the victim/witness about previous convictions and/or civil injunctions, which may be relevant to the Police case and also to the CPS for the bail hearing. Once ADVANCE has passed information along to the CSU it will remain in the case file on the MG6 and MG7 forms.
- iv. Information relevant to trial date - If ADVANCE are aware of any harassment of the victim/witness from the defendant or any other person, they should contact the CSU and they can enable the victim/witness to make an additional statement. If the advocate is notified on the day of court, they will notify the CPS of the survivor's concerns.
- v. Support on the day of the Specialist Court - ADVANCE will attend the Specialist Court each week to offer support to Hammersmith and Fulham victim/witnesses attending court and to collect court results for their relevant cases.

If a client of ADVANCE is attending court, the advocate will make arrangements to meet and greet them. The advocate will liaise with the WS to access a witness room and will provide tea/coffee/water as required, ensuring that the victim/witness is as safe and comfortable as possible. The advocate will advise the Prosecutor and the list caller of the witness' presence and obtain the witness statement for the victim/witness.

The advocate will be directed by the victim/witness as to the level of support s/he requires on the day. This may include sitting with the victim/witnesses while they are waiting to give evidence and accompanying the victim/witness to and from the courtroom.

If an advocate becomes aware of a Hammersmith and Fulham victim/witness attending the court not for a trial (ie listening to the matter in the public gallery or on the public concourse), the advocate will attempt to make contact with the victim/witness and offer their services.

If the victim/witness is seeking to make a withdrawal statement, the advocate should liaise with the Prosecutor and discuss with the victim/witness any consequences for their safety. The advocate will sit in with the Prosecutor and the victim/witness whilst the statement is being taken. Advocates will also take referrals from the WS for this purpose.

ADVANCE will liaise with WS, sharing information and advising the WS of any new clients picked up at court. Advocates will also take referrals from the WS on the day.

- vi. Feedback from Victim/Witnesses - ADVANCE will attempt to obtain feedback from victim/witnesses either via the formal feedback forms or informally. Feedback is to be provided to Standing Together.
- vii. Information for Victim/Witnesses - It is the responsibility of ADVANCE to ensure that leaflets about their service are supplied to the WS.

C. Role of Kensington and Chelsea Victim Support

The Kensington and Chelsea Victim Support Service (K&C VS) is the main point of referral for hate crimes for the Kensington and Chelsea Police. The K&C VS offer office based and outreach services that provide emotional and practical support for victims of crime. The K&C VS will:

- i. Referral from Police - Referrals are made to the Victim Support Office via the Crime-Management Desk, self-referral or through other out of borough schemes. A Domestic Violence Victim Support Outreach worker attends five sites, including the Notting Hill Community Safety Unit where they will pick up referrals for domestic violence cases. They will assign the victim/witness to a trained Victim Support volunteer who will offer support and advice about the court process as well as other practical advice about a variety of issues that may be of concern to the victim/witness (such as housing, immigration, benefits).
- ii. Support pre-trial date - K&C VS will offer ongoing support for all victim/witnesses referred by the Kensington and Chelsea Police. Their contact details will be included on the 'Information for Victim/Witnesses' leaflet sent by the Kensington and Chelsea CJU in the witness warning letter bundle.

Kensington and Chelsea Victim Support will contact the WS to advise that the victim/witness is a client of their service and whether the victim/witness is intending to proceed or withdraw. They will request from the WS (preferably in advance with one weeks notice) pre-trial court visits and special entry to the court if necessary.

- iii. Information given by K&C VS to the CSU - K&C VS will make an effort to collect information from the victim/witness about previous convictions and/or civil injunctions that may be relevant to the Police case and also to the CPS for the bail hearing. Once K&C VS has passed information along to the CSU it will remain in the case file on the MG6 and MG7 forms.

- iv. Information relevant to trial date - If K&C VS is aware of any harassment of the victim/witness from the defendant or any other person, they should contact the CSU and they can enable the victim/witness to make an additional statement.
- v. Support on the day of the Specialist Court - In exceptional circumstances the K&C VS can attend the Specialist Court to offer support a victim/witness attending court, and to collect court results for their relevant cases. However, they will normally introduce the victim/witness to the WS prior to the trial date and the WS will provide support on the day of the Specialist Court.
- vi. Feedback from Victim/Witnesses – K&C VS will attempt to obtain feedback from victim/witnesses either via the formal feedback forms or informally. Feedback is to be provided to Standing Together.
- vii. Information for Victim/Witnesses - It is the responsibility of K&C VS to ensure that leaflets about their service are supplied to the WS.

