

SEEING › *Change for the better*



Reporting on **2006-07**

Headline achievements › New Structure
Bigger, Better Witness Service
Record Referrals
25th Anniversary


Victim Support

Supporting people affected by crime

SEEING > a Year to Remember



Victim Support in Northern Ireland was 25 years old in 2006. In this landmark year it's good to report that this has been our most demanding and most successful year. Alongside major restructuring, we have achieved targets in most areas and – in many cases – performance standards have risen sharply in very demanding circumstances.

impressive achievements, especially as the Service was growing quickly to cover all Crown, Magistrates' and Youth Courts.

- > Our Criminal Injuries Compensation Service (CICS) assisted 36% of people making claims. The target was 30%. CICS helped almost 3000 people to make compensation claims and gained £3.9 million in compensation for people using the service
- > 134 new volunteers were trained by Victim Support.
- > On average Victim Support made contact with people affected by crime within 1.5 days of referral. Our target was two days.

Out of the public eye we continued to argue the case for more rights, greater recognition and better conditions for victims of crime within the Criminal Justice System. In particular, Victim Support contributed to the development of the new government strategy for victims and witnesses.

As mentioned above, a major review of Victim Support's management structure and operational review was completed in 2006-07. As performance measures indicate, we are already benefiting from this exercise.

There are areas and issues that we wish to address.

The number of people referring themselves to Victim Support fell slightly to 3069, compared to 3225 in 2005-06. Similarly, referrals from other organisations fell to 296 from 584 last year. The latter was a disappointing figure,

especially as referral protocols with a number of partner organisations were in place for 2006-07. Further work is being carried out in this area.

Customer satisfaction levels were beneath expectations in our Community and Criminal Injuries Compensation services.

Finally, I would like to acknowledge the work of Victim Support volunteers. These incredible people do unbelievably important work and their dedication and commitment is valued and appreciated by Victim Support and the people who use our services.

This is my first report as Chairperson of Victim Support. It's been a demanding, but encouraging year for the organisation and I look forward to reporting upon even more progress in the years ahead.

Joseph Dunne
Chairperson
Victim Support
Northern Ireland



The most important news is people news. More people than ever before were referred to Victim Support in 2006-07 – a total of 55,736. This is an increase of 13% on last year's record figure. Referrals from the police rose by 15%, as a result of partnership work with the PSNI in District Command Units.

Victim Support achieved most of its key objectives in 2006-07. Allowing for the major changes that were talking place in the organisation, this was a very satisfactory performance.

There were some notable achievements.

- > Our Community Service, working with the PSNI, increased referrals from the police by 6,799.
- > The Witness Service achieved a 100% customer satisfaction rate and the number of pre-trial court visits organised was far ahead of target. The Service achieved all its key objectives. These were

Above: The Princess Royal, President of the National Association of Victim Support Schemes, helped Victim Support celebrate 25 years in Northern Ireland, at Hillsborough Castle on 12th September 2006. Victim Support acknowledges the support of BJM Accountants, NITEC Solutions and Clear Direction - marketing + communications for this event.



Directors

Victim Support
Directors 2006-07

Mr Joseph Dunne, Chairperson

Mr Paul Simpson, Vice Chairperson

Mrs Margaret Collinson, OBE

Mr Bob Coulter

Mr Murray Cowan

Mrs Catherine Gilchrist

Mrs Margaret Mahood, MBE

Mrs Colette Marquess (resigned 11/01/2007)

Mr Bob McCann, Honorary Treasurer

Mrs Judith McCormick

Mr Andy McQuiggan

Mr Noel Mulholland, Honorary Secretary

Mr Sean O'Grady

Mr Jack Savage

Mr David William Smyth, QC

**Chief Executive
Susan Reid**

SEEING > What we have achieved 2006-2007

Our key objectives included:

	Target	Achieved
Community Service		
Information pack or Victim Support contact	2 days	1.5 days
Customer Satisfaction	80%	62%
Referrals from Police	45572	52371
Face-to-face contact with victims	3866	3069
Criminal Injuries Compensation		
Assistance to people making claims	30%	36%
Customer Satisfaction	80%	62%
Witness Service		
Pre-trial visits Crown Courts	15%	42%
Pre-trial visits Belfast Magistrates' Courts	15%	24%
Pre-trial visits new Magistrates' Court Services	5%	23%
Support to victims & witnesses in all eligible trials	100%	100%
Customer Satisfaction Crown Courts	90%	100%
Customer Satisfaction Magistrates' Courts	75%	100%

A detailed list of achievement against all objectives is available on request.

