

# Independent Jersey Care Inquiry

## Witness Support Information

Contact the Inquiry Team

**Freephone from Jersey/UK:**  
0800 735 0100

**International callers:**  
+44 (0)1534 828798

[info@jerseycareinquiry.org](mailto:info@jerseycareinquiry.org)  
[www.jerseycareinquiry.org](http://www.jerseycareinquiry.org)

PO Box 551  
St Helier  
Jersey  
JE4 8XN

Contact the Witness Support Team

**Freephone from Jersey/UK:**  
0800 735 0008

**International callers:**  
+44 (0) 1534 828 794

[support@jerseycareinquiry.org](mailto:support@jerseycareinquiry.org)

## **What support is being offered to witnesses?**

The Independent Jersey Care Inquiry (the Inquiry) is well aware that for many witnesses, the process of recounting relevant events can be traumatic for some of the individuals involved. Every effort has been made to ensure that sufficient emotional support is available for all witnesses.

The Inquiry has arranged independent support to be made available by Victim Support Northern Ireland (VSNI).

Witnesses who wish to speak to someone in Jersey may also contact Victim Support Jersey (VSJ).

### **VSNI will provide:**

- Support in relation to the Inquiry process.
- Organise visits to the hearing venue, in conjunction with VSJ, before the hearing.
- Liaise with Inquiry officials to obtain answers to queries raised by you.
- Make arrangements for witnesses with additional needs.
- Provide phone support to enable witnesses to talk in confidence about how they are feeling.
- Refer you to on-island therapeutic support.

### **VSNI cannot provide:**

- An emergency helpline.
- On-going therapeutic support.
- Financial aid.

## How to contact VSNI

Freephone from Jersey/UK: 0800 735 0008 / +44 (0)1534 828 794  
(International)

By email: [support@jerseycareinquiry.org](mailto:support@jerseycareinquiry.org)

Opening hours: 9am to 5pm Mon –Fri

A dedicated voicemail is available out of hours. Please do leave a message and your call will be returned.

## Emergency Support

Please note that VSNI does not offer an emergency helpline, if you feel that you require urgent support, please contact:

- **The Samaritans**

Telephone: 08457 90 90 90

- **Napac (National Association of People Abused in Childhood)**

Telephone: 0800 085 3330 free from landlines and some mobiles.

Opening hours: 10am-9pm Mon-Thurs, 10am-6pm Fri.

## Victim Support Jersey

Telephone: 01534 440496

Opening hours: 9am-1pm Mon-Fri.

## VSNI Confidentiality Statement

VSNI ensures that:

- Your confidentiality is respected.
- Your records are held in secure conditions.
- You will be advised if a legal request for your information is received.
- Information about you will only be shared with other professionals outside the VSNI with your consent.
- Your information is protected in accordance with our Confidentiality Policy and the Data Protection Act 1998.

VSNI will only break your confidentiality if it is felt that you or someone else is at risk of harm or if Child Protection or Vulnerable Adult issues are disclosed. We will make every effort to advise you of this.

## Dealing with the media

The Inquiry is held in public and therefore coverage of the hearings by the media is an important feature of it. If you agree to give evidence you should be aware and prepared for your evidence to be reported at least in the local press, on TV and the radio. If you are giving your evidence anonymously the media cannot report your name but they can cover your evidence unless the Inquiry Chair puts a restriction on anything you say. If you are giving your evidence in private it cannot be reported at all.

The media may wish to speak to you after you have given your evidence. They are not allowed to approach you in the hearing room but they may speak to you outside the Inquiry premises.

You are under no obligation to speak to the media. It is entirely your decision. If you do not wish to speak to the media at all please inform the media team or the Inquiry team who can help and advise you.