D. Role of Eaves Women's Aid

- i. Referral from the Police - Eaves Women's Aid (EWA) Community Outreach Workers receive referrals from the Community Safety Unit, at Notting Hill Police Station. The service operates from 8am – 8pm Monday – Friday. Outreach workers provide practical and emotional support through the process of statement-giving. Workers also offer information, advice and advocacy to women about the court process as well as other practical advice about a variety of issues such as housing, immigration and civil remedies.
- ii. Support pre-trial date – EWA workers will contact the WS to advise that the victim/witness is a client of their service and whether the victim/witness is intending to proceed or withdraw. The outreach workers will request from the WS (preferably in advance with one weeks notice) pre-trial court visits and special entry to the court if necessary.

EWA contact details will be included on the 'Information for Victim/Witnesses' leaflet sent by the Kensington and Chelsea CJU in the witness warning letter bundle.

- iii. Information given by EWA outreach workers to the CSU – The outreach workers will make an effort to collect information from the victim/witness about previous convictions and/or civil injunctions that may be relevant to the Police case and also to the CPS for the bail hearing. Once the outreach workers have passed information along to the CSU it will remain in the case file on the MG6 and MG7 forms.
- iv. Information relevant to trial date – If the outreach workers are aware of any harassment of the victim/witness from the defendant or any other person, they should contact the K&C CSU and, if the victim/witnesses wishes, to support them to make an additional statement. If a worker from EWA is notified on day of the court of harassment, they will notify the CPS of the survivor's concerns.

- v. Support on the day of the Specialist Court – A worker from EWA will attend the Specialist Court each week to offer support to Kensington and Chelsea victim/witnesses attending court and to collect court results for their relevant cases.

If a client of EWA is attending court, the advocate will make arrangements to meet and greet them. The advocate will liaise with the WS to access a witness room and will provide tea/coffee/water as required, ensuring that the victim/witness is as safe and comfortable as possible. The advocate will advise the Prosecutor and the list caller of the witness' presence and obtain the witness statement for the victim/witness.

The outreach worker will be directed by the victim/witness as to the level of support she requires on the day. This may include sitting with the victim/witnesses while they are waiting to give evidence and accompanying the victim/witness in the courtroom.

If an outreach worker becomes aware of a Kensington and Chelsea victim/witness attending the court not for a trial (ie listening to the matter in the public gallery or on the public concourse), the worker will attempt to make contact with the victim/witness and offer their services.

If the victim/witness is seeking to make a withdrawal statement, the outreach worker should liaise with the Prosecutor and discuss with the victim/witness any consequences for their safety. The outreach worker will sit in with the Prosecutor and the victim/witness whilst the statement is being taken. Outreach workers will also take referrals from the WS for this purpose.

EWA will liaise with WS, sharing information and advising the WS of any new clients picked up at court. EWA outreach workers will also take referrals from the WS on the day.

- vi. Feedback from Victim/Witnesses – EWA will attempt to obtain feedback from victim/witnesses either via the formal feedback forms or informally. Feedback is to be provided to Standing Together.
- vii. Information for Victim/Witnesses - It is the responsibility of EWA to ensure that leaflets about their service are supplied to the WS.

E. Reporting Requirements

- i. ADVANCE - To report monthly on the number of victim/witnesses supported in the Specialist Court including ethnic monitoring statistics.
- ii. Eaves Women's Aid - To report monthly on the number of victim/witnesses supported in the Specialist Court including ethnic monitoring statistics.
- iii. Victim Support - Kensington and Chelsea – To report quarterly on the number of victim/witnesses supported in the Specialist Court including ethnic monitoring statistics.

- iv. Witness Service - To report monthly on the number of victim/witnesses supported in the Specialist Court, pre court visits conducted and ethnic monitoring statistics.

E. Signatory Page

Signed for ADVANCE

Name:.....

Position:

Signature:

Date:

Signed for Eaves Women's Aid

Name:.....

Position:

Signature:

Date:

Signed for Victim Support – Kensington & Chelsea

Name:.....

Position:

Signature:

Date:

Signed for The Witness Service

Name:.....

Position:

Signature:

Date: