



Evaluation of Domestic Violence Pilot Sites at Gwent and Croydon 2004/05

Interim Report

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List of Abbreviations and Glossary of Common Terms

BAWSO	Black Association of Women Step Out
CCI	Centre for Court Innovation
CCP	Chief Crown Prosecutor
CDVAS	Croydon Domestic Violence Advisory Service
CJS	Criminal Justice System
CJU	Criminal Justice Unit: this is a term that applies to both the Police and the CPS office that deals with a particular Magistrates Court area
CMC	Croydon Magistrates' Court
CPD	Continuing Professional Development staff training and development
CPO	Community Punishment Order
CPS	Crown Prosecution Service
CRO	Community Rehabilitation Order
D	Defendant/Defence
DPO	Designated Police Officer
DV	Domestic Violence
DVFC	Domestic Violence Forum Co-ordinator
DVO	Domestic Violence Officer
DVPP	Domestic Violence Perpetrator Programme
GCJB	Gwent Criminal Justice Board
IDVC	Integrated Domestic Violence Court
KI	Key Informant (interview)
KI, CJ	Key Informant, criminal justice agency representative
KI, VS	Key Informant, voluntary & community sector representative
LB	London Borough
LCJB	Local Criminal Justice Board
MCS	Magistrates Court Service
NEO	No Evidence Offered: this is where a case is listed for trial, but the prosecution has insufficient/no evidence to put before the court
NG	Not Guilty plea
PID	Project Initiation Document
PNCs	Police National Computer - computerised records of a persons previous convictions, impending convictions, previous custodial sentences, and previous reprimands/warnings/cautions
PSR	Pre Sentence Report: this is a document prepared by the Probation Service, usually upon sentence, to assist the court in imposing the correct sentence on the offender
PTR	Pre-Trial Review
SDVC	Specialist Domestic Violence Court: term used to describe the clustering of cases of domestic violence in Magistrates Courts
SG	Steering Group
ST	Standing Together
SV	Site Visit
VPS	Victim Personal Statements
VS	Victim Support
WS	Witness Service
WCU	Witness Care Unit
WLMC	West London Magistrates Court
WMP	West Midlands Police
WSU	Women's Safety Unit (Cardiff)
WTH	Case Withdrawn and therefore ended

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Executive Summary

E.1. The two domestic violence pilot projects described here were established in the context of the two-year CPS Domestic Violence project which is itself geared to: narrowing the justice gap and reducing ineffective trials; increasing public confidence, including that of black and minority ethnic communities; and achieving value for money. The pilots were established in Gwent (a rural area in Wales, characterised by high social deprivation) and the ethnically diverse London Borough of Croydon. Whilst running concurrently (from January 2004 to January 2005), the two pilots focus on different issues, which are specified in the parameters for each below.

(The CPS's success criteria for the pilots are detailed at Annex 1.)

Evaluation Parameters – CROYDON	Evaluation Parameters – GWENT
<ul style="list-style-type: none"> ● Training – of CPS, Magistrates, Police ● Implementation – of the Inspectorate and Specialist Courts Reports ● Possibilities for improving sharing of civil/criminal court information ● Use of advocates (including minority, ethnic advocates) to enhance victim support and participation ● Partnership working with the Local Authority towards (a) provision of education, counselling groups for women and children; (b) Housing and Social Services staff attending the court. ● Costs of the court 	<ul style="list-style-type: none"> ● Impact of employing a part-time CPS DV Co-ordinator and part-time administrator ● Use of advocate in a widely dispersed geographical area ● Streamlined 'Fast Track' court system, similar to that used in Cardiff ● Involvement and sponsorship of Gwent Criminal Justice Board ● Possible work with perpetrators' group ● Costs of the court

E.2. In order to assess the extent to which these distinctive pilots meet the stated success criteria, a range of methods are to be used in this one-year evaluation, including:

- **Describing the sites and their operation:** by analysing existing documentation, undertaking regular site visits and conducting (repeated) interviews with key informants, both in the early stages of the pilots and then again one year on.
- **Ascertaining the costs and benefits** of the courts, in terms of initial set-up and on-going costs, through examination of existing data, monitoring at both sites and supplementary interviews with key informants.
- **Documenting levels of victim satisfaction and safety:** through undertaking two sets of interviews and focus groups with DV victims and survivors at both sites (at Phase 1 of both projects and then one year on).
- **Statistical analysis of CPS case files** from both courts: using both summary monthly monitoring forms (at Phase 1) and comprehensive file coding instruments (one year on).

E.3. Within this framework, this **Interim Report** seeks to summarise the evidence and issues emerging from the **first Phase of this evaluation (to June 2004)** and so constitutes a baseline study which will be used both to indicate progress thus far, and to act as a benchmark against which to evaluate the final projects, one year on. It also seeks to contribute towards the development of both pilot sites by offering preliminary recommendations for action geared to enhancing the success of both courts as they enter the second half of the pilot phase.

E.4. Our analyses of quantitative monitoring data collected at Croydon and Gwent indicated that **positive and significant changes in policy and practice** have already occurred at both sites after only a few months:

- The workload of the courts has increased in both sites - in Gwent by approximately one-third and in Croydon it doubled. Referrals to advocates also are increasing.
- Croydon has significantly reduced its levels of withdrawals before trial (from 25% to 6%) in part due to a reduction in victim retractions (from 15% to 6%).
- Gwent has significantly reduced the proportion of cases where prosecutors offer No Evidence at trial (from 56% to 6%).
- In both sites, bindovers were rarely used (1 per site during the 8-month period).
- Both sites have comparable proportions of DV “perpetrators brought to justice” (58% in Croydon and 54% in Gwent). However, due to a large case backlog, Croydon had a larger proportion in the pre-SDVC period (64% compared to 55% post-SDVC), while the implementation of the Gwent SDVC saw an increase from 43% pre-SDVC to 63% post-SDVC.
- In terms of sentencing, both sites increased their use of community penalties.
- Both sites have made strides towards better monitoring of children being taken into consideration as victims and witnesses, civil orders, and ethnic diversity of defendants and victims, though there is much more to be done.
- The exercise of gathering the monitoring data analysed in this Report has also led to improvements at both sites in monitoring and data-gathering protocols and practices.

We therefore recommend that all SDVC partners play their part in ensuring the timely collection of accurate, comprehensive data throughout Phase 2 of the project and beyond, so that it can continue to inform and enhance policy and practice.

E.5. Our research thus far has also identified **positive changes from the victim/survivor perspective**. Analyses of pre- and post-pilot victim views at both sites show:

- A marked increase in victim satisfaction following the launch of the SDVC pilots.
- A significant and positive impact made by advocates and advocacy groups.
- An increase in numbers of victims being offered pre-court visits.
- Improvements in the accommodation provided at court, which was valued by victims.

E.6. Building on this success, we recommend that the following outstanding **issues relating to victims/survivors** should be closely monitored at both sites:

- Information flows to victims (particularly on case progression and court procedures).
- Information sharing at the criminal/civil interface.
- A more consistent approach to taking Victim Personal Statements (VPSs).
- While the pilots are gradually having a positive impact on victim satisfaction, there remain negative responses to the CPS (often because of lack of clarity about the CPS role), with a perceived need for greater support and consistency.
- More consistency in use of special measures, enhancing victim confidence and safety.
- Intimidation of victims remains an important problem, which needs to be addressed.
- There is also a problem following case completion, where victims feel they lack both information and support: continuity of support from the incident itself to after care in the community needs to be addressed in partnership.

E.7. Site visits, observations and key informant interviews at both Croydon and Gwent support the findings and recommendations outlined above and, in addition, raised the following site-specific issues, which would further enhance the projects' success in Phase 2 and beyond:

Croydon: we recommend attention is paid to the identified need to:

- Provide all DV victims with an identified sole contact to enhance consistency and continuity of information and support.
- State a clear delineation of the objectives and roles of individuals within the criminal SDVC and IDVC, to enhance the transparency and effectiveness of partnership working.
- Secure funding for the court for the SDVC (for monitoring, and to improve court facilities).
- Seek clarification of the referral procedure to the support agencies to take into account the concerns of VS regarding working boundaries and practices.
- Immediately implement better administrative structures and more effective working practices for all partnership and steering group meetings.
- Training for police on effective evidence gathering (facilitated by the planned introduction of the Metropolitan Police Incident Report Book's "DV checklist").

Gwent: We recommend that:

- Attention (and training) should be focused on the identification and flagging of DV cases. Here, issues of competing agency definitions of DV are problematic.
- The SDVC Steering Group is large and sometimes unwieldy, suggesting the need for a firm strategic steer and for the views of front line SDVC staff (via their weekly, minuted meetings) to regularly inform issues discussed at the Steering Group.
- The proposed police risk assessment tool should be confirmed, and multi-agency training on its use and benefits take place, as soon as possible.
- Given the confusion over some key roles and responsibilities in the first Phase of the project, this issue should be monitored closely, to ensure that all partners (front line staff as well as strategic planners) take forward a shared vision in Phase 2.
- The relationships between the pilot and other victim initiatives in Gwent should be monitored to ensure DV victims are clear on who to contact, and that support systems are clearly mapped out and effectively co-ordinated.

E.8. In relation to the issue of evidence, our quantitative and qualitative analyses (including victim perspectives) all indicated the **vital importance of effective evidence gathering** at the outset in DV cases. Our findings suggest that in this respect there is much room for improvement at both sites: this is crucial for successful case progression (and resolution) and also allows the opportunity to proceed in the absence of the victim. We therefore recommend that the pilot partners (notably the police) take steps to ensure more effective evidence gathering.

E.9. Finally, while stressing that **effective partnership working** takes time and commitment to develop, we recommend that the following issues should be born in mind as both sites enter the second Phase of the projects:

- Building agency-specific and multi-agency DV training into the plans of all SDVC partner agencies.
- Ensuring the resourcing, and monitoring the effective implementation, of police positive action policies.
- Taking on board the need to constantly and collectively strive to work effectively in partnership, in order to meet the needs of DV victims, survivors and their children.

1. Introduction

1.1. The two pilot projects described here were established in the context of the two-year CPS Domestic Violence project, itself geared to Public Service Agreement (PSA) targets of: narrowing the justice gap and reducing ineffective trials; increasing public confidence, including that of black and minority ethnic communities; and achieving value for money. **The key aim of the evaluation is comparing the two differing CPS DV pilot sites (Gwent and Croydon) to determine costs and best practice in terms of:**

- Improving effective evidence gathering and charging.
- Supporting and improving the safety and satisfaction of victims and witnesses.
- Developing prosecutions constructed on the basis of evidence other than that from the victim.
- Using special measures.
- Using advocates.
- Dealing with persistent offenders.
- Using CPS DV Co-ordinators.
- Using expert witnesses.
- Training for CPS/CJS/multi-agency organisations.
- Initiating development of IT DV tracking systems.

1.2. The objectives of, and methods used in, the one year evaluation include:

- **Describing the sites and their operation:** through analyses of existing documentation, undertaking regular site visits and (repeated) interviews with key informants at Croydon and Gwent, both in the early stages of the pilots and again one year on.
- **Ascertaining costs and benefits of the courts,** in terms of initial set-up and on-going costs, through examination of existing data, monitoring at both sites and supplementary interviews with key informants.
- **Documenting levels of victim satisfaction and safety:** through undertaking two sets of interviews and focus groups with DV victims and survivors at both sites (at Phase 1 of both projects and then one year on).
- **Statistical analysis of CPS case files** from both courts: using both summary monthly monitoring forms (at Phase 1) and comprehensive file coding instruments (one year on).

1.3. This report will be structured simply and sequentially in order to address these key objectives. To give due weight to the differing contexts at both sites, these will be analysed separately (section 2 Croydon and section 3 Gwent). Section 4 offers an analysis of quantitative data, which provides comparison and comment on both sites, but victim perspectives (section 5) will be analysed in summary, not least because many of the issues raised are common to both sites. Finally, the summary issues and recommendations in section 6 will be both generic and site specific, as appropriate.

1.4. Within this framework, this Interim Report seeks to summarise the evidence and issues emerging from Phase 1 of this evaluation (to June 2004). It therefore constitutes a baseline study, which will be used to monitor progress thus far, and will also act as a benchmark against which to evaluate findings arising from the second round of visits, interviews and focus groups, which will be conducted **one year on**. At the same time, this report seeks to contribute towards the development of both pilot sites by offering preliminary recommendations for action geared to enhancing the success of both courts as they enter the second half of the pilot phase. The final evaluation report will be published in June 2005.

2. Croydon

2.1. Background

Planning for a specialist domestic violence court has been taking place in Croydon since at least 2000. The initiative was originally based with the local authority, which looked to the United States for models of successful domestic violence courts. A brief history of the planning process is important for understanding the context in which the specialist criminal court began work in January 2004.

London Borough of Croydon has a history of being involved in innovative projects providing specialist domestic violence services through partnerships between statutory and voluntary sector agencies.¹ In 1999 the local authority carried out a Best Value Review of domestic violence services in the Borough and from this a five-year action plan, which forms the basis of the work of the Domestic Violence Joint Planning Team, was developed and a Domestic Violence and Sexual Policy Advisor was appointed. The audit of domestic violence services identified that one of the areas causing most concern was the criminal justice response. In light of this it was decided to examine successful models of criminal justice responses in the US with a view to improving responses in Croydon. A delegation of representatives from the local authority, police, CPS and magistrates association visited the US to examine the models of domestic violence courts in operation in New York State and Tampa Bay Florida. After this initial visit the local authority decided that the way forward was to develop an integrated domestic violence court dealing with both criminal and civil matters. After a second visit to the US the local authority started planning for an integrated domestic violence court (IDVC) in Croydon. Partnership meetings were held to try to progress plans for an IDVC. The local authority entered into a contract with Centre for Court Innovation (CCI) in New York for the CCI to provide assistance in the efforts to create an IDVC in Croydon. The CCI was to provide training, model documents and on-site support to the planners in Croydon.