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Charity No: XN 88452

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Registered Office:
Annsagate House
70-74, Ann St, Belfast
BT1 4EH

SEEING > Future Action

2006-07 has been a year of progress. We intend to move forward by focusing on three key areas:

- > Further implementation of recommendations from our 2006-07 review of management structure and operations
- > Consolidating and improving service delivery
- > The development of a Strategic Plan for 2008-11

In many areas the benefits of our review of management and operations are already clear. But progress in some areas, particularly service delivery, depends on the recruitment and deployment of new members of staff.

A major recruitment exercise is progressing and - over the next year - we are confident that the people who use our services will benefit enormously from the work of these new people.

It is also important to look further ahead.

We will develop a Strategic Plan covering 2008-11. This will consider the implications of important local and international developments for Victim Support services and operations.

The issues which will influence and shape our strategic planning include the Review of Public Administration NI, the likely devolution of responsibility for criminal justice issues to the NI Assembly and European-wide developments in patterns of crime and support mechanisms for victims of crime.



SEEING > Our Financial Report 2006 - 07

The level of NIO support for our services was largely unaltered in 2006-07, compared to the previous year.

Spending was strictly monitored throughout the year and savings were achieved. As a result we were able to meet the rising costs of our continuing drive to improve and expand our services.

The £31,453 increase in overall spending is attributable to costs directly associated with the roll out of the Witness Service, which we received additional funding for.

Increased public awareness of our charitable status helped to increase the level of funds from external sources.

The Finance Committee continues to act as an effective point of contact between the Finance Department and the Board of Directors.

VICTIM SUPPORT NORTHERN IRELAND LIMITED Balance Sheet For The Year Ended March 2007

	2007 £	2006 £
Fixed Assets		
Tangible Fixed Assets	173,638	305,963
Current Assets		
Debtors	18,467	12,850
Cash at Bank and in hand	99,524	273,196
	117,991	286,046
Creditors: Amounts falling due within one year	(26,252)	(153,300)
Net current assets	91,739	132,746
Total assets less current liabilities	265,377	438,709
Income funds		
Restricted funds	173,638	305,963
Unrestricted funds:		
Designated funds	-	30,000
General funds	91,739	102,746
	265,377	438,709

These financial statements have been prepared in accordance with the special provisions of Part VIII of the Companies (Northern Ireland) order 1986 relating to small companies.

Risk Review Statement

The Board continues to assess any risks to which the charity may be exposed, in particular those related to the operations and finances of the charity. Risk management procedures are currently being developed and are planned to become operational during 2007/08.

Opinion

In our opinion the accounts give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the charitable company's state of affairs as at 31 March 2007 and its incoming resources and application of resources, including its income and expenditure in the year then ended, and have been properly prepared in accordance with the Companies

(Northern Ireland) Order 1986. In our opinion the information given in the director's report is consistent with the financial statements.

Crawford Sedgwick & Co, Chartered Accountants & Registered Auditors
38 Hill Street,
Belfast BT1 2LB

VICTIM SUPPORT NORTHERN IRELAND LIMITED Income & Expenditure Account For The Year Ended March 2007

	Unrestricted Funds General	Designated	Restricted	Total 2007	Total 2006
	(£)	(£)	(£)	(£)	(£)
Incoming Resources					
Voluntary Income:					
Gifts & Donations	30,921	-	208	31,129	7,298
Grant Income:					
Northern Ireland Office			1,915,625	1,915,625	1,916,521
Fundraising Income	6,600	-	-	6,600	-
Bank Interest	17,316	-	-	17,316	14,603
Training Fees	1,800	-	-	1,800	895
	56,637	-	1,915,833	1,972,470	1,939,317
Resources Expended					
Cost of Charitable Activities:					
Wages and Salaries	-	-	1,015,231	1,015,231	1,095,246
Social Security Costs	-	-	97,368	97,368	104,625
Other Pension Costs	-	-	22,571	22,571	27,056
Agency Staff	-	-	167,796	167,796	59,405
Direct Office Expenses	-	-	412,385	412,385	394,080
Depreciation (owned fixed assets)	-	-	132,325	132,325	167,510
Finance Costs	-	-	808	808	63
Other Operating Costs	-	-	214,360	214,360	183,406
	-	-	2,062,844	2,062,844	2,031,391
Cost of Generating Funds	-	-	-	-	12,235
Governance Costs	-	-	34,520	34,520	15,821
Total Resources Expended	-	-	2,097,364	2,097,364	2,059,447
Net Incoming/(Outgoing) resources before Exceptional Items	56,637	-	(181,531)	(124,894)	(120,130)
Restructuring Costs	-	-	(48,438)	(48,438)	-
Transfers between Funds	(67,644)	(30,000)	97,644	-	-
Net Movement in Funds	(11,007)	(30,000)	(132,325)	(173,332)	(120,130)
Fund Balances as 1 April 2006	102,746	30,000	305,963	438,709	558,839
Fund Balances as 31 March 2007	91,739	-	173,638	265,377	438,709