

Best Practices in information and communication with victims in the justice system

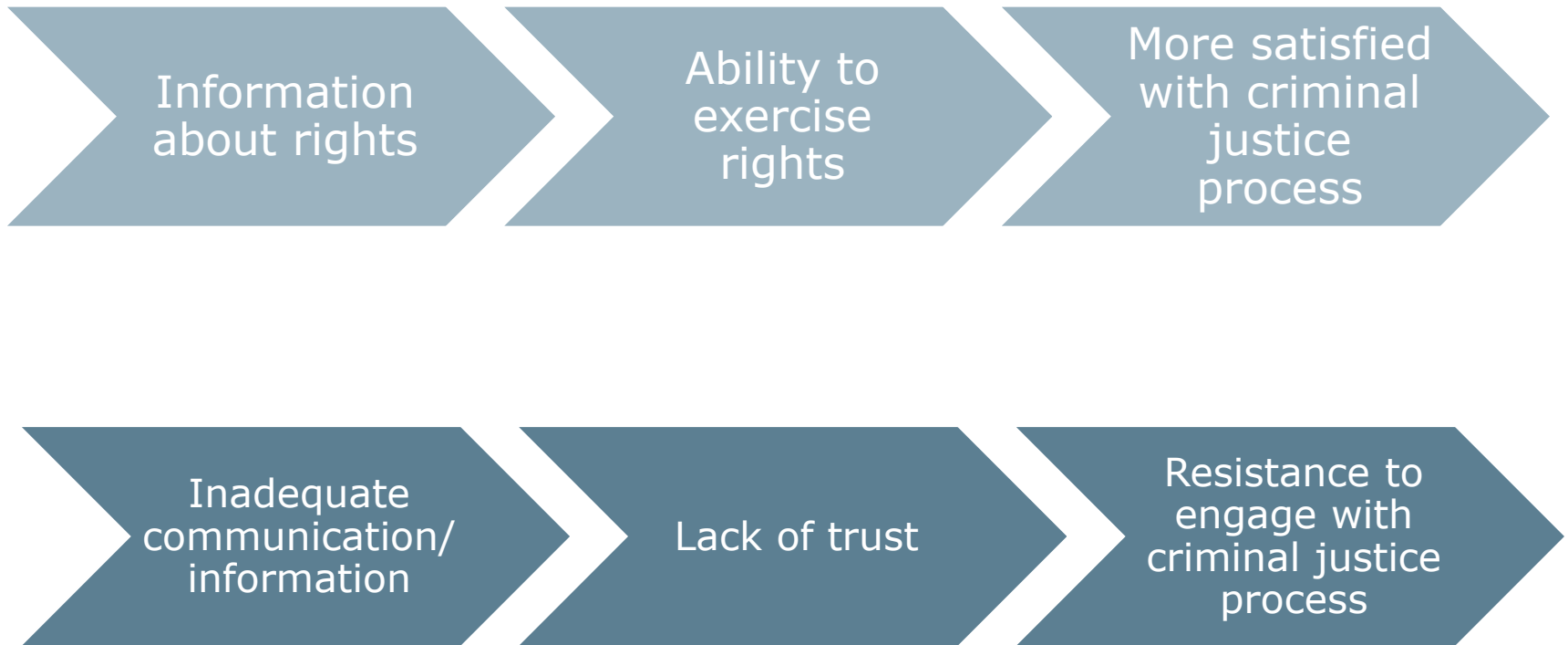
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Victim motivation to engage in criminal justice process