Whilst plans for an IDVC were afoot, towards the end of 2003 Croydon Magistrates Court (who had the enormous advantage of a court clerk very experienced and enthusiastic about improving responses to domestic violence) was keen to develop a criminal Specialist Domestic Violence Court (SDVC) as an interim stage to developing the IDVC. A steering group including representatives from the court, CPS, police, local authority, magistrates, probation, victim support, CDVAS and witness service agreed that they should be working to an IDVC model, and developed protocols for an IDVC, but in the meantime it was agreed that a criminal SDVC, based on these protocols, would begin operating one day a week from the beginning of 2004. Consequently the criminal SDVC was established as part of the wider IDVC court project with the following objectives:²

- To improve court efficiency resulting in fewer court appearances and less undue delay;
- To improve victim safety by avoiding conflicting and inconsistent court orders;
- To enhance support services offered to women and children;
- To increase offender accountability during court proceedings and post conviction or court order;
- To promote informed and consistent judicial decision-making;
- To protect the rights of all litigants; and,
- To increase confidence in the civil and criminal judicial system.

The initial evaluation of the pilot in Croydon was to focus on the IDVC and in particular the effectiveness of an Information and Resource Co-ordinator (on the NY model), the use of advocates, and partnership work with the local authority to provide education groups and counselling services for women and children and to secure attendance of representatives from housing and social services at the court. However, by April 2004 the implementation of the IDVC was delayed due to intervention at a national level and the evaluation parameters were altered to focus upon the training of staff and improvements in civil-criminal interface before the IDVC, as well as the costs of setting up the SDVC, use of advocates and implementation of the Inspectorate and five site SDVC evaluation recommendations.³

¹ See Hague, Mullender and Aris (2003) *Is Anyone Listening? Accountability and women survivors of domestic violence*. Routledge, London.

² IDV Court Criminal Justice Operations Protocol and Criminal Court Good Practice Guide (January, 2004).

³ HMIC/HMCPSI Joint Inspectorate Report (2004) and Cook, Burton, Robinson and Vallely (2004).

2.2. 'Pen Portrait' of the criminal SDVC

The criminal SDVC started operating in Croydon on 20th January 2004. It hears criminal matters in the Magistrates court. The court sits on Tuesdays and deals with pre-trial matters and sentencing.⁴ The key features of the criminal SDVC arrangements are:

- A commitment by Croydon Police to provide a Domestic Violence Liaison Officer for each specialist court hearing.
- A commitment by Croydon CPS to assign prosecutors to the specialist court who are trained and experienced in domestic violence cases.
- A commitment by the Croydon Magistrates Court (CMC) to provide specialist training to DJs, magistrates, legal advisors and staff working in the specialist court.
- Croydon Police are to offer referrals to Croydon Domestic Violence Advisory Service (CDVAS)⁵
- CDVAS will contact the victim within 24 hours of receiving a referral to explain their options and offer referrals and other assistance where appropriate. It is also envisaged that CDVAS will, where possible, collect information relevant to the case (e.g. about civil orders) to be passed to the police/CPS. A representative of CDVAS is based in the police station and attends each specialist court hearing.
- Victim Support Croydon is committed to providing support to all victims of domestic violence and referring to other agencies where appropriate.
- Croydon Magistrates Court Witness Service is committed to providing pre-court visits and ongoing support regarding the trial process as appropriate.
- Probation is committed to provide specially trained officers to prepare Pre-Sentence Reports (PSRs) as a matter of priority and monitor the Community Rehabilitative Orders (CROs) including Perpetrator programmes.
- The development of a Criminal Court Good Practice Guide (modelled on the West London Magistrates Court benchbook).
- An Operations Group, of agencies working in the court, to meet monthly after court sessions.

The attendance of representatives from London Borough (LB) of Croydon Social Services and LB Croydon Housing at court has not been implemented for the SDVC (as it was only ever planned for the IDVC), however there is an arrangement for LB Croydon Housing to be available for telephone contact.

CMC is housed in a court building opened in 1968 and currently has 8 courtrooms in use. The SDVC is always held in the same courtroom, which has a secure dock and a relatively formal atmosphere (although it is not the most formal). The public gallery is at the back of the court and the usher tries to segregate prosecution and defence family and friends. In line with the court protocol one of the ushers has received domestic violence training and ushers are included on the operational group that meets once a month to discuss issues emerging from the SDVC. CMC does have special measures facilities, including a video link in another courtroom. There are separate waiting areas for prosecution witnesses (in the Witness Service rooms on the ground floor of the court building). Due to pressures on accommodation CDVAS does not have its own room within CMC, although the court will try to provide access to space on request and CDVAS has a room in the nearby County Court where it can hold consultations with victims. Although CDVAS and the DVO are not normally present at domestic violence trials that occur outside the SDVC, specially trained clerks and magistrates are used.

⁴ The SDVC group are introducing a second day per week from October 1st.

⁵ CDVAS had already provided support for victims within the civil courts before the pilot.

2.3. Qualitative evaluation of Phase I Implementation of Croydon criminal SDVC

During the period March 2004 to June 2004 interviews were carried out with key informants in Croydon, including representatives from the court, police, CPS, local authority and voluntary sector support agencies. The purpose of these interviews was to establish baseline qualitative information on the planning for the specialist court, the roles of individual agencies within the project, the nature of the work already being done in domestic violence cases and the readiness of individual agencies to meet the demands of the new court and improve the criminal justice response to domestic violence. Key informants were asked about their working relationships with other agencies and the costs to their agency of involvement in the specialist court project. The interviews were also designed to give some insight into key informants' views on the early impact of the criminal SDVC on matters such as evidence gathering, bail, victim input into decision making and sentencing. In addition to interviews, a number of site visits were carried out including attendance at partners' meetings and one observation of the criminal SDVC. The findings from the analysis of this qualitative data are presented below. For brevity and anonymity, where quotes are used key informants will be referred to as KI from either the criminal justice agencies (CJ) or voluntary sector (VS).

2.3.1. Flagging

The various agencies are reasonably confident that **appropriate cases are being identified** and routed to the specialist court. It is recognised however that the flagging of domestic violence cases still needs some work, as illustrated by discrepancies in the CPS and courts records of domestic violence cases examined for the quantitative evaluation (see Chapter 4).

2.3.2. Effective evidence

All of the agencies were aware of the policy of effective evidence gathering and supportive of it in principle. Everyone acknowledged that there was some way to go before the ideal standards of effective evidence gathering were met in practice:

"There are protocols and Service Level Agreements on evidence gathering between the police and the CPS. There is a clear policy on gathering evidence other than that of the victim. The problem is not the policy but the implementation of it. It is no good having a policy if the police officers are not trained on it - so training is where the system falls apart. There is a booklet that is being piloted in some other Boroughs at the moment. It is an idiot's guide to domestic violence for police officers and includes a checklist of all the things that they should be looking for evidentially. I would like to implement it as soon as possible but you can't just bring it in, you need to give the officers instruction on how to use it." (KI, CJ)

"There is variable understanding of the policy amongst the police - some are much better than others at looking for enhanced evidence." (KI, CJ)

"If we all did evidence gathering a bit better we could have more "victimless prosecutions". I am greatly in favour of that to take the burden off the victim." (KI, VS)

Key informants were asked how frequently particular kinds of evidence, such as photos, were collected and used in cases coming before the specialist court.

"I don't see photographic evidence as often as I would like. At the moment I would say that it is only occasionally. We suffer from a lack of experienced police officers at Croydon - there are a lot of new police officers and the CSU is currently understaffed ... I have not seen any cases where there have been statements from neighbours but we are seeing more cases where children have been spoken to." (KI, CJ)

"The cameras are available but they are not being used that often - I would say maybe 1 in 50 cases." (KI, CJ)

There was a great deal of ambivalence about using **children as witnesses** in domestic violence cases, however some respondents thought that it was appropriate to consider older children as witnesses if their mother was supportive:

"Evidence from older children is okay provided that it is sensibly used. In one case we used the evidence of an 11 and 12 year old in addition to their mother ... the mother was happy for the older children to give evidence. I am not sure it would be appropriate if the mother were not keen." (KI, CJ)

"I think that there is a presumption that it should be avoided because of split loyalties and the fact that it can be damaging for the children. However I would advocate a cautious approach dependent on the child's age and maturity." (KI, CJ)

There was some scepticism about the ability of special measures to mitigate the distress that might be caused to children as witnesses in domestic violence cases:

"I am not sure how comforting the video link is but I suppose it is better than nothing at all." (KI, CJ)

However research suggests that victims do feel better supported when special measures are available,⁶ and this is confirmed by the views expressed by adult victims in this study (see Chapter 5).

2.3.3. Charging

It was anticipated that the new arrangements, with greater involvement of the CPS in the charging process, would have an impact. The early introduction of a lawyer in the charging process should lead to a reduction in the number of cases where the charge has to be amended, thereby speeding up the process. However there was a perception that there would not be greater use of the Protection from Harassment Act 1997, due to a limited, inaccurate, view of its potential application (as appropriate only in cases of non-physical violence where there is no ongoing relationship).

2.3.4. Bail Decision-Making

Most key informants felt that it was rare for domestic violence perpetrators to be remanded in custody pending trial, however the use of conditional bail was routine. It seems that there is currently little input from the advocacy support groups into determining what conditions should be attached by the police or courts. However key informants disagreed on the extent to which CDVAS was consulted and provided information in relation to bail decision-making.

It was generally thought that **bail decision-making in the SDVC was very good** and that magistrates dealt particularly well with applications to vary bail conditions. This seemed to be confirmed by the site observation during which an application to vary conditions was rigorously investigated by the bench and significant qualifications attached to the proposed variation. Key informants attributed this improvement in bail decision-making to the training of magistrates and clerks. The responsibility for keeping victims informed of the outcome of bail hearings is still primarily with the police in Croydon.

2.3.5. Victim Input

Most key informants felt that Victim Personal Statements (VPSs) were a positive development, although some were more enthusiastic than others. Concerns were expressed by some of the agencies that VPSs had the potential to raise expectations and that victims were not well informed about the purpose of their statement. In Croydon CDVAS has come to play a significant role in taking VPS, although again there are mixed views about the appropriateness of this.

Whilst it was felt that some victims might be confused about the purpose of VPSs, no such confusion existed within the court. It was noted that VPSs were popular with magistrates and that they would like to see more of them but that they were guarded in their use:

"It is good for the victims to feel that they are giving information and cooperating and it is nice for the courts to hear what they have to say, but whether it is helpful depends on the context and there are other things to be taken into consideration." (KI, CJ)

2.3.6. Sentencing

It was hoped that the introduction of the criminal SDVC would improve the sentencing of domestic violence and most key informants felt that they had seen a **significant improvement in sentencing** during the first few months of the operation of the court:

⁶ Hamlyn, Phelps, Turtle and Gazzar 'Are Special Measures working? Evidence from surveys of vulnerable and intimidated witnesses'. Home Office Research Study 283.

"There is more appropriate sentencing. There aren't as many conditional discharges and there has been an increase in Community Rehabilitation Orders and use of custody in appropriate cases." (KI, CJ)

It was seen as particularly important to formally monitor the sentencing outcomes of the court and this part of the CPS evaluation was especially welcomed. The quantitative evaluation does confirm KIs perceptions that there have been more referrals to perpetrator programmes.

One issue raised in relation to sentencing of non-English speaking perpetrators was the inability to refer to a perpetrator programme because of language issues. It was felt by some informants that minority ethnic defendants with language problems might be unfairly sentenced to custody due to this problem. However Probation has taken steps to address this issue and has sought access to London-wide programmes that do offer one-to-one work with non-English speaking perpetrators.

2.3.7. Diversity Issues

Croydon is an ethnically diverse Borough and **issues of culture and language** in the reporting, investigation and prosecution of domestic violence cases were noted by all informants. At the reporting stage it was observed that the handling of the situation depended greatly on the experience of individual frontline officers who are not yet locally trained in domestic violence awareness. Thus individual officers might continue to use family members as interpreters at the reporting stage but if the case gets to court then accredited interpreters provided by the local authority are used. The local authority had some concerns about the safety of their accredited interpreters but hope to be able to resolve these concerns through negotiation with the court (e.g. for consultation rooms). The court noted that it was difficult to obtain translators for some languages and although accredited translators were familiar with the court system they were not necessarily familiar with domestic violence and might need awareness training. Language and cultural barriers for ethnic minorities were the only diversity issue specifically raised by KI.

2.3.8. Training

The protocol for the court commits the various agencies to providing specially trained staff for the SDVC. However the training of all staff within the agencies obviously impacts on the cases coming before the court. The interviews with KI explored how well trained individuals within each agency are in flagging and dealing with domestic violence cases.

Police: At the time of interview police officers in Croydon were still awaiting domestic violence training. There are 18 officers within the specialist CSU however not all of these had received domestic violence training due to the high turnover experienced within the unit. The vital role of training for frontline police officers was readily acknowledged within the CSU, however it appears that there have been resource issues that have both delayed training and impacted on the scope of what is planned. A short training for officers by the local Detective Inspector took place in early summer and further training is planned.

CPS: The CPS has provided two one-day training sessions to prosecutors (one on awareness and policy and the second on case studies and implementation of the Inspectorate and Specialist Court reports' recommendations). A two-hour session has also been provided to agents who may be used for the specialist court.

Magistrates and Legal Advisors: About 50 magistrates have undergone a two-day programme of training by the court clerks based on the JSB training pack. The magistrates were very positive about the training they had received and it is hoped that more magistrates can be recruited into training for the DV panel in the near future.

CDVAS: Has a rolling programme of training for its advocates and volunteers.

Victim Support: Staff received half day training on domestic violence as part of a national programme and local training by Duluth trained trainers.

