Victim Needs Assessment

Prepared For: Office of the Police and Crime Commissioner for North Yorkshire

Client Contact: Jenni Newberry, Head of Commissioning & Partnerships

The Buzzz Consultants: Alan Bowman; Will Redding; Sue Hudson

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1. Introduction & Background

In January 2014 a specification for research into the needs of victims of crime was published by the Police and Crime Commissioner for North Yorkshire in response to a need to examine the way victims of crime are currently provided for and in the light of central government led changes to the nature of support services for victims.

The reasons for requiring such an assessment were seen to be:

1. Translating national victim's policy into effective and efficient local delivery as required by central government.

2. Commissioning local victims services based on an independent review and assessment of victims level and type of need, demand for services, and referral and support provision currently available across the City of York and North Yorkshire.

3. Commissioning victims referral and support services that meet local needs / demands whist demonstrating excellent value for money, ensuring all appropriate safeguards are in place and maintaining public confidence.

4. Commissioning local victim referral and support services that ensure timely, accurate, appropriate information sharing in which all partners have confidence.

5. Commissioning local victim referral and support services that are responsive at the point of referral, provide accessible information and practical support at the time of need and ensuring appropriate after-care and referral to other key agencies as appropriate.

The victim needs assessment is a crucial aspect of the ambitious programme of change being implemented locally by the Commissioner in North Yorkshire. It will inform the development of a specification to competitively commission a range of targeted referral and support services for victims in line with identified local need and demand.

This work is important in enabling the Commissioner to achieve her vision to create a victim-centred service across the whole county which is fully integrated with North Yorkshire Police and thereby delivering to the Commissioner's Police and Crime Plan, which includes supporting the people of the City of York and North Yorkshire to '**be safe, feel safe**'.

An important focus in the Victim Needs Assessment was the ability to establish an independent assessment of the current level of delivery to victims of crime. Consequently the methodology and approach had to be founded on the clear principles of transparency and ensure validity at each stage of the project.

The specification for this work went out to potential suppliers as part of a competitive procurement process. Tenders published in January 2014 resulted in this work being awarded in February 2014 to The Buzzz Limited, an insight consultancy based in North Yorkshire.
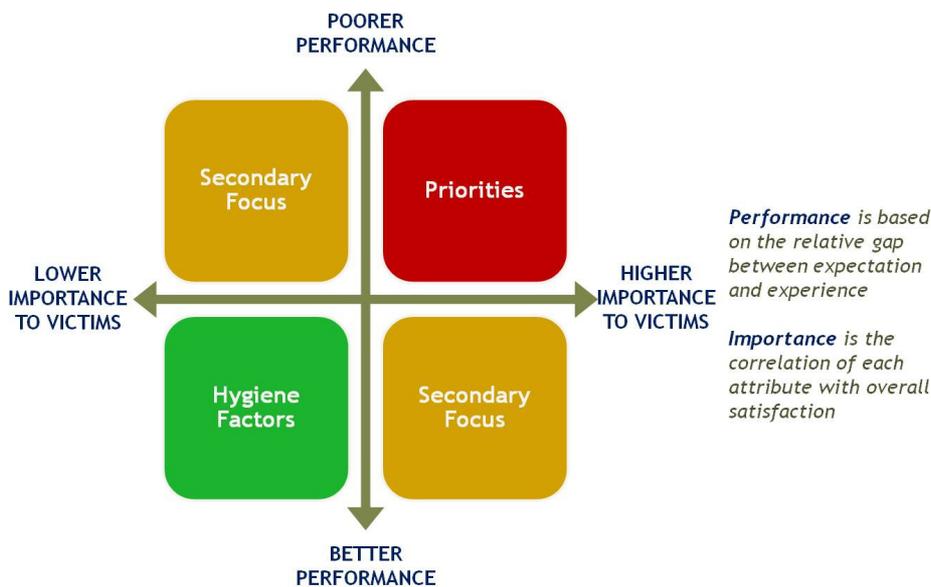
2. Methodology & Approach

Public Service delivery now needs to be flexible enough in design to learn from the very best practice, whether that comes from other public service delivery or indeed from the private sector. Our victims of crime are in many ways no different to customers of a private sector business – their needs; frustrations and observations in many ways are shaped and formed by their experiences as consumers. While a revolution has been going on in terms of customer service led by technology and the use of proactive communication; so much in public service can be seen to progress at an entirely different pace and scale. It is not driven by market forces and the need to compete but by providing for and meeting social need and increasingly in the new era of focus on costs and efficiency on designing smarter; leaner and more efficient processes.

However, in driving towards an optimal process design, all too often the needs of the very people the service is aimed at are overlooked or not consulted. The Commissioner was determined that for a service so crucial in assisting victims of crime in recovering from their experience it should reflect the needs of the people who will access the service and as such it is their current experience which would be used as a basis for understanding what an enhanced and improved service should look like.

The approach put forward by The Buzzz was an adapted version of a customer service research approach called ServQual (an acronym for Service Quality) which was developed in the late 1980's by Zeithaml, Parasuraman & Berry. This body of work is based on the principle that the gap between EXPECTATIONS of what a good service should be, and the EXPERIENCE of what the service is actually like, can be used to identify where the focus for improvements lie. If we can also measure and understand which elements of the service are most important to victims then that provides a focus for service specification. The principle for this is put simply as:

Figure 1: Importance v Performance Matrix

POORER PERFORMANCE

Secondary Focus

Priorities

LOWER IMPORTANCE TO VICTIMS

HIGHER IMPORTANCE TO VICTIMS

Hygiene Factors

Secondary Focus

BETTER PERFORMANCE

Performance is based on the relative gap between expectation and experience

Importance is the correlation of each attribute with overall satisfaction

The approach adopted by the Commissioner therefore had three distinct stages:

Figure 2: Stages of this Project

EXISTING DATA ANALYSIS	QUALITATIVE DISCUSSIONS WITH VICTIMS OF DIFFERENT TYPES OF CRIME	SURVEY WITH VICTIMS OF CRIME ACROSS NORTH YORKSHIRE
WHO ARE VICTIMS OF CRIME IN NORTH YORKSHIRE?	WHAT DO VICTIMS EXPECT FROM A GOOD SUPPORT & REFERRAL SERVICE?	WHICH NEEDS ARE PRIORITIES; WHAT IS CURRENT EXPERIENCE ACTUALLY LIKE?
	76 Depth interviews with Stakeholders; Providers of Support and Victims of Crime	635 telephone interviews with Victims of Crime

2.1 Stage 1: Data Exploration of Patterns of Crime across North Yorkshire

Stage 1 covered two objectives:

1. A base for demand forecasting
2. Definition of a sample frame for Stages 2 and 3

Principally, both of these objectives were met through analysis of victim of crime, Anti Social Behaviour (ASB) and Road Traffic Collision (RTC) data from 2013. The other key sources of information for this stage were:

- The North Yorkshire Police Strategic Service Assessment (Redacted Version), which highlights some areas for future focus that also have a bearing on victim support services.
- Discussions with North Yorkshire Police Intelligence and Research Unit.

Analysis of North Yorkshire Police's victim data helps us build a picture of the current likely demand for victim support services.

- How many victims of crime, ASB and RTC should be expected annually?
- How does this split by crime and incident type?
- Where are these crimes and incidents happening?
- What is the profile of these victims (age/gender/social/geographic)?

Geography was considered at two levels; location of the crime / incident and victims' home address. There were difficulties in analysing the home address as many victims have multiple home addresses assigned to them on North Yorkshire Police's Case Management System, Niche, with no record of which is their current address or which was the address they had at the time of reporting. Obtaining quality records with Home Address involved significant manual input from North Yorkshire Police's Intelligence Research & Analysis Unit, so with this in mind we decided to focus our home address analysis on those crimes that are generally more impacting on victims, namely Violent Crime, Domestic Crime / Domestic Violence, Hate Crime, Sexual Crime. It was hypothesised that the majority of victims requiring higher levels of face to face support would come from these crime types and when considering a specification for support services for victims in these situations, the location of victims is clearly of greater significance. Significant out-takes from this analysis are captured in Section 8 of this document, where we look at demand forecasting.