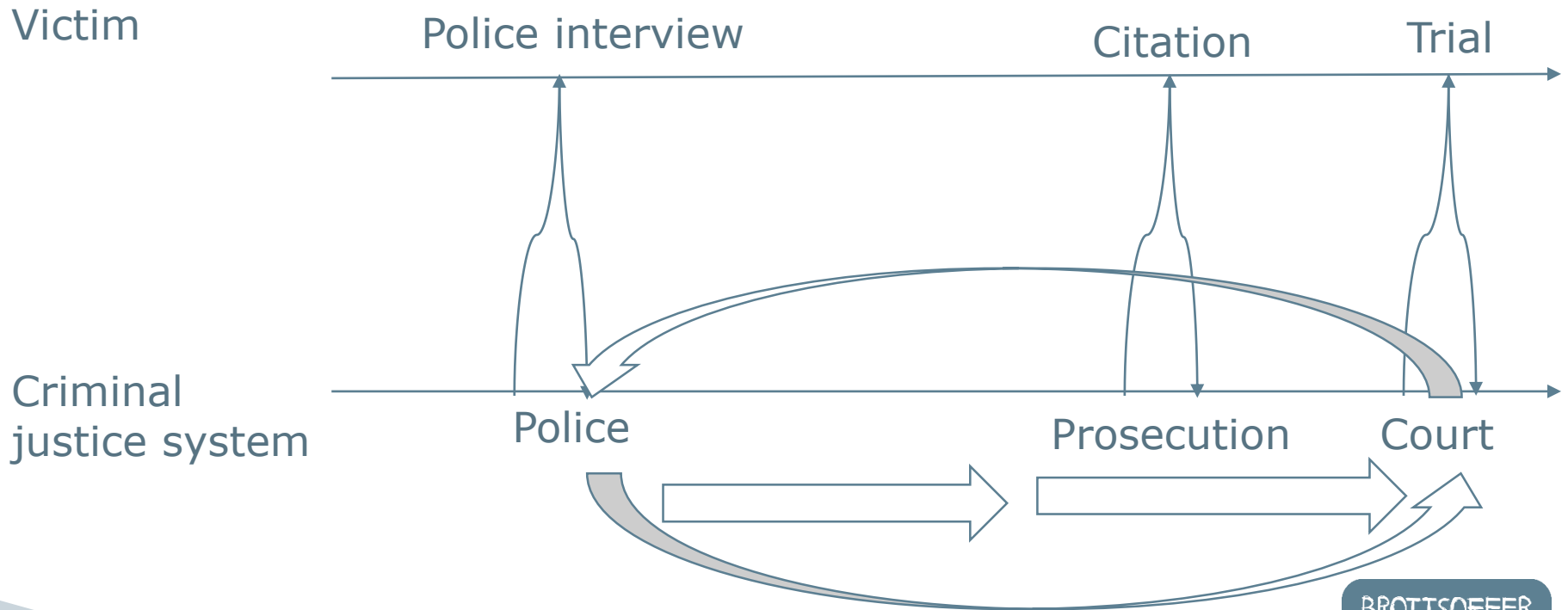
Victim satisfaction with the information they receive

- Majority of victims today feel displeased with information
- The more rights victims have, the more displeased they are with the information they receive
- Victims are aware that they have rights, but not informed of what they are or how to apply them
- Increased gap between theoretical rights and victims ability to understand and use rights in practice