2.3.9. Funding

There is little in terms of dedicated funding for the specialist court and in particular no additional resources for the court itself. The local authority does have a budget for projects but most of these are related to the IDVC, although it has taken

over funding CDVAS, which is a crucial element of the SDVC. CDVAS used to receive £100,000 a year from the Home Office towards employing the equivalent of 5 full-time advocates and one manager. LBC now provides £120,000 a year to CDVAS. Other domestic violence projects funded by LBC include £200,000 for a new building to provide interim housing for victims of domestic violence using the IDVC, £56,000 for the Sanctuary project (a practical and emotional support scheme including alarm/changing locks to allow vulnerable people to stay in their own home), £10,000 for children's counselling services, £10,000 towards a safe child contact centre and £10,000 for an educational group. Although some victims using the criminal SDVC have been able to use some of the services funded by the local authority (e.g. the Sanctuary project) most of the services are intended to be available to the users of the IDVC. The local authority Domestic Violence Policy Advisor has 20% of her time allocated to planning for the IDVC (at a cost of approx £10,000 per annum). The contract with the CCI for assistance in developing an IDVC cost £37,000. From this it is clear that LBC has made a **significant financial investment** in planning for the IDVC and support services to accompany it. The local authority has also committed itself to funding two administrative posts (policy project officers), who will help with data collection and monitoring in the specialist court. One is intended to act as an information resource coordinator for the IDVC (and who is currently working on developing an information-sharing protocol and further planning for the IDVC).

The CPS has provided funding to release their prosecutors for the second day of training at £200 per prosecutor. Other agencies have found that their budgets place constraints on developing their role in the SDVC. It was observed above that budgetary constraints have impacted on the training of police officers in Croydon, nevertheless the commitment of the police to the criminal SDVC has been manifested in the funding of a domestic violence liaison officer with a full time remit to support the court.

2.3.6. Perceptions of the benefits of the criminal SDVC

All key informants were asked to describe the main benefits of the criminal SDVC.

- Most felt the key advantage was having **trained personnel** from all the agencies.
- The presence of a **dedicated police DVO** was rated particularly highly:

"It is fantastic. It means that we can get the information there and then and the result is communicated to the victim. The whole thing runs a lot smoother and the decision-making is better informed. It really helps with team working and making the process more seamless." (KI, CJ)

"The police officer is very important - he gives a calmness to the court when we are dealing with very difficult cases. He is there to help keep things under control and can talk to the defendant if necessary." (KI, CJ)
- Other criminal justice agencies felt that the **CPS** was becoming more responsive:

"They were initially inflexible but they are starting to listen more." (KI, CJ)
- The presence of the **advocacy service CDVAS** was also thought to be beneficial, despite the advocates own reservations about their present role within a remand/sentencing only court:

"They provide reassurances that things are going to be followed up." (KI, CJ)

"CDVAS do inform victims about variations in bail but this depends on whether the victim has taken up a referral. CDVAS keep a note of the trial dates and offer victims additional help but I can't see any other benefits. I do not get much information from CDVAS, although to an extent that varies according to the particular advocate - some are better than others. Sometimes CDVAS has been in a position to challenge information that has been given by the defence (for example that the victim and defendant are reconciled), so sometimes they are a useful check on misinformation." (KI, CJ)

Several key informants noted the **difficulty in establishing a proper role** for CDVAS and defining the responsibilities of other support agencies with one noting the

"potential role confusion and a blurring of responsibilities with victim support and the witness service." (KI, BJ)

There are also on-going issues about referrals to Victim Support now that the police refer only to CDVAS. However the police undoubtedly find it useful that CDVAS has a base in the police station and can provide an out-of-hours service.

The main source of referrals to CDVAS is the police, although there appears to be some problem with logging of those referrals. The total number of referrals to CDVAS from all sources has more than tripled in the last three years from 250 in year one to 834 in year three. However the main focus of CDVAS is still supporting women through the civil justice system (due they say to survivors' preference for that route). Victim Support are extremely concerned about the drop in referrals in domestic violence cases that they have experienced since the end of 2003 but are working towards trying to ensure referrals are made in appropriate cases.

2.3.11. Partnership Working

As with other projects in other areas, in Croydon the personalities of group members have been of key importance in the planning for and implementation of the specialist court. There have been tensions in partnership working that are partly attributable to the **different visions** of the individuals involved in the project.

"There has not been as much cooperation as there should have been. It is important that everyone is kept involved and sometimes relationships have broken down." (KI, CJ)

Although on the whole it was thought that the criminal justice agencies worked well together there was some concern about the relationships between the criminal justice agencies and other statutory agencies and the voluntary sector agencies:

"There is an element of mistrust because we are not statutory based. I don't think that our skills are that highly rated because although we have a lot of experience it doesn't look so much on paper." (KI, VS)

There was a certain amount of disappointment associated with the delay in moving to an IDVC,⁷ although there was also an acknowledgment of the value of a national strategic lead to take forward the process as a matter of national policy. As one key informant put it:

"We must not be disheartened that the integrated court is not up and running. It is a slow process and we are still pushing towards it." (KI, CJ)

Some partners clearly see the criminal SDVC as the first step to an IDVC and in their vision it is a necessary two-stage process. Whilst others may have envisaged an IDVC without an SDVC no one would seek to undervalue the achievements that have already been made in the criminal SDVC.

2.3.12. Partnership/Steering Groups meetings

One of the great strengths of the Croydon project is that the partners are reflective about the planning process. By May 2004 it was recognised that there was a need to clarify the relationship between the IDVC and specialist criminal court projects and partners are working towards this objective by reviewing the roles and memberships of the various partnership/steering groups. The **administrative structure** for the partnership/steering group meetings is however weak and would benefit from more rigorous advance timetabling of meetings and minuting of meetings. At the moment minuting is done on an ad hoc basis and not all partners seem to be aware of the dates of meetings (which can be set from meeting to meeting), which does not enhance **genuine and effective partnership working**.

2.3.13. The Civil/Criminal Interface

Attempts are being made to improve the exchange of information between the criminal and civil justice systems in advance of the introduction of an IDVC. However it is still early days for the criminal SDVC and participants acknowledge that information exchange between the two systems is still quite poor:

"It could be improved. The clerks are advised to ask in every case if there are children involved or if there is a civil order in place but they sometimes forget. It does come out obliquely in some cases but people may just not know. The new monitoring form will help to mainstream the collection of this kind of information." (KI, CJ)

Once work on an information sharing protocol (still ongoing) is complete it is anticipated that more information will be available between the various agencies.

3. Gwent

3.1 Background

The Domestic Violence project in Gwent is set in the context of a number of national initiatives designed to provide better services to victims, where a Victim and Witness Care pilot has been in operation since October 2003 and forms part of the Criminal Case Management Programme. Other initiatives are sponsored by the Welsh Assembly and include the *Domestic Violence Policy and Good Practice on Domestic Abuse: Safeguarding Children and Young People in Wales*. The Assembly provides annual funding of £1.45 million to domestic violence projects supporting, among others, the Cardiff Women's Safety Unit (WSU), Black Association of Women Step Out (BAWSO), the National Domestic Abuse Helpline and local DV work across the country.

Domestic violence is a local community safety priority in Gwent, and Caerphilly was chosen by the CPS as the location for the pilot project as a rural area of social deprivation. This choice also fed into the aims of the Welsh National Strategy in meeting "the specific needs of the people of Wales ... [reflecting] the diverse social, economic and cultural differences ... by responding to the rurality of Wales." The specific parameters of the Gwent project focus on the:

- Impact of employing a part-time DV Co-ordinator and part-time administrator;
- Use of advocacy in a widely dispersed geographical area;
- Streamlined "Fast Track" court system, similar to that used in Cardiff;
- Involvement and sponsorship of Gwent Criminal Justice Board;
- Possible work with a perpetrators' group; and
- The costs of the court.

The project was set up in September 2003 by the national CPS Domestic Violence Project and is managed by a Steering Group (reporting to Gwent Criminal Justice Board) and overseen by the Chief Crown Prosecutor (CCP). By December 2003 there had been significant changes in the CPS team and the local DV posts were re-configured, with the pilot staff thereafter comprising a part-time co-ordinator post (3 days a week), a part-time administrator (2 days) and an advocate (full-time, seconded from Probation) all funded by the project. A Project Manager was also allocated from CPS and the police funded a dedicated police officer (DVO) for the pilot.

The new court arrangements commenced 20th January 2004 and the Domestic Violence Forum appointed its Co-ordinator (DVFC) with funding from the Caerphilly Community Safety Partnership in April. The aims and objectives of the project were set out in the Project Initiation Document (PID) and were agreed by the enlarged Steering Group (SG) in January 2004. This SG is wide ranging and comprises all new project staff, Police, GCJB, Legal advisor and representatives from: Health, Housing, Social Services, Victim Support (VS), Probation, CPS Wales Equality and Diversity Officer, Women's Aid, BAWSO and Cardiff (WSU). As the project developed, it incorporated a broader range of organisations and funders and became known as "Prosiect Saff" or the Safe Project. The project works with the local CDRP information sharing protocol, the PID and the Gwent LCJB Protocol, with its strategic aim to develop a one year Domestic Violence Project in Gwent, and gather information on measures that contribute to:

- Bringing more domestic violence offences to justice;
- Improving victim and witness satisfaction and safety;
- Addressing the Equality, Diversity and Discrimination issues in relation to both victims and perpetrators; and,
- Integrating the needs of children as victims and witnesses.

3.2. 'Pen Portrait' of the SDVC

The Gwent pilot does not constitute an SDVC as such, but rather aims to "**fast track**" DV cases. The agency roles are outlined in the GCJB Protocol. Overall, the pilot is committed to:

- Listing all DV cases to a dedicated slot in a weekly PTR;
- Thereafter, listing DV cases for further hearing or trial within four weeks (with other hearings and all trials taking place on any day or time of the week);
- A designated police officer (DPO) attending all PTRs; and,
- The advocate often attending PTRs, but attending *all* trials.

Caerphilly Magistrates' court has two courtrooms, in relatively new premises, which have one entry point, with security personnel and body scanner. The courtrooms are quite large, light and airy, the witness box on the opposite side of the room from the secure dock. The Witness Service office and waiting room are upstairs; entry is by secured door from the vestibule. DV victims can be admitted by a rear entrance, which provides access to the waiting room, provided notice is given to Witness Service (WS) in advance.

There are no childcare facilities at court, but the Witness Care Unit (WCU) can arrange help. Toilet facilities and refreshment machines are downstairs, however, and victims/witnesses must walk past defendants and their families to get to them and there have been complaints about victims using toilets upstairs, which are reserved for court staff. The plan to use Caerphilly court for all DV cases was disrupted following a breach of security at Newport court, which has resulted in their remand cases being diverted to Caerphilly, which cannot now accommodate all trials of contested DV cases and PTRs. So far as PTRs are concerned, this has no impact on the victim (who does not attend), but moving *trials* seriously impacts on the project's commitment to the victim, since other courts are regarded as less suitable in terms of safety and accessibility. Screens can be made available, but only one set exists for the three court locations (moreover, the defendant is screened, not the victim). Video-link equipment is available next to the WS rooms upstairs.

Newport CPS CJU team has 7/8 lawyers and 2 caseworkers. Lawyers do not specialise in DV and this work may also be undertaken by agents covering sickness and holiday leave. Over the first phase of the project the CPS DV Co-ordinator prepared all DV cases for PTR, oversaw two-thirds of DV cases and prosecuted the majority of trials. When a file is received – COMPASS – if the case is flagged as DV. The CPS designated case-worker, acting as the pilot administrator, prepares files for the Narey court and may pick up cases which have not been properly flagged. She also notifies the DPO of the outcomes of DV cases and refers cases on to the advocate (who then makes telephone contact with the victim). In May 2004 monthly review meetings commenced between the CPS DVC and police, and weekly meetings were initiated with the DPO and advocate. On average, there are 80-90 DV incidents per month, resulting in 10-15 cases. A positive action policy is applied where the perpetrator is present and there are injuries, but most incidents are common assault (and many are verbal).

As mentioned above, the pilot is intended to link into the national Victim & Witness Care Pilot which is run by the Witness Care Unit (WCU). Once the offence is reported and the perpetrator charged, a wide-ranging questionnaire is administered over the phone, covering issues such as childcare and transport needs and availability for trial. A risk assessment is conducted from the Police National Computer (PNC) and local knowledge, including the victim's own concerns. The victim is kept in touch with the process throughout and provided with other relevant information (e.g., claiming expenses). Links have been made with bus companies to get free bus passes, and with the court (e.g., to provide breast-feeding facilities, if necessary). The WCU liaises with the pilot and Witness Service, which also passes witnesses on to Victim Support if they need support after the case. The Witness Care Pilot's interim evaluation report (produced by PA Consulting), noted positive overall outcomes in terms of: increased witness attendance, a reduction in ineffective trials due to witness problems, fewer late guilty pleas offered on the day and a growing use of Victim Personal Statements. These improvements are now being further built upon by the Gwent DV pilot. However, some interviewees did express concern about the potential for duplication, overlap or confusion (notably on the part of the victim) of these complementary initiatives: this could merit attention in the second Phase of the DV pilot.

3.3. Qualitative Evaluation of Phase I of the Implementation of Gwent SDVC

3.3.1. Flagging and listing DV cases

Interviewees noted some problems in flagging cases both by police and CPS, which has consequences for the DPO and advocate:

"There is a problem in identifying DV: CPS and Home Office definitions are different. It is not, however, the fact of the difference that causes some to be incorrectly flagged, because run-of-the-mill, obvious DV cases are being missed. Police have so many things to think of, and there is still an attitude of "it's only a domestic." These cases are given no priority in their minds." (KI, CJ)

Since the beginning of the project, there have been **improvements in flagging** because of the administrator's work as DCW for Narey courts, although interviewees noted that some problems still remain.