A notable take-away from this Stage was that more accurate home address data would enable North Yorkshire Police (NYP) to profile victims of crime in greater detail, over and above age and gender. Our discussions with NYP suggest that there would be a benefit of being able to do this for both victims and offenders. There are a number of tools in the market, the most common being MOSAIC, ACORN and CAMEO. All of these provide a version of their profiling tool designed for use by the public sector. As part of this project, we did speak to the Insight department at North Yorkshire County Council about the profiling tool they use, which was designed by Hull City Council and which is based on a segmentation of the 2011 census. The tool segments the population into 18 customer groups which bring with them a wealth of census data and data from public sector organisations who sign up to the product. It's not available to commercial organisations but we would recommend that NYP evaluate the tool, in the context of enhancing support in the future.

2.1.1 A Base for Demand Forecasting

The analysis at this stage does two things:

1. It gives us a picture of the victim population i.e. our target audience for support; and

2.   It provides us with some base victim numbers from which we can calculate the specific requirements for a future support service.

Essentially, we took the findings from Stages 2 and 3, in the form of a level of need by victim type, and combined this with an estimate of future victim volumes to give a picture of how many victims will require different levels of support. That is, how many will require just access to some basic information; through to how many will require professional face to face emotional support e.g. counselling. This provides the basis of a tender specification for Support Services for Victims. Further detail on how we did this can be found in Appendix 1.

2.1.2 Defining a sample for Stages 2 and 3

Our second objective for Stage 1 was to define a sample for Stages 2 (qualitative interviews) and 3 (quantitative survey) of this research. This section gives an overview of how we set about this task and what our rationale was.

Our focus for Stage 2 was to design a sample that covered all significant victim groups from a crime volume and severity perspective and from a victim demographic perspective. Specifically it took account of:

The prevalence of specific crimes / incident types.

- The nature of the crimes / incident with respect to the potential impact they might have on the victim. Certain crimes and incidents by their very nature will have a higher impact on victims than others.
- The demographic profile of the victims of each crime / incident type.
- The vulnerability of the victims. How crime impacts a victim can greatly depend on their circumstances, so we need to ensure we include victims we would think of as particularly 'vulnerable' e.g. older people, children, minority groups, low income households, and those living alone or in remote areas.
- Repeat victimisation (crime or ASB).
- Those whose cases have gone to court (successfully and unsuccessfully) and those whose cases haven't. We need to ensure we get a view on every aspect of the potential victim 'journey', from first contact onwards.

The sample for Stage 3 was much more centred on volume crimes and incidents, specifically those where the emotional and physical trauma of the crime was not deemed too excessive for a structured telephone survey. This involved the exclusion of a range of different crime and incident codes (see Appendix 3). It was configured around location (Policing District) and crime / incident type. It was designed to give us robust data by crime / incident type whilst also reflecting (in part) the relative volumes of crimes / incidents by policing area. By doing this we ensured that we obtained a good cross-section of victim type by age and geo-demographic.

2.1.3 Victim's identified as important but not specifically covered by the research

Cyber-crime has been identified as a significant risk by the National Crime Agency. Ideally we would have liked to have explored needs in this area too however to date there isn't an effective way of identifying these types of victims. There is work being done nationally (and NYP) to standardise the classification of 'cyber-crime' types.

Cyber-crime does target some of the most vulnerable in society and thus needs to be considered when designing support services for victims.

2.2   Stage 2: Qualitative Depth Interviews with Existing Providers of Support Services for Victims and Victims of Crime.

These interviews consisted of both face to face and telephone interviews with a total of: twelve third sector and local authority providers of support services; 8 North Yorkshire Police (NYP) contacts with responsibility for responding to crime and victims of crime; 68 victims of crime ranging from theft; through burglary and criminal damage to Assault; RTC and up to Domestic Violence and Serious Sexual Assault cases.