Reasons for current problem

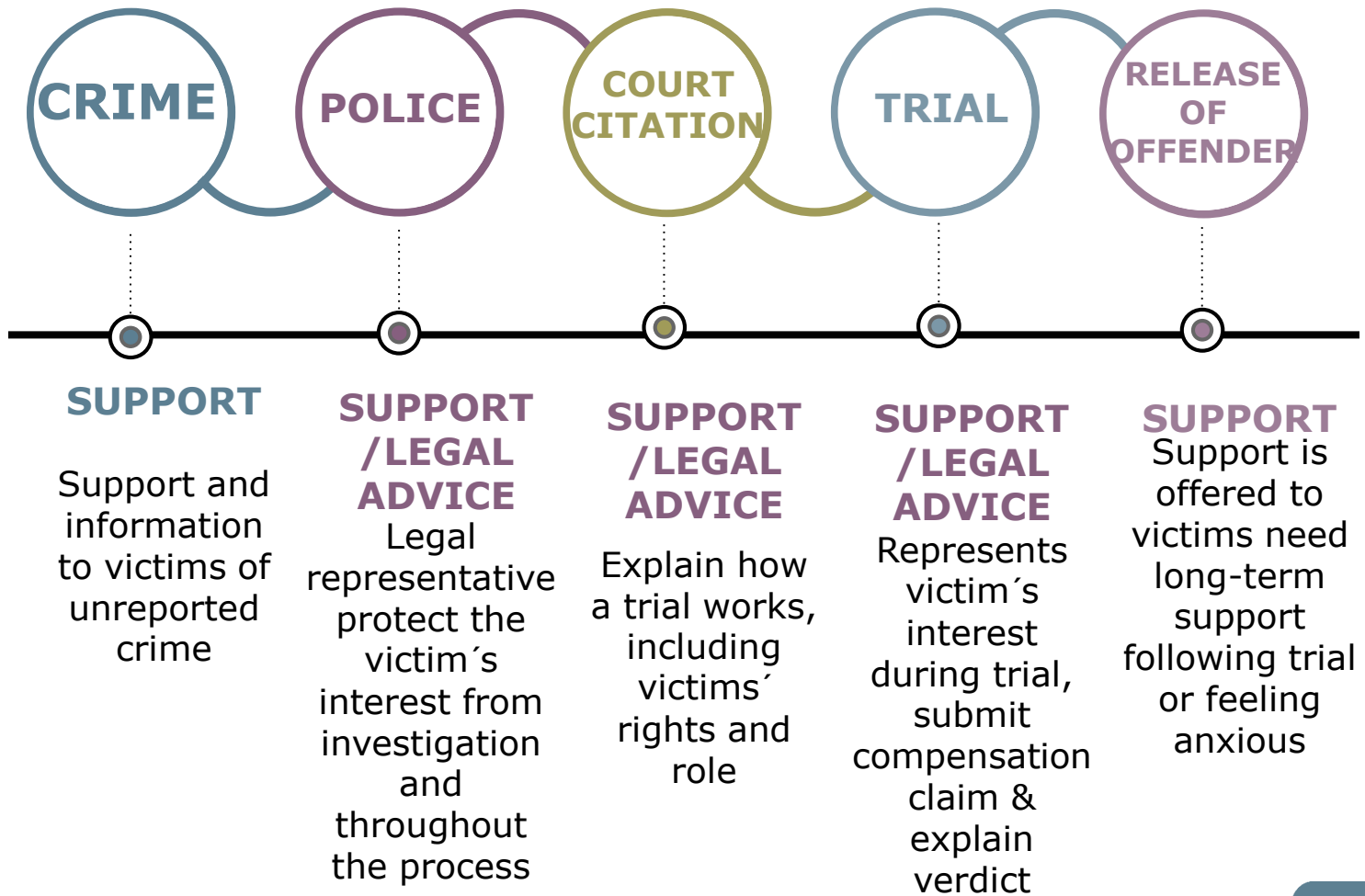
- Narrow view on information
 - separate from other work with victims
 - given by police at first contact
- Lack of clear guidance and instructions
- Large staff turnover in police call centres
- Unclear definitions of what should be seen as “case progress”
- Lack of capacity
- No unified case management system across criminal justice agencies

Criminal justice system interaction with victim



Factors to consider

- 2012 EU Directive gives victims right to legal aid and support services
- Victims who receive support and/or legal advice are generally more aware of their rights and make better use of those rights
- Providing information as part of support or legal services seems to work better than information in isolation
- Victims feel more informed in countries where they are provided with support services and legal advice, regardless of the routines adopted by the police
- For victims to feel more informed, referral arrangements must be established with support organisations/legal representatives, available for the victim throughout the criminal justice process



Key recommendations

1. Replace the concept of providing information in isolation with a wider function of support/legal assistance
2. Strengthen the right to legal representation for victims
3. Establish court based support services for all victims (witnesses) called to a justice process
4. Effective referral arrangements

Thank you

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