3.3.2. Charging

There was a view expressed by some interviewees that although a positive action policy existed, it was not being implemented consistently:

"Where there is an arrest, they may or may not seek CPS advice on charging (available Mon-Fri 9am-5pm). I wish they would seek advice more often - this would ensure a more consistent approach. People can be over- or under-charged. Decisions are often based solely on what the victim tells them - e.g. she wants the criminal damage prosecuted but not the assault. We always have to amend PHA charges which are used improperly - they charge s4 when it should be s2." (KI, CJ)

The low arrest rate relative to DV incidents was raised as an issue of concern in March 2004 and subsequently it was reported that the vast majority of incidents were verbal assaults, or the victim would not make a statement when the officer attended the incident. Subsequent police research has shown positive action in relation to over 80% of incidents with power of arrest. Nonetheless, the positive action policy needs to be closely monitored in the context of the SDVC evaluation. In relation to **risk assessment** tools, no decision has yet been taken by the police on which model will be adopted.

3.3.3. Effective Evidence

The need for better evidence gathering is widely acknowledged at strategic level, but respondents have not witnessed much change and many identified this as a **training need**. Photographs may be vital but will not be appropriate in incidents of verbal abuse, though other evidence should be collected:

"I do not see many neighbour statements." (KI, CJ)

"There are not many photos. There is a definite training need here. Not all officers have cameras. The problem is making sure the officer does a proper assessment where the victim is a known retractor and likes a drink; don't just assume she will be drunk, and take a statement at the time if she isn't. Consider taking video statements from children. It is often the child who rings." (KI, CJ)

Children's evidence is not being used and (as in Croydon) views are split on the ethics of using children as witnesses:

"Lawyers assume that children will not want to give evidence. I have had experience of lawyers telling children that they will not be giving evidence despite the fact that the children are ready and willing. Lawyers appear oblivious to the fact that the decision to give evidence may have been very traumatic to the witnesses, and may form a significant part of their recovery process." (KI, VS)

But, in addition, there are perceived problems around the practical use of special measures:

"I have very rarely seen children as witnesses. I've never seen them in domestic violence cases. They would need to give evidence under special measures, and police would have to arrange for video-taping of interviews. This takes a long time because there is a constant backlog in copying videos." (KI, CJ)

3.3.4. Sentencing

There was a view that Magistrates were reluctant to use custodial sentences and most often resorted to community penalties and fines. There was a **perceived mismatch** between the seriousness of DV offences and sentences imposed on offenders. At the same time, issues were also raised regarding information on sentencing being passed to victims and who is seen to be responsible for any problems:

"... it is technically the court's responsibility, but victims who ring there might not get an answer. If they ring us [CPS] on the day, its unlikely anyone can help them - the files are still in court." (KI, CJ)

3.3.5. Diversity

The Witness Service reported some general problems of interpreters (including sign language interpreters for the deaf) not being organised on time, which resulted in cases having to be adjourned.

"There is a very small population of ethnic minorities. If they or a deaf person needed a translation service, we would rely on the police to identify that need. CPS is then responsible for sorting it out, but we would ring court, which has a list of approved translators." (KI, CJ)

The court has an approved list of registered interpreters and family members are not used.

3.3.6. Training

Legal Advisors (clerks) receive a 45-minute input on domestic violence, which is an overview of the training given to magistrates, but do not specialise in domestic violence. Specialisation would be administratively difficult because of the numbers of clerks and the rota system. The number of DV PTRs is very small (3 or 4 per week) and they are dealt with by the same legal advisers.

Magistrates receive DV training from the Head of Legal Services, who himself received two days training to deliver it. The 3^{1/2} hour package, provided nationally by the Judicial Studies Board: 'Domestic Violence, An Ordinary Crime?' is "well received by magistrates". Training takes place in groups of 12-15 and all chairs (40, or around half of those sitting in Caerphilly) have undertaken it. The remaining magistrates have been given a 45-minute overview and, since there are around 400 in the region, it will take some time until all have received the training.

The advocate has received no specific training, but has Probation training in addition to possessing an academic background relating to DV.

The DVF Co-ordinator has Child Protection training and DV conference attendance, but felt that training on putting together multi-agency protocols and policies would be useful. In relation to police training, there is a strategic commitment, but on the ground views may vary:

"Only so much time can be devoted to it - other issues compete for space. Attitude is the main barrier to effective training. Officers believe victims will only retract, so there's no point in putting effort in. DV is not high on their agenda - its only 2% of total police work (though accounting for 20% of all violent crime)." (KI, CJ)

3.3.7. Funding

The various sources, duration and nature of the funding secured for the project is summarised in the Table opposite. The figures do not include the following: the allocation of a dedicated police officer; police office premises for the advocate; the costs of attending meetings (with 7 meetings each of the Steering and Operations Groups) estimated to total around 390 hours.

Funding Body	Duration	Designated Post/Purpose	Amount
CPS Equality and Diversity Unit	January to December 2004	Probation Service for Advocate secondment	£30,000
CPS Equality and Diversity Unit	January to December 2004	CPS DV Co-ordinator (3 days per week) CPS administrator (2 days per week)	£50,000
GCJB	January to December 2004	Cardiff Women's Safety Unit (supervision of Advocate 1 day per week)	£10,000
Welsh Assembly (Community Safety Partnership)	December 2003 to March 2004	DVFC plus set up costs	£11,500
Welsh Assembly (Community Safety Partnership)	April 2004 to March 2005	DVFC	£25,000
Welsh Assembly (Community Safety Partnership)	April 2005 to March 2006	DVFC	£25,000
TOTAL	December 2003 to March 2006		£151,500

3.3.8. Perceptions of the benefits of the SDVC

- Many respondents shared the view that there was a **tremendous amount of goodwill** and support for the aims of the project.
- There was a belief that referrals had increased, communications between agencies had improved and that DV proceedings had speeded up.
- The impacts of the pilot on both partnership working and service delivery were seen as particularly beneficial:

"It forces agencies to work together to deliver a seamless service across Caerphilly. It puts victims at the forefront of this. Understanding DV is really important and doing more about it is crucial. We have pushed the agenda forward and working together to develop trust is a key element." (KI, VS)

There remained challenges, notably in managing a large Steering Group across such a wide range of agencies. Also, as in Croydon, the process of the evaluation itself revealed problems of CPS file quality and, as mentioned above, some problems of listing and flagging remain. But some of the challenges faced by the pilot were seen to be beyond its control, notably accommodation:

"None of the Home Office recommendations have been carried out on court buildings to ensure effective segregation [of witnesses]. Caerphilly is reasonably good in terms of facilities (except in respect of the screens) but Blackwood and Abertillery courts are substandard in terms of victim facilities. This situation becomes more acute because of the decision taken to divert all custody cases to Caerphilly. As a result, trials will be displaced to Abertillery and Blackwood. I have asked that all DV cases be held at Caerphilly but this cannot be guaranteed."(KI, VS)

3.3.9. Partnership Working

All parties agree that there is immense goodwill and commitment to the pilot from all partners, which is a major strength and is leading to a ***genuinely shared, joint approach*** to DV in Gwent:

"The number of referrals has increased ... Communications within agencies have also strengthened and increased. There has been a joint approach to DV under the Saff umbrella" (KI, VS)

Clearly, building trust and ***effective working relationships*** on the ground takes time. The Gwent LCJB Protocol makes a commendable effort at setting out key responsibilities and reflects the agencies commitment to the project although there are issues around clearly delineating the responsibilities of Victim Support/Witness Service and the advocate. The **Advocate** was seconded from the Probation Service for one year, her post being CPS funded and line-managed and mentored by Cardiff Women's Safety Unit. The advocate is part of the **Domestic Violence Unit**, which also comprises DPO and DVFC (and BAWSO has also recently agreed to provide outreach/casework support). Ideally, the independence of the advocate would be signalled by her funding from sources outside the CJS, and partners are aware that this poses a potential dilemma:

"The advocate's role is to provide support in getting to court and is geared towards that, because it is CPS driven, but it is wider than that too. I am aware of the potential conflict between CPS interests and the victim's wishes - there is a need to ensure that the advocate is NOT seen as an extension of the prosecution process - it needs to be independent. Ideally, the post should be funded by the Welsh Assembly." (KI, CJ)

The advocate receives referrals from the police, which initially proved problematic as referrals were filtered or not being identified as DV. However, following on from joint discussions, good progress is now being made and the considerable backlog of cases, which is being selectively dealt with on the basis of assessments of risk. As referrals increase, there is more than enough work for the DPO and advocate and BAWSO has also agreed to provide support. The issue of ***outreach*** is crucial for a rural, dispersed and deprived area such as Gwent where:

"People don't like to travel outside their valleys. They may never have been to Cardiff". (KI, VS)

The **Domestic Violence Forum Co-ordinator** (DVFC) was initially envisaged as a support worker to the advocate, but Welsh Assembly funding could only be secured for a strategic post, to devise policies and practices, collect data and co-ordinate support services. Consequently, this is a strategic post with no direct contact with victims. Thus far, there has been evidence of some confusion with most of those interviewed saying they were unclear on the roles of the various advocates and co-ordinators. As one noted:

"The names of things are important and there is confusion over several titles at present."

In order to address this issue, a meeting (held in May) agreed all roles in relation to the pilot project and, subsequently, an information leaflet has been produced. As partners become more familiar with each other's roles, it is hoped that any remaining uncertainty will diminish.

3.3.10. Civil/criminal interface

In relation to the interface between civil and criminal issues in DV cases at Gwent, interviewees indicated there were technical problems (with the courts LIBRA IT system) as well as legal issues which were preventing effective links between the SDVC and civil jurisdictions. In the meantime, the few links, which do take place have been through inter-personal contacts:

"There has only been one case I can think of where I became aware of a civil order after he was charged. I would only find out if the police knew - or perhaps now via the advocate"(KI, CJ)

Issues around the civil/criminal interface will therefore need further attention in the second Phase of the project.

4. Quantitative Data Analysis

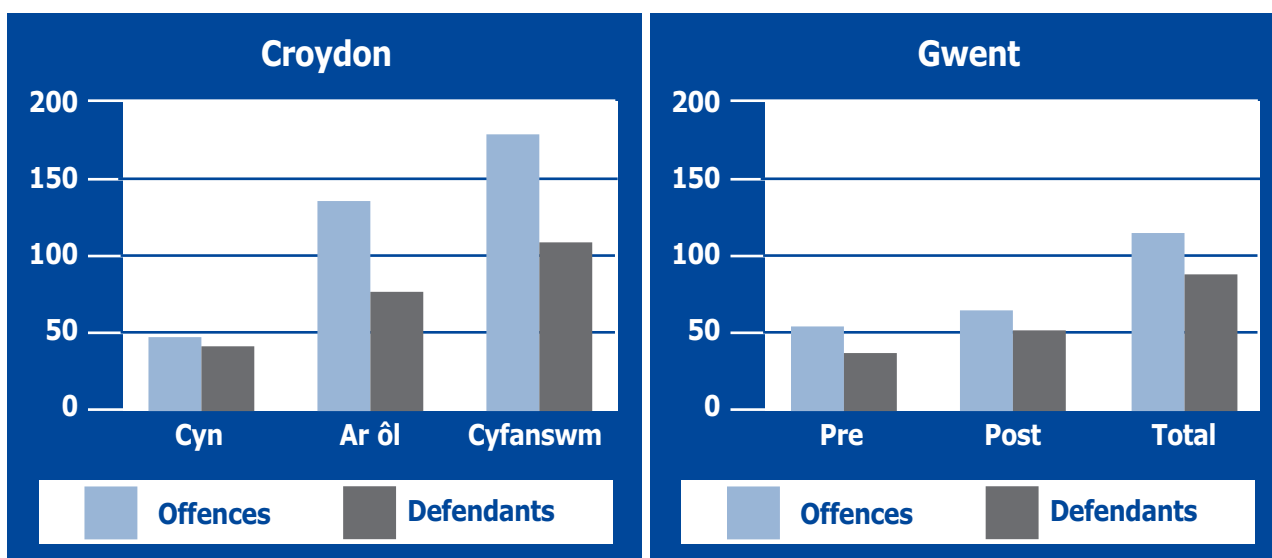
4.1 The Data

The data presented here comes from a monitoring exercise undertaken for the months Sept-Dec 2003 (pre-SDVC) and Feb-May 2004 (post-SDVC implementation) in Croydon and Gwent. Forms designed to capture the key indicators from both courts were completed for these eight months. The **Monthly Monitoring Forms** are a single side of A4 and gather information on:

- The number of defendants and the offences charged;
- Case progression information (e.g., initial guilty pleas, withdrawals, discontinuances);
- The use of Pre-Trial Review and hearings;
- Outcomes of trial hearings;
- Sentencing of defendants;
- Numbers of black and minority ethnic victims and defendants;
- Child victims and witnesses; and
- Civil orders.

This information was gathered to enable some feedback to be provided to the courts following their initial months of operation.⁸ More detailed information is being gathered continuously on individual cases (from the CPS, courts and advocates) and this will be analysed in detail for the Final Report.

4.2. Workload at the Sites



As the charts above indicate, **workload has increased at both sites** although more dramatically for Croydon than Gwent. However, when we compare this to the amount of domestic violence that is reported to police (approximately 90 incidents per month in Gwent compared to about 450 per month in Croydon), it is evident that a larger proportion of perpetrators are being brought to court in Gwent.

⁸ The forms were filled out by taking information from CPS case files. There was an issue in Croydon where there was little (initial) overlap between CPS and Court files. However this was resolved with the exception of 7 cases. The court in Gwent does not keep figures on domestic violence cases specifically, so there could not be an assessment of any 'discrepancy' there. This is an issue that indicates the need for protocols to be agreed, as well as continuous monitoring of their implementation, so that reliable data can be gathered about the performance of the courts.

Similar patterns of charging exist at both sites. Most defendants are charged with S39 Common Assault (43%) or S47 Assault with Actual Bodily Harm (17%). The next most common offence is Criminal Damage (14%), followed by other offences (13%). Other offences included drugs, threats to use violence, affray, breach of bail, etc. Charges of harassment were rare (6%). One difference is that Croydon appears to have more defendants charged with multiple offences, especially in the post-SDVC period where the average defendant was charged with 1.8 offences (compared to 1.3 offences in Gwent). More use of affray, threatening to use violence, intimidating witnesses, attempting to pervert the course of justice and malicious wounding indicated more diverse and imaginative use of charges.

