



Youth Justice
Agency

CHARTER FOR VICTIMS OF CRIME

MAKING COMMUNITIES SAFER BY HELPING CHILDREN TO STOP OFFENDING

CHARTER FOR VICTIMS OF CRIME

This document is our commitment to you as a victim of crime as part of our obligations under the DOJ Victim Charter NI.

As a victim of crime (behaviour constituting an offence), you are entitled to certain information and services from criminal justice service providers. The [Victim Charter](#) explains your entitlements and the standard of service you can expect from criminal justice organisations, including YJA.

YJA are committed to ensuring that the victims of crime committed by the children and young people we are working with can access relevant information and support at an appropriate time throughout their involvement in our processes.

YJA provides a range of community based disposals imposed on young people who have committed offences and who are under the age of 18 years - such as Youth Conference Orders and Plans, Community Responsibility Orders and Attendance Centre Orders. In the delivery of all of our services and orders, we seek to ensure that where possible and with consent, victim views are sought; that opportunities for repairing the harm caused are utilised; and that our interventions contribute to the prevention of further offending by children.

YJA COMMITMENT TO VICTIMS OF CRIME COMMITTED BY CHILDREN AND YOUNG PEOPLE WHO WE ARE WORKING WITH

We will provide information to you in a timely and appropriate manner, and in a way that makes it easy to understand.

From our first contact with you, we will identify a YJA staff member who you can liaise directly with and who can answer any questions you may have.

- With your consent, we will consult with you about how you and others have been affected by the crime committed against you and explore with you possible ways in which the harm caused could be repaired.
- With your consent, we will advise you of ways in which you can express your views on the harm caused to you, and support you to do so in a safe way. This may include a face-to-face meeting with the child who committed the offence. Prior to this meeting, you will be contacted by a member of YJA staff who will help prepare you for the meeting.
- With your consent, we will keep you up to date with information at the different stages in our processes and explain to you any decisions that have been made and/or the outcomes of interventions and the reasons for these.
- We will provide information to you on other organisations which can provide support to victims of crime.
- With your consent, we will seek your feedback on your experience of our services and use this information to improve the services we deliver in the future.
- In keeping with the Data Protection Act 2018, we will provide you with a confidential service and will not disclose your information to anyone else without your consent, unless there are exceptional circumstances where information must be released by law, for example, to safeguard children or vulnerable adults.
- In meeting our commitments to the victims of crime we will adhere to our agency values.

OUR VALUES

We will...



treat you as an individual



focus on your strengths and encourage positivity



promote safety



listen to everyone and everyone will have a voice

We...



are fair, open and honest



are kind, compassionate and trauma aware



do not judge

IF THE SERVICE OF THE YJA DOES NOT MEET YOUR EXPECTATIONS

If you feel that we have not met our commitments to you as the victim of a crime we encourage you to express your concerns to us and we will seek to address any issues raised. If you remain dissatisfied with the service that we have provided to you the Youth Justice Agency has a 'Complaints Charter' in place which explains how to make a complaint and how that complaint will be managed towards resolution.

A copy of the Youth Justice Agency Complaints Charter can be accessed at the following link [Youth Justice Agency Complaints Charter](#) or by request from the following:

Youth Justice Agency Complaints Officer



Telephone: 028 9031 6400



Email: info@yjani.gov.uk

FURTHER INFORMATION:

Additional information on YJA services can be accessed via our website www.youthjusticeagencyni.gov.uk or can be provided in hard copy on request to our generic e-mail address: info@yjani.gov.uk

Further information and support services can be accessed via the following organisations and websites:

CRIMINAL JUSTICE ORGANISATIONS

- i** **DOJ Victims Charter** – www.justice-ni.gov.uk
- i** **Probation Board for Northern Ireland (PBNI) Victims Unit – Victim Information Service** – www.probation-board-northern-ireland
- i** **Public Prosecution Service** – www.ppsni.gov.uk
- i** **Police Service for Northern Ireland (PSNI)** – www.psnipolice.uk

VOLUNTARY SUPPORT ORGANISATIONS

- i** **Victim Support NI** – www.victimsupportni.com
- i** **Child line** – 0800 1111 – www.nspcc.org.uk
- i** **NSPCC Child Protection Helpline** – 0808 800 5000
- i** **NSPCC Young Witnesses Service** – 028 9035 1135 – young-witness-service