Workload also was assessed via referrals to advocates (at both sites) and by the involvement of the CPS DV Coordinator (Gwent only). Of the 48 cases finalised in Gwent after the SDVC was implemented, 32 (67%) were documented as having input from the DV Coordinator. In Gwent, the advocate supported a total of 63 victims in the post-SDVC period (an increasing amount each month).⁹ In Croydon, the total number of victims attending the SDVC who were supported was 22 women and 1 male victim.¹⁰

4.3 Case Progression

Cases may be withdrawn or discontinued before trial for two main reasons; evidential reasons which include the victim deciding to withdraw or retract her statement; or not in the public interest to proceed. Typically, the most common reason for a case being either withdrawn or discontinued before trial is victim retraction. Victim retractions therefore can result in a case being withdrawn before trial, being discontinued before trial, or (more rarely) the CPS will decide to progress the case despite a victim's decision to retract. The latter result was documented in all 4 cases of victim retraction in the post-SDVC period at Croydon.

Table 1. Pre-Post Case Progression

		Withdrawals (any reason) RATE	Discontinuances (any reason) RATE	Total Retraction RATE
CROYDON	Pre	25%	4%	15%
	Post	6%	4%	6%
	Total	15%	4%	10%
GWENT	Pre	2%	23%	18%
	Post	8%	24%	19%
	Total	5%	23%	19%

Notes: Rates calculated as percentage of total number of defendants (cases).

Boldface indicates statistically significant changes ($p < .05$).

As Table 1 shows, Croydon has significantly reduced its level of withdrawals before trial (for any reason) from 25% in the pre-SDVC period to 6% after the SDVC was implemented. It appears that the major reason for this change is that victim retractions were reduced from 15% to 6% over the same period. While this is a very positive development in Croydon, it is important to remember that the lack of significant change in Gwent reminds us that the courts are in early days and also that victims withdraw for complex reasons. Nevertheless, the retraction rate in the recent evaluation of five SDVCs in England and Wales was 50%, with the lowest rate of retractions in Leeds being 34% (Cook et al., 2004). In this context, retraction rates in both sites are low.

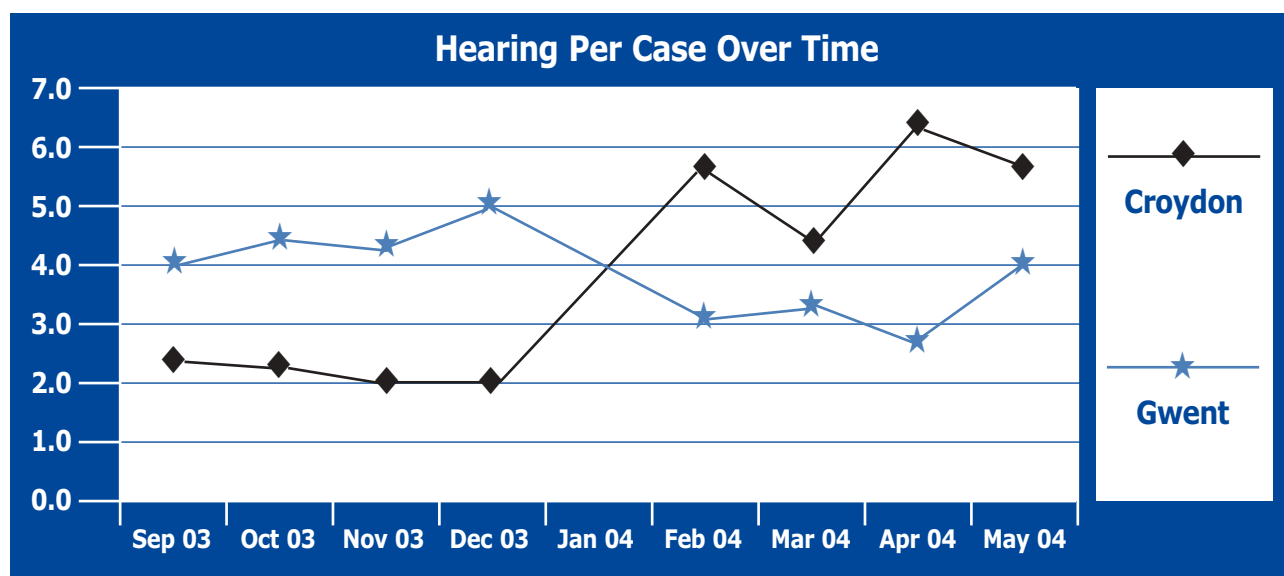
⁹ A change in referral protocols meant that the advocate has received 80+ referrals in June, more than quadruple any previous month.

¹⁰ These are figures from cases that were heard in the courts Feb-May 2004, and the number of victims supported in relation to those cases.

Another issue to note from the above table is that the two sites appear to be attributing the attrition in the early stages of case progression in different ways. Specifically, the majority of cases that do not progress in Croydon are labelled “withdrawals” while in Gwent the majority is labelled “discontinuances”. Conversely, very few cases are labelled “discontinuances” in Croydon or “withdrawals” in Gwent. While the outcome of the attrition is the same regardless of the label (in that cases are lost), it might be worth agencies at both sites discussing the rationale behind these differing practices.

4.3.1. Hearings

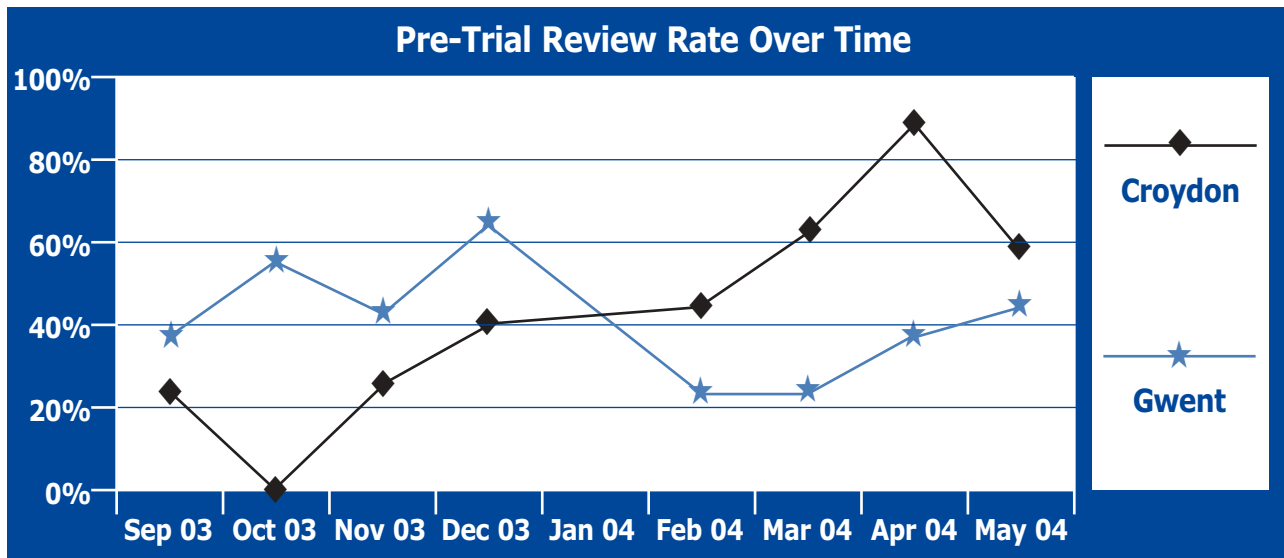
Specialised courts attempt to “speed the process up” and one way of doing this is reducing unnecessary adjournments and resolving cases earlier. The graph below shows that with the advent of the SDVC in Gwent the number of hearings per case was reduced substantially (from 4.5 to 3.3 per case). However, the trend for Croydon is reversed, as the number of hearings increased from 2.1 (pre-SDVC) to 5.5 per case (post-SDVC).



One explanation for the trend in Croydon could be the backlog of lengthy cases that already had a number of hearings before being referred to the specialist court, in comparison to Gwent which had no such backlog. More detailed information about the timing of key decision-points and the progression of cases over time is being collected for the Final Report, which will allow us to determine empirically whether this is the case. Another issue to bear in mind is that multiple hearings per case might not necessarily be a reflection of unnecessary delays or adjournments – they might also reflect a genuine difference in the complexity of some cases relative to others. Therefore, as an indicator of a courts performance, the number of hearings per case should be interpreted with caution.

4.3.2. Pre-Trial Reviews

With the advent of SDVCs the expectation was that more cases would be sent to Pre-Trial Review. PTR is a stage in the process where the defendant, their solicitor, the CPS and a Magistrate or Court Clerk meet to determine whether the case can be resolved without having a trial hearing; to identify evidence which can be agreed or needs to be disclosed to the other side; and to fix a trial date. While not compulsory or used in all cases, they are considered useful by the courts because they provide an opportunity for the defendant to change his or her plea to guilty without expending the resources necessary for a trial. The recent evaluation of five SDVCs found that PTRs were valued as a tool that could expedite the finalisation of cases (Cook et al., 2004). In that study about one-third of cases were sent to PTR whereas in Gwent the average across the study period was 43% and in Croydon 42%.



The graph above shows that in Croydon there has been a dramatic increase in the number of cases sent to PTR (from 0% in Oct 2003 to more than 80% in Apr 2004). For Gwent there has been a decline in the proportion of all cases that go to PTR,¹¹ although their drop was over the Christmas period, and has been rising steadily since. Once again the potential impact of a significant backlog of DV cases in Croydon should be borne in mind (as a higher proportion of cases would have had benefited from time for PTRs to be used). Additionally, in the same way as the number of hearings per case cannot in itself unambiguously reflect the good or otherwise performance of a court, the same is true of PTRs.

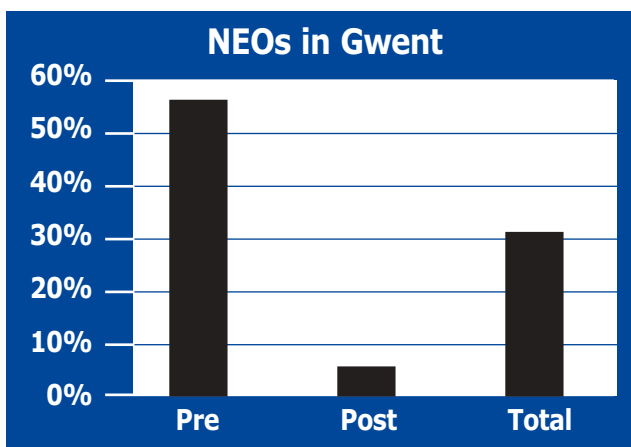
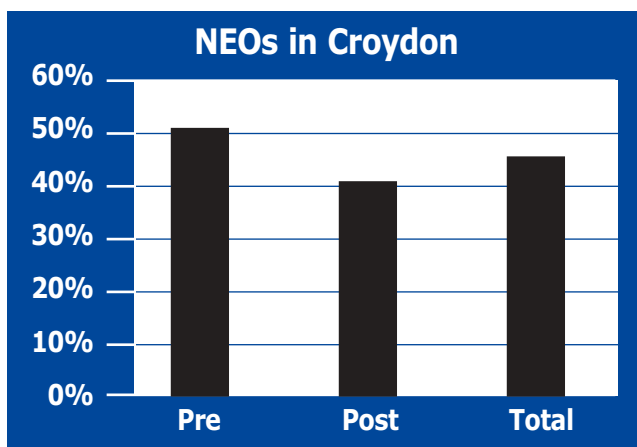
4.3.3. Crown Court

Although not monitored explicitly for this report, there are some indications that committals to Crown Court have increased in both sites in the post-SDVC period. For example, in Gwent there were 2 cases sent to Crown Court in Sept-Dec 03 compared to 4 cases in Feb-May 04. In Croydon there were 12 cases sent to Crown Court in the post-SDVC period.

4.4. Outcomes of Trial Hearings

4.4.1. No Evidence Offered

As the charts below indicate, **both courts have reduced the proportion of cases where prosecutors offer No Evidence at trial**, however Gwent's significant reduction is much more dramatic (56% to 6% of the total number of cases listed for trial). This trend needs to be monitored over a longer period of time to ascertain whether it is stable. However, it is useful to note that the recent evaluation of five SDVCs the average NEO rate was 45% (Cook et al., 2004).



¹¹ During the post-period in Gwent, however, there has been an increase in the percentage of cases where there is a guilty plea (see next section), and this could reduce the need for PTRs which are only held for non-guilty pleas.

4.4.2. Bindovers

Bindovers¹² were rarely used at the sites (1 per site during the 8-month period), perhaps reflecting better guidance currently given to prosecutors about their appropriateness in cases of domestic violence.

4.4.3. Guilty Defendants

Table 2. Guilty Defendants

		Initial Guilty Pleas +		Late Guilty Pleas +		Found Guilty After Trial =		Total Guilty Defendants	
		%	N	%	N	%	N	%	N
CROYDON	Pre	30%	12	32%	13	0%	0	64%	25
	Post	29%	18	8%	6	21%	16	55%	40
	Total	30%	30	20%	19	10%	16	58%	65
GWENT	Pre	32%	12	2%	1	7%	3	43%	16
	Post	43%	21	11%	5	8%	4	63%	30
	Total	37%	33	7%	6	8%	7	54%	46

Notes: Percentages computed from total number of defendants.¹³

Boldface indicates statistically significant changes ($p < .05$).

As Table 2 shows, the proportion of cases where defendants offer an initial plea of guilty is somewhat higher in Gwent, and has also increased from 32% in the pre-SDVC period to 43% in the post-SDVC period (although this change is not statistically significant).

With cases where defendants offer a guilty plea on the day of trial (sometimes known as cracked trials¹⁴), the advent of the SDVCs has produced opposite trends at the two sites. Croydon has significantly reduced the proportion of late guilty pleas, while they have increased in Gwent. Late guilty pleas do represent successful outcomes in terms of bringing perpetrators to justice.¹⁵ The difference between the sites could be partially due to the difference in the environments in which the courts work. For example, in Gwent's small, rural environment it could be the case that the new court – and its message that domestic violence is being taken seriously – has created more of an impact among defendants and their solicitors (thus changing significantly the proportion who decide to plead guilty). On the other hand, in Croydon's larger, urban environment the new court might have made less of an impact amongst defence solicitors, making them decide to keep hold of old practices. However additional research is needed to verify this.

Croydon dramatically increased the number of defendants found guilty after trial (from none in the pre-SDVC period to 21% in the post-SDVC period). However this again could be attributed to the backlog of lengthy cases that Croydon finalised in the spring of 2004. Gwent's figures remained stable over the 8-month period. To summarise, the totals over the 8-month period in our sample indicate that **both sites have large proportions of 'perpetrators brought to justice'** in the post-period (55% in Croydon and 63% in Gwent). This contrasts to 32% in the recent evaluation of five SDVCs (Cook et al., 2004).

¹² A 'binding over order' is an exercise by the magistrate of their power within civil (rather than criminal) jurisdiction to require the defendant to enter into a recognisance with the court that they misbehaved. Such orders will specify a specific sum of money (usually £50-£400, dependant on means) over a specific period of time that requires defendants to keep the peace. Failure to do so may result in an arrest, a return to court, a forfeiture of the money, and/or additional charges.

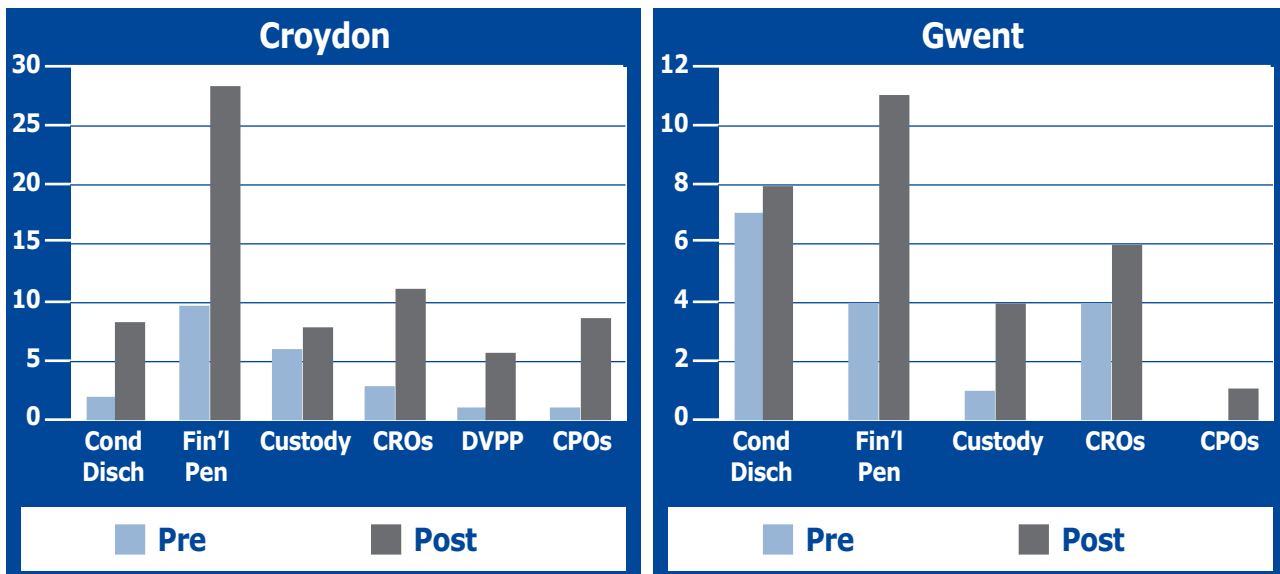
¹³ Monitoring of the late guilty pleas and found guilty after trials is often computed as the proportion of cases listed for trial, whereas initial guilty pleas must be computed from the total number of defendants. To avoid confusion, the percentages in the table were all calculated from the total number of defendants. Percentages calculated from the total number of cases listed for trial are presented here. For late guilty pleas, Croydon's figures are 46% pre, 14% post, 30% total and Gwent's are 6% pre, 42% post, 24% total. For found guilty after trial, Croydon's figures are 0% pre, 30% post, 15% total and Gwent's are 25% pre, 31% post, and 28% total.

¹⁴ Cracked trial - This is a case which has been set down for trial, but the case has been terminated on the day of trial. Reasons include: a late guilty plea accepted on the day by the prosecutor; a bind-over; an offer of no evidence by the prosecutor; absence of witness. The case will not be adjourned and is dismissed.

¹⁵ National monitoring of 'cracked' trials needs to be reconciled with this fact.

4.4.4. Sentencing Defendants

To reiterate, there were 65 defendants available for sentencing in Croydon and 46 in Gwent for the 8-month period. The number and types of sentences they received are displayed in the charts below.



Both courts increased their usage of all types of sentencing options after the advent of the SDVC; however, the use of financial penalties, Community Rehabilitation Orders (CROs) and Community Punishment Orders (CPOs)¹⁶ increased the most dramatically. This appears to be evidence of more effective and imaginative sentencing on the part of Magistrates due to the enhanced training they have received lately. Given that many of these positive changes occurred somewhat recently (i.e., in the figures from April and May), ideally such trends will continue over time.

Although sentencing increased in both sites, there were some differences in sentencing practices between sites. For example, Gwent gave 15 of the 25 conditional discharges. Croydon gave the majority of financial penalties (38 of 53)¹⁷ custodial sentences (14 of 19), and CPOs (10 of 11), although Gwent increased their use of custodial sentences dramatically post-SDVC. While DVPPs were only available in Croydon, both sites made more use of CROs. The increase in community penalties and DVPP programmes can be viewed as positive development, in that other research has found that what victims often want is some sort of rehabilitation or treatment for their partners.

Whether defendants receive multiple sentences for their crimes is also an area of interest. Of the total 111 guilty defendants, 139 sentences were given. However only in Croydon were multiple sentences given (93 sentences for 65 defendants, or 1.4 per defendant), whereas in Gwent each defendant received 1 sentence. Time will tell as to whether this is due more to the rigorous sentencing practices of Magistrates in Croydon, or whether it is a result of defendants in Croydon being more often charged with multiple offences, or both.

4.5 Monitoring of Diversity, Children and Civil Orders

The last section of the monitoring form gathered additional information from the courts. The numbers of black and minority ethnic victims and defendants; children who were victims and/or witnesses in the cases and civil cases were recorded. Monitoring of black and minority ethnic victims and defendants improved at Croydon during the post-SDVC period.¹⁸ Similarly, while no information was available in the pre-SDVC period about child witnesses and victims, numbers increased (although they are still small) at both sites towards the end of the post-SDVC period. Also, in Croydon there was one case

¹⁶ Not including 5 cases where restraining orders were issued in Croydon during the post-SDVC period.

¹⁷ Financial penalties can include court costs, fines, and/or compensation to the victim. Because Magistrates have been trained to reduce their use of fines, the different types of financial penalties will be analysed separately for the Final Report.

¹⁸ None were recorded in Gwent, but the area served by the court is comprised mostly of whites.

in March where a child victim also gave evidence as a witness. Given that we know children are present in the home during a substantial proportion of domestic violence incidents, improved monitoring of their role in these cases is important. Finally, information about the presence of civil orders seems to be improving at both sites. However it should be reiterated that, given the volume of defendants and cases at both sites, the information about diversity, children and civil orders is still far from complete.

4.6 Conclusions

These early quantitative data provide **evidence of substantial progress** at both sites. The workload of the courts and referrals to advocates are increasing. Croydon has significantly reduced its levels of withdrawals before trial, in part due to a reduction in victim retractions. Gwent has significantly reduced the proportion of cases where prosecutors offer No Evidence at trial. Both sites have similar proportions of defendants who plead or are found guilty; however, Gwent has increased the number of defendants who offer a guilty plea, while Croydon has increased the number of defendants found guilty after trial. However, given the backlog of cases at Croydon, further monitoring of these trends is necessary. In terms of sentencing, both sites increased their use of CPOs and CROs. Both sites have made strides towards better monitoring of children, civil orders, and ethnic diversity. The exercise of gathering the data analysed for this chapter also has made both sites improve their own monitoring and data-gathering protocols and practices. In conclusion, it appears that significant changes in policy and practice have occurred in both sites after only a few short months. It will be interesting to revisit these trends over the coming months.

5. Victim Perspectives

5.1. Introduction

In order to effectively examine the impact of the SDVC pilots it is vital to document the perceptions of victims and survivors. For this initial baseline study a total of 24 women were interviewed across both sites either by telephone, or face-to-face following a focus group that took place at CDVAS in Croydon. In keeping with a **sensitive and ethical approach** to contacting victims, initial approaches and later contacts were snowballed through CDVAS and the Witness Service (Croydon), and by Project Saff and Victim Support (Gwent).

The interviews sought women's views in a sensitive but structured way to incorporate their perspectives of the CJS process, both pre and post the establishment of the SDVC pilots. They revealed experiences of issues such as retraction; adjournment; witness summons; cases simultaneously conducted in the civil court; and anticipation of a court date. For simplicity, the presentation and analysis of the findings from the interviews has been divided into 3 sections, representing 3 broad stages of the CJS process upon which we sought victims/survivors views, namely:

- **Stage 1** – the initial reporting of the incident up to the time of notification of a date to attend court;
- **Stage 2** – the notification of a date to attend court, and including the day of the court hearing; and
- **Stage 3** – after the court hearing was over.

The following sections use these stages to summarise the salient themes that emerged from the interviews across both sites. Site differences are highlighted where applicable and, where feasible, pre- and post-pilot perceptions have been compared in order to identify any notable changes.

A total of 24 women were interviewed (12 from both Croydon and Gwent). In Croydon the women's ages ranged from 20-48, with an average age of 33 years. In Gwent the women's ages ranged from 18-44, with an average age of 30 years. Half of those interviewed in Croydon were from black or minority ethnic communities, whereas all the victims interviewed in Gwent were white. Most of the interviewees in Croydon were contacted through CDVAS (with 2 from Witness Service). In Gwent 4 were from Victim Support and the rest were from Project Saff. Identity codes are used after each quote, denoting the site and whether pre/post SDVC implementation (See Annex 2 for detail).

5.2. Findings, at Stage 1 of the Process

5.2.1. Police

Our analysis of pre/post perceptions of the police reveals a distinct **increase in satisfaction across both sites**. While many women with pre-pilot experience revealed very negative impressions in terms of police conduct and support, post-pilot opinions illustrated distinct improvements.

The responses across both sites revealed a broad range of experiences and perceptions of the police. However a number of salient points emerged from the interviews serving to reveal some distinct differences in victims' perceptions across the two sites. For example, a large proportion of the women interviewed in Croydon revealed that they were satisfied with the initial contact with the police, but became increasingly frustrated as the case progressed. Interviews revealed confusion over whether they had (or had not) been put in contact with a designated Domestic Violence Officer (DVO), and frustration with the lack of a sole point of contact within the police. Many of the women felt that they were forced to continually chase the police for information regarding the status of their case.

"I found it very difficult to track someone down" C7 (Post)

"The officer got reassigned, who will I talk to now ... " C5 (Pre)

In Gwent, victim perceptions of initial police contact were decidedly mixed. There were many women who believed that the police had been efficient and supportive.

"The police were as good as gold." G5 (Pre)

"I would not fault the police in any way, they really helped me and supported me at court too."
G9 (Post)

However there were also some women who, before the new court system, felt let down, unprotected, and believed that the police had dealt them with insensitively in the immediate aftermath of the incident.

"I think that I have been treated quite badly, I feel quite let down. I phoned them twice and my neighbours phoned them once but they took ages to respond. By the time they arrived he had disappeared. When they did arrive, they only stayed for 10 minutes ... "G2 (Pre)

The DVO within Project Saff was often singled out as a source of both practical help and emotional support, whereas many women were unsure of the existence of a DVO in Croydon. It appears that the **co-ordinated efforts** of the Gwent pilot scheme (within Project Saff) are valued by women within this area, whereas the lack of a co-ordinated approach in the Croydon pilot leaves many women feeling frustrated and uninformed.¹⁹

"The DV officer told me about the DV court and what it does differently. She told me about the support I would get, the separate rooms I would sit in. She reassured me." G10 (Post)

"I phoned her [DVO] up saying that I was worried that he might come around to the house. [DVO] came over really quickly with a man and installed panic buttons." G4 (Post)

Ultimately the interviews reveal that the conduct and behaviour of the police during this initial stage of the CJ process sets a precedent where victim satisfaction is concerned. Many of the women stated that the behaviour of the police directly affected any feelings of vulnerability or isolation. It appears that the role of the DVO is crucial to maintaining victim confidence as they progress through the CJ process. However, the ability of the DVO to be effective during subsequent stages may be impacted upon by initial police contact at the scene.

¹⁹ By June a dedicated police officer was allocated to the court in Croydon and CDVAS were located in the Police Community Safety Unit, linking into the police on cases.

5.2.2. Evidence

The findings from both sites highlight both the need for, and support for, **more effective evidence gathering**. The victims and survivors were asked about this issue within the interviews. There were two themes that consistently emerged across both sites:

(i) Additional witnesses: A number of women in both sites expressed dissatisfaction with the level of enquiry into other potential witnesses, and information that neighbours, in particular, could provide:

"There were witnesses but the police haven't taken any witness statements." G1 (Post)

The interviews also revealed that in a large proportion of the cases, **children were witness** to incidents. However, in only one of the cases had a child statement been taken by police, and evidence subsequently given at court. The reason predominantly given by the women as to why the children had not given a statement was that they were too young. None of the women disclosed that the issue had been pursued by the police or any other agency,

"It never seemed to be an issue." G4 (Post)

(ii) Photos of injuries: This issue was raised by a number of women across both pilot sites. Some women believed that photos should have been taken at the time, and that the failure to do so may have had a negative impact upon their cases:

"I think they should have taken photos of my injuries though because they were pretty bad, by the time I attended court the bruising and scratches had obviously disappeared, that was a shame."
G9 (Post)

"Nobody told me to go to hospital, or to have photos taken." C9 (Post)

The collection of additional forms of evidence simultaneously serves to strengthen a case, and reassures victims that their case is being fully investigated and the CJS is supporting them. It was not possible to compare the difference in pre/post pilot perspectives. However, when victim perceptions of the above issues are viewed alongside the relevant findings disclosed in sections 2 and 3, it is clear that there is scope for improvement within this area.

5.2.3. Case Progression

In this part of the interview, questioning focused upon information regarding the level of charges to be faced by the offender, knowledge of a plea entered, or information regarding bail conditions. The interviews conducted at both sites served to reveal a distinct lack of information regarding the above issues. This appeared particularly acute with reference to **bail conditions** and any variations that may have occurred during the progression of the case. The vast majority of women across both sites were frustrated by the lack of forthcoming information, and believed that they only received the level of information that they did because they were proactive in obtaining the information that they wanted:

"I only found out things about the case after I had called them [police]. Nobody called me to let me know..." C12 (Post)

"They [police] asked me lots of questions and that's all. They never got back in touch." G6 (Post)

The lack of information left the women feeling isolated and in the dark. The issue of bail conditions was a particular source of concern when **children** were involved in the situation: offenders' continued access to children caused considerable distress to a number of victims.

Interestingly, a number of women who had gone through the CJS in Croydon at the post pilot stage stated that they had only obtained information about the progress of their criminal case when they attended the civil court for divorce proceedings. One woman stated that she had been given information regarding the level of charges, and the plea entered for the impending criminal case from her divorce lawyer. Another woman stated:

"I only found out about this when I went to the civil court for my divorce hearing. He [offender] told me during the hearing." C8 (Post)

5.2.4. Advocacy Support

The overwhelming majority of women interviewed were **very satisfied** with the level of support and advice that was provided by advocacy agencies at this stage. The reasons given for satisfaction across both sites included receiving good practical and emotional advice, and prompt, regular contact from a variety of agencies. The women from both sites valued the telephone contact, which kept them updated and made them feel supported while they waited for a court date.

"I mentioned my fears about my house to (advocate) who responded really quickly and fitted a Chubb lock to the door. I felt supported and believed that my situation was being taken seriously." G2 (Pre)

"It wasn't until I contacted CDVAS that I got any support and it was then that I made a statement. They encouraged me to file the report, and they explained the process to me." C9 (Post)

A number of women in Gwent referred to home-visits by either the advocate or the witness service. Such visits were not mentioned by the women in Croydon. It can be seen that these issues are perhaps a reflection of the difference in the size and geographical make-up of the two sites. Beyond site differences, there were also notable **improvements in the levels of support** that were received at pre- and post-pilot stages, which is encouraging for the pilots. This was particularly apparent during the focus group that was conducted with women who had experience of the CJS before the implementation of the SDVC in Croydon whose responses revealed a lack of options (rather than criticism of the quality of support which they did receive).

"I didn't have any agency support for years. My source of support has recently come from here [CDVAS]." C3 (Pre)

The comparison of levels of support received before and after the implementation of the pilot scheme undoubtedly reveals that support has increased, as has victim satisfaction.

5.2.5. Court Processes

It is clear from the interviews conducted in both sites that the majority of women did not/do not believe that they have received adequate information regarding court procedure during this stage of the CJ process. The vast majority of women said that the knowledge that they did have came from the advocates that had accompanied them at court. Moreover, the overwhelming majority of women across both sites were **dissatisfied with the amount of contact** they had with the CPS during this first stage. The larger proportion of women stated that they had had no correspondence from the CPS and so, as a result revealed their confusion over the role that the CPS would play, simply because they had received no information. It is acknowledged by the evaluators that it is not the role of the CPS to provide court process information, although it would be positive for lawyers to introduce themselves. It is important for victims to be made aware that they are state witnesses, and that the CPS lawyer is not their solicitor. Early presentation of different sources of information and support may help to prevent false expectations on the part of the victim.

This is a crucial point when assessed in light of the finding that most of these women also felt unprepared for the court experience itself and said that they did not really know what to expect. This issue is inherently linked to victim perceptions of the CPS and is explored in greater detail in Stage 2.

5.2.6. Victim Personal Statements

Only 4 of the interviewees had any awareness of the statements. One of these interviewees had filled one in approximately 2 months before attending court (Croydon), and one woman completed a statement half an hour before she gave evidence (Gwent). Another woman only became aware of the statements after she had given evidence:

"I was only told about these statements after I had given my evidence. The witness service asked me if I had been given the opportunity to complete one but I hadn't got the chance." C12 (Post)

The other interviewees stated that they did not know what a VPS was, and had at no point been given the opportunity to fill one in. The following comment characterises the majority of responses:

"No, never heard of it...are they different from the statement the police took then?" G7 (Post)

These findings are consistent with those highlighted within the five-site evaluation of SDVC Courts/Fast Systems (Cook et al., 2004: 135). They are particularly significant in terms of the increased emphasis the SDVCs aim to place upon the needs of victims of domestic violence.

5.2.7 Retraction

The interviews in both sites revealed that the decision to either continue with cases, or retract statements overwhelmingly revolved around the personal circumstances of victims:

"I think it was just that I'd had 23 years of it and I'd had enough." C11 (Post)

The majority of women stated that it would have been very difficult for anyone to have changed their minds. However, there were instances when actions by agencies did impact - either negatively or positively - upon the decisions made by victims.

"The women at CDVAS encouraged me that he needed to have this on his record, that it would be good for women in the future." C9 (Post)

"They [police] were saying things like the victim can be humiliated in court. I couldn't go through with that could I? I bottled it because of them [police at station]." G3 (Pre)

It appears that providing more support for victims may not necessarily impact upon retraction decisions. However some interviews highlight that police responses and their reaction to victims, particularly during the immediate stages after the incident, plays a crucial role in a victim's confidence to pursue the complaint. It is important to note however that it was only women who had experience of the CJS before the pilot schemes at both sites that revealed a negative relationship between police conduct and the decision to retract.

5.3 Findings at Stage 2 of the Process

5.3.1. Notice to attend

Most of the women who had reached this stage in the process were **satisfied with the amount of notice** they received before court dates, although some believed that the length of time would not have been as great if they themselves had not chased the agencies for information. In addition, a number of women stated that they had discovered court dates by accident, or from other individuals involved in the case such as witnesses. This was an issue both pre- and post-SDVC.

"I was given plenty of notice to attend court, this was good I could arrange childcare for my children." C10 (Pre)

5.3.2. The role of advocacy agencies

The majority of women who had reached this stage revealed continued and consistent support from advocacy agencies. Again it was stated by many that it was the advocacy agencies that provided any information regarding case progression or court processes. The combination of procedural advice and emotional support was invaluable to many. Again, a variety of agencies were highlighted at both sites. In Gwent the advocate within Project Saff had a significant impact, and in Croydon, a particularly pertinent perspective emerged from the findings:

"I had very good support from [CDVAS], they were absolutely brilliant throughout the whole thing, before, during and after the case, they sit with you and talk to you. It really helps because the woman that I was speaking to had been through DV herself, she could relate to me." C10 (Pre)²⁰

²⁰ In Croydon advocates supported women through the civil courts prior to the start of the criminal court

"I think they (advocates) do a lot for a woman to help them through it. I think there should be more people like (the advocate) who support women, she made me comfortable and helped me." G9 (Post)

All of the women who had attended the court found the advocacy support that they received to be invaluable in terms of emotional support, practical advice, and providing updates on progress/delays on the day.

"I would definitely have been lost in court without the agency support." C8 (Post)

"The DV officer was there, victim support were brilliant and very helpful. I felt that people were there for me and I had good back up." G10 (Post)

In addition the Witness Service in Croydon was frequently highlighted in interviews as both a means of protection, and as a source of information regarding the progress of the case on the day. It also appeared that the Witness Service was deemed particularly valuable for those experiencing lengthy waiting times on the day.

"I don't think I would have got through the day if it hadn't been for people like [Witness Service worker]. The Witness Service took control and kept me updated all the time." C7 (Post)

5.3.3. Pre-court visits

The majority of interviewees across both sites who had progressed to this second stage of the CJS process in the post pilot scheme had been offered a pre-court visit, with such offers being made by advocacy agencies, DVOs, and the Witness Service. This was welcomed by the majority of victims, although a number of women stated that notice of visits had come too late for them to attend due to work or childcare commitments:

"I really wanted that because I wanted to acquaint myself with what would happen." C9 (Post)

A number of women in Gwent had also been able to look at photos of the court. This was again seen to be particularly beneficial if the women were unable to attend court due to childcare issues.

"I was shown pictures when I went upstairs to the witness suite which helped me know what to expect." G4 (Post)

A comparison of pre- and post-pilot perspectives reveals a distinct **increase in the number of pre-court** visits offered to victims. A large number of women with pre-pilot experience in both sites stated that they had not received an offer of a pre-court visit.

5.3.4. Role of the CPS

There are indications that victim perceptions of the CPS, particularly in Gwent, are becoming **increasingly positive** as the Pilot develops and becomes more established. One interviewee revealed that she had received information regarding court procedures, the availability of special measures, and the outcome of her case from the CPS lawyer. Nevertheless, the vast majority of women wished that they had more contact with the CPS before attendance at court.

The CPS was singled out by a large proportion of the women interviewed at both sites as a negative aspect of their experience of the CJS. However it is important to note that victims may not have appreciated the legal constraints of the procedures and levels of satisfaction were also often directly related to the outcome of individual cases. The majority of the women stated that they had had no contact with the prosecuting lawyer until the day they appeared at court. The reasons for **victims wanting greater contact** ranged from a desire to discuss the prosecution evidence in detail (which is a misunderstanding – see below) to wanting information regarding procedures on the day of court.

A number of women believed that it was unfair that they did not have as much access to the CPS lawyer and the case evidence as they felt the defendant had. This view, combined with the issues articulated above, brought many women to the conclusion that the system places more emphasis on the defendant, and takes away the rights of the victim. However the CPS lawyer is not the victim's lawyer as the victim is the witness for the "state" and discussion of evidence would be seen as "oath helping" with cases then being thrown out. It is clearly very important that the CPS provides information to victims on the specific role they can play as well as the legal limitations, to avoid these types of misperceptions and the dissatisfaction to which they can lead.

As a result of the lack of contact with the CPS during this interim period, a large number of women in both sites were unaware of the role that the CPS played when they arrived for proceedings on the day. For the majority of the women, the court appearance was the first time that they had any contact with the CPS, and this often came in the form of a brief introduction. In one case the victim was unaware who the CPS lawyer was until she physically presented her evidence to the court:

"I only gathered which one was mine because I had been told by the witness service that the prosecuting lawyer would question me first." C12 (Post)

For some women there appeared to be a lack of consistency in CPS dealings with their case, and as a result they were led to believe that their case was not taken seriously. This finding is epitomised by the comment below:

"The court case was adjourned, the first time the lawyer was a man, the second time at court I had a female lawyer." G4 (Post)

In addition a large number of women felt that they had been ill-prepared for the experience of giving evidence, particularly the cross examination by the defence lawyer. It is necessary to consider who is best equipped to do this, as legally the CPS cannot. Although the advocate seems an appropriate choice, this also is seen as controversial with the possibility of defence lawyers claiming that the advocate has coached the witness.

There were no discernible differences between victim perceptions of the CPS pre- and post- SDVC. The experiences recalled by many of the interviewees served to highlight the feelings of fear and vulnerability that can be prompted by court attendance. One of the interviewees equated her experience of giving evidence with the initial incident with the offender. All of the above issues enhance feelings of victimisation and **undermine confidence** in the CJS. It is vital to women that they feel fully informed of court procedures when giving evidence, and are confident that their case is as comprehensive as they would wish when it comes before the court.

5.3.5. Facilities at court

There was **widespread praise for the court facilities at both sites**. The majority of women believed they were well looked after, and that their surroundings, particularly the witness suites at both sites, contributed to feelings of safety:

"They were really good. Everything was completely separate – I had my own room, magazines, toilets and refreshments." C12 (Post)

"I suffer from depression and have bad nerves, I went in through a separate entrance and had a separate waiting room, [advocate] went with me and we met the PC [DVO] there." G9 (Post)

It is important to note that the experiences of victims post-pilot are in stark contrast to the perceptions of those women who went to court pre-pilot. This is the case in Croydon in particular where one victim who went through proceedings before the pilot felt that:

"It is a daunting enough place already but you could bump into him at any time. The security was hopeless – they always seemed to be pretty friendly with the defendants." C3 (Pre)

It is clear that the SDVC pilots have given rise to significant improvements in court accommodation, and the facilities are highly valued by those attending court.

5.3.6. Screens and other Special Measures

The women at both sites were asked whether they had received information regarding screens or special measures that could be put in place when giving evidence.²¹ The interviews with women who had experience of attending court revealed that some had not been made aware of measures that could be provided when giving evidence. For those that were made aware of special measures it was stated that the information originated from sources such as the DVO (in Gwent), advocates and the Witness Service:

²¹ Discretion to allow screens is available in the magistrates' court but the fuller range of special measures (including video link) is currently only available to adult vulnerable witnesses in the crown court.

"The DV officer talked to me about screens or giving my evidence by videotape. I asked for screens to be put up and they were available." G4 (Post)

Some interviewees had requested screens to be present when they gave evidence but discovered they were not available on the day of court. But here there were notable differences between pre- and post-perceptions: none of the women who experienced the CJS pre-SDVC had been provided with information about special measures:

"Who would tell you about those?" C3 (Pre)

"I was face to face with him and his mother." C1 (Pre)

It is apparent that there have been improvements within this area. However the number of women who were unaware of special measures, either at Stage 1 or whilst at court, remains an area of some concern which needs monitoring in Phase 2 of the Pilots.

Both the prospect and the reality of attending court are intensely intimidating for the victim. The provision of special measures plays a vital role in increasing confidence and feelings of safety for the victim. They are not only seen as protection from the offender, but also as a barrier against the press and public that are allowed into court. It can be seen that the provision of good court facilities can be severely undermined by the absence of information regarding special measures that can be put in place when the victim gives evidence. Many women felt themselves to be lost in the system or to have had less attention paid to them than the offender at this stage. The provision of pre-court visits, screens or special measures, and increased (appropriate) access to the CPS lawyer are seen by women as vital to ensure feelings of safety and confidence in the CJS system.

5.4 Findings, at Stage 3 of the Process

It was clear from the majority of interviews that victim satisfaction at this stage often directly related to the outcome of individual cases. Nevertheless there are a number of important points that emerged from the interviews.

5.4.1. Satisfaction with outcome

For those women whose case did proceed to sentence, the outcome was either seen as unjust or far removed from what the victim wanted and expected.

"I wasn't satisfied with the outcome I wanted to see him punished for threatening to kill me but he was just punished for criminal damage and got a fine." G4 (Post)

"I wanted to see him imprisoned. I was not told about sentencing outcomes²² although the police thought that because of the history of abuse he would probably receive a custodial sentence. This hasn't happened and now he might just get an order that makes him paint a fence for a couple of hours." C12 (Post)

By contrast, some of the women did not want to see the offender given a custodial sentence. Rather they wished for the offender to receive treatment, for example in perpetrator programme. The outcome of cases was often seen by the women to epitomise the lack of consideration of the needs and wishes of the victim. Although Magistrates have to sentence according to the crime rather than victims' wishes, with the new systems consideration of victims needs and wishes is crucial.

The outcome of court hearings also had a direct impact upon the impressions of support and information after the completion of the case. The majority of women believed that they had received an **inadequate level of support** after the conclusion of their case.

²² A briefing note, for victims, is being prepared by Croydon magistrates

5.4.2. The role of the advocate

The sources of support that were highlighted by some women were advocacy agencies, with contact predominantly coming in the form of a telephone call immediately after the conclusion of the case, to update the victim on the situation.

"[Advocate] told me to go home and she would let me know the outcome of the case by a call."
G9 (Post)

Many of the women saw these calls by the advocates to be "**acts of good will**" on the part of those who had supported them during the CJ process, rather than actions that could or should be expected. The women undoubtedly valued this contact with many believing that they would have received no information if it had not been for the advocacy contact.

However, the majority of women stated that they have received *no* subsequent contact after the case was over. This finding can be seen to be particularly significant when it is noted that over three-quarters of the interviewees refer to both the involvement of children in the DV incident, and the reference made by some to the lack of information relating to benefits or housing entitlement. A number of interviewees felt that CJS agencies in general did not understand the hardships to be confronted with the absence of a partner's income. As one woman stated:

"The police aren't going to come around and look after your kids while you go to work are they."
C6 (Post)

5.4.3. The role of the police

Fundamentally, the majority of the women interviewed believed that it was the role of the police to update and support them, but many (across both sites) were dissatisfied by the support that they received from the police. The lack of contact prompted the interviewees at both sites to question whether the police would be able to provide them with some semblance of protection should it be required.

The issue of intimidation remained a pertinent concern for many of the interviews after the conclusion of their case. The **desire for protection** was highlighted throughout many of the interviews. The fear and vulnerability that they felt during the initial stages of the process was often heightened at the conclusion of the case.

"I am not satisfied with the support I have received. I feel very unprotected, he was found guilty, I did that to him and am therefore fearful of any repercussions." C12 (Post)

"Probably some protection as he was found not guilty – what was I meant to do after that, knowing he is still around, he could have done anything." G9 (Post)

5.4.4. Information

There were many women who believed that they should have been kept up to date with any incidents that took place after the completion of the case. The pieces of information that were most frequently referred to were: awareness of variations to bail conditions, and change of offender address. These areas of information were predominantly referred to by interviewees who had children with the offender in question and were vital to their sense of safety.

"I wasn't told that he had changed addresses even though I had been assured that I would be notified. I had no idea where he was living, who he was living with but he had the right to see the children. I had no idea where they were going." C7 (Post)

For the majority of women interviewed, the levels of post-case support and **provision of timely, relevant information** to both themselves and connected agencies was unsatisfactory. For a large proportion of women their fears and concerns do not end with the completion of the court case. This is particularly the case in situations involving children or a history of threats and intimidation. Whilst it is acknowledged by many that the '*police cannot be here 24 hours a day*' reassurance that support and information is forthcoming significantly reduces feelings of vulnerability and isolation.

5.5. Suggestions arising from victim perspectives

Victims and survivors also expressed their views on what could be changed to improve their levels of satisfaction with the CJ response to their cases, and their views are summarised in Box 1 below.

Box 1: Suggestions and Recommendations from Victims and Survivors

- The role of the advocates is very much valued by victims. However, knowledge of a contact within the police force is also desired to prevent feelings of chasing around. For this reason, the existence of the DVO should be immediately communicated to victims to ensure awareness of an initial, identified, sole point of contact within the police.
- Police should actively pursue other potential witnesses (e.g., children/neighbours) and other forms of evidence (e.g., photos of injuries).
- Updates on case progression should be prompt and regularly provided to inform and reassure the victim/survivor.
- Information regarding screens and other special measures should be provided to all victims in advance of court attendance, and the availability of measures requested should be ensured on the day of court.
- There should be increased use of Victim Personal Statements as the chance for additional input would have been welcomed by the majority of women.
- Information about legal rights and procedures should be sent to victims well in advance of court attendance.
- Victims should be better prepared for their court attendance and particularly for cross-examination.
- CPS lawyers should proactively make themselves known and their role explained, to ensure victim confidence.
- The provision of outcome information and agency support should be immediately forthcoming to reduce victim feelings of fear and vulnerability after the conclusion of cases.

6. Summary and Recommendations

This report has reflected the processes at work within two CPS led DV pilot projects, which were – as of June 2004 – at the first stage of their development. The differing elements within the first phase of our evaluation have shown evidence of much positive progress and, at the same time, have also indicated areas for further development in the second half of the pilots.

6.1 Quantitative Data: our analyses of quantitative monitoring data collected at Croydon and Gwent indicated that **positive and significant changes in policy and practice** have already occurred at both sites after only a few months:

- The workload of the courts has increased in both sites in Gwent by approximately one-third and in Croydon it doubled. Referrals to advocates also are increasing.
- Croydon has significantly reduced its levels of withdrawals before trial (from 25% to 6%) in part due to a reduction in victim retractions (from 15% to 6%).
- Gwent has significantly reduced the proportion of cases where prosecutors offer No Evidence at trial (from 56% to 6%).

- In both sites, bindovers were rarely used (1 per site during the 8-month period).
- Both sites have comparable proportions of DV perpetrators 'brought to justice' (58% in Croydon and 54% in Gwent). However, due to a large case backlog, Croydon had a larger proportion in the pre-SDVC period (64% compared to 55% post-SDVC), while the implementation of the Gwent SDVC saw an increase from 43% pre-SDVC to 63% post-SDVC.
- In terms of sentencing, both sites increased their use of community penalties.
- Both sites have made strides towards better monitoring of children being taken into consideration as victims and witnesses, civil orders, and ethnic diversity of defendants and victims, though there is much more to be done.
- The exercise of gathering the monitoring data analysed in this Report has also led to improvements at both sites in monitoring and data-gathering protocols and practices.

We therefore recommend that all SDVC partners play their part in ensuring the timely collection of accurate, comprehensive data throughout Phase 2 of the project and beyond, so that it can continue to inform and enhance policy and practice.

6.2. Victim Interviews and Focus Group: here our research thus far has also identified **positive changes from the victim/survivor perspective**. Analyses of pre- and post-pilot victim views at both sites show:

- A marked increase in victim satisfaction following the launch of the SDVC pilots.
- A significant and positive impact made by advocates and advocacy groups.
- An increase in numbers of victims being offered pre-court visits.
- Improvements in the accommodation provided at court, which were valued by victims.

Building on this success, we recommend that the following outstanding **issues relating to victims/ survivors** should be closely monitored, at both sites:

- Information flows to victims (particularly on case progression and court procedures).
- Information sharing at the criminal/civil interface.
- A more consistent approach to taking Victim Personal Statements (VPSs).
- While the pilots are gradually having a positive impact on victim satisfaction, there remain negative responses to the CPS (often because of lack of clarity about the CPS role), with a perceived need for greater support and consistency.
- More consistency in use of special measures, enhancing victim confidence and safety.
- Intimidation of victims remains an important problem, which needs to be addressed.
- There is also a problem following case completion, where victims feel they lack both information and support: continuity of support - from DV incident to "after care" in the community - needs to be addressed in partnership

6.3 Qualitative Data: site visits, observations and key informant interviews at both sites support the findings and recommendations above and, in addition, raised the following site specific issues which would further enhance the projects' success in Phase 2 and beyond:

Croydon: We recommend attention is paid to the identified need to:

- Provide all DV victims with an identified sole contact to enhance consistency and continuity of information and support.
- State a clear delineation of the objectives and roles of individuals within the criminal SDVC and IDVC, to enhance the transparency and effectiveness of partnership working.
- Secure funding for the court for the SDVC (for monitoring, and to improve court facilities).
- Seek clarification of the referral procedure to the support agencies to take into account the concerns of VS regarding working boundaries and practices.
- Immediately implement better administrative structures and more effective working practices for all partnership and steering group meetings.
- Training for police on effective evidence gathering (facilitated by the planned introduction of the Metropolitan Police Incident Report Book's 'DV checklist').

Gwent: We recommend that:

- Attention (and training) should be focused on the identification and flagging of DV cases. Here, issues of competing agency definitions of DV are problematic.
- The SDVC Steering Group is large and sometimes unwieldy, suggesting the need for a firm strategic steer and for the views of front line SDVC staff (via their weekly, minuted meetings) to regularly inform issues discussed at the Steering Group.
- The proposed police risk assessment tool should be confirmed, and multi-agency training on its use and benefits take place, as soon as possible.
- Given the confusion over some key roles and responsibilities in the first Phase of the project, this issue should be monitored closely, to ensure that all partners (front line staff as well as strategic planners) take forward a shared vision in Phase 2.
- The relationships between the pilot and other victim initiatives in Gwent should be monitored to ensure DV victims are clear on who to contact, and that support systems are clearly mapped out and effectively co-ordinated.

6.4. In relation to the overarching issue of evidence, our quantitative and qualitative analyses (including victim perspectives) all indicated the **vital importance of effective evidence gathering** at the outset in DV cases. Our findings suggest that in this respect there is much room for improvement at both sites: this is crucial for successful case progression (and resolution) and also allows the opportunity to proceed in the absence of the victim. We therefore recommend that the pilot partners (notably the police) take steps to ensure more effective evidence gathering.

6.5. Finally, while stressing that **effective partnership working** takes time and commitment to develop, we recommend that the following issues should be born in mind as both sites enter the second Phase of the projects:

- Building agency-specific and multi-agency DV training into the plans of all SDVC partner agencies.
- Ensuring the resourcing and monitoring the effective implementation of positive action policies.
- Taking on board the need to constantly and collectively strive to work effectively in partnership, in order to meet the needs of DV victims, survivors and their children.

Annex 1: CPS Success and Measures from Croydon and Gwent Pilots

Critical success outcomes	Pilot impact expected:	Priority of success outcome
Reported cases of domestic violence being brought to justice	INCREASED	HIGH
Ineffective Trials	REDUCED	HIGH
Quality of Service to Victims (from victim interviews)	INCREASED	HIGH
Confidence of Victims (from victim interviews)	INCREASED	HIGH

The critical success measures to review during and after the pilots are as follows:

Critical success measures	Pilot impact expected:	Priority of success measure
Discontinuance rates	REDUCED	HIGH
Victim Retractions	REDUCED	HIGH
Adverse outcomes	REDUCED	HIGH
Time for cases to pass through the system	REDUCED	MEDIUM
First time guilty pleas	INCREASED	MEDIUM
Conviction Rates	INCREASED	HIGH
Repeat victimisations (from Police data)	REDUCED	HIGH
Number of sentences lower than in comparable non-DV cases	REDUCED	MEDIUM

Identity Code	Age	Ethnicity	Pre/Post Pilot	Agency Contact
Croydon 1	27	White British	Pre	CDVAS
C2	43	Black Caribbean	Pre	CDVAS
C3	37	Black British	Pre	CDVAS
C4	30	Black African	Pre	CDVAS
C5	20	Asian Indian	Pre	CDVAS
C6	33	Black British	Post	CDVAS
C7			Post	Witness Service
C8	33	White British	Post	CDVAS
C9	30	Asian Pakistan	Post	CDVAS
C10	26	White Irish	Pre	CDVAS
C11	48	White British	Post	CDVAS
C12		White British	Post	Witness Service
Gwent 1	33	White Welsh	Post	Prosiect Saff
G2		White Welsh	Pre	Prosiect Saff
G3	26	White Welsh	Pre	Prosiect Saff
G4	30	White Welsh	Post	Prosiect Saff
G5	36	White Welsh	Pre	Victim Support
G6	24	White Welsh	Post	Prosiect Saff
G7	22	White Welsh	Post	Victim Support
G8	18	White Welsh	Post	Victim Support
G9	44	White Welsh	Post	Prosiect Saff
G10	36	White Welsh	Post	Prosiect Saff
G11	26	White Welsh	Post	Victim Support
G12	34	White Welsh	Post	Victim Support



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