Within this sample we had a secondary focus on Victims of persistent Anti-Social Behaviour (ASB) and young victims of crime.

Due to timing constraints and ensuring the safety of our interviewers the following stages were included before the interview was undertaken:

1. Desired cohorts of victim type and location were provided following the Stage 1 analysis by The Buzzz to NYP

2. Potential candidate victims were screened for relevance and to ensure there was no risk in contacting the victim or potentially sending an interviewer to the victims home address

3. Calls were made from NYP to the victim directly where the nature of the research was outlined and permission from the victim to be contacted by a researcher from The Buzzz was granted

4. The victim was asked whether they preferred to be interviewed face to face or by telephone and further, whether they would be willing to be interviewed at the same time as other victims of crime using a mini focus group format

5. Victims of Domestic Violence and Sexual Assault were identified using the specialist third party organisations who specifically deal with victims of these types of crime and who were supporting individuals. In these cases specially trained interviewers were used.

The majority of our interviews were individual and an equal mix of telephone and face to face.

The objectives of Stage 2 were also twofold. In addition to providing a detailed perspective of the emotions and individual stories victims shared with us which taken together help to build a complete picture of the range of experiences; the analysis and commonalities we found enabled us to construct the content for the survey led approach to follow. Specifically we broke down broad aspects of victim need into specific dimensions and statements which could then be tested and measured in the larger scale survey which followed.

2.3 Stage 3: Quantitative Survey of victims of crime using telephone and online interviews

The main survey methodology for this stage was a telephone survey. We originally looked to complete 800 telephone interviews across seven main crime / incident groups. This was based on a 10-15 minute questionnaire length. In reality our survey was taking around 20-25 minutes which resulted in us completing 636 telephone surveys. The sample was also split across the North Yorkshire Policing Districts. Our sample was provided by the North Yorkshire Police Performance Team and was mainly drawn from Victims who had reported 3-6 months prior to the survey commencing. A further sample was provided during the project for some crime and incident types where sample 'ran out', going back a further 2 months. The sample excluded victims with whom it was deemed inappropriate to conduct a telephone interview. A full list of exclusion criteria, and the questionnaire, can be found in Appendix 3. Response rates to the survey were in the order of 1 in 10.

The online survey captured a further 29 interviews. It was placed on the North Yorkshire Police & Crime Commissioner's website and North Yorkshire Police's website. It was also distributed to Victims via the Foundation Domestic Abuse (Women's Refuge in Scarborough) and IDAS (Independent Domestic Abuse Services). Although not a huge response, the online survey did capture 9 surveys from Domestic Abuse victims which have given us some additional insight in this area over and above that captured in Stage 2.

Table 1: Stage 3 Sample

Crime / Incident Category	Telephone	Online	Total
BURGLARY	100	3	103
VIOLENT CRIME	98	0	98
THEFT	100	0	100
CRIMINAL DAMAGE	100	3	103
VEHICLE CRIME	68	3	71
ASB	103	5	108
RTC	67	0	67
DOMESTIC	0	9	9
OTHER	0	6	6
TOTAL	**636**	**29**	**665**

Throughout this report we will draw on the results of all three stages to establish key findings pertinent to the development of appropriate service specifications for new Support Services for North Yorkshire Victims.

3. Who are North Yorkshires Victims of Crime?

In 2013 there were around 35,000 victims of Crime, Anti Social Behaviour (ASB) and Road Traffic Collision (RTC) (based on the number of victims who report a crime / incident and excluding commercial crime where possible). *(Note: Not all commercial crimes have been excluded due to difficultly in identifying them in the data).* The classification of these types of crime is shown in Table 1 below.

Table 2: Breakdown of types of crime in North Yorkshire

Crime/Incident Breakdown

- Other, 2118
- Sexual, 710
- Autocrime, 2137
- RTC, 2396
- Burglary, 3849
- Criminal Damage, 4542
- ASB, 5562
- Violent Crime, 6870
- Theft, 6678

Domestic Incidents: 2593

Hate Crime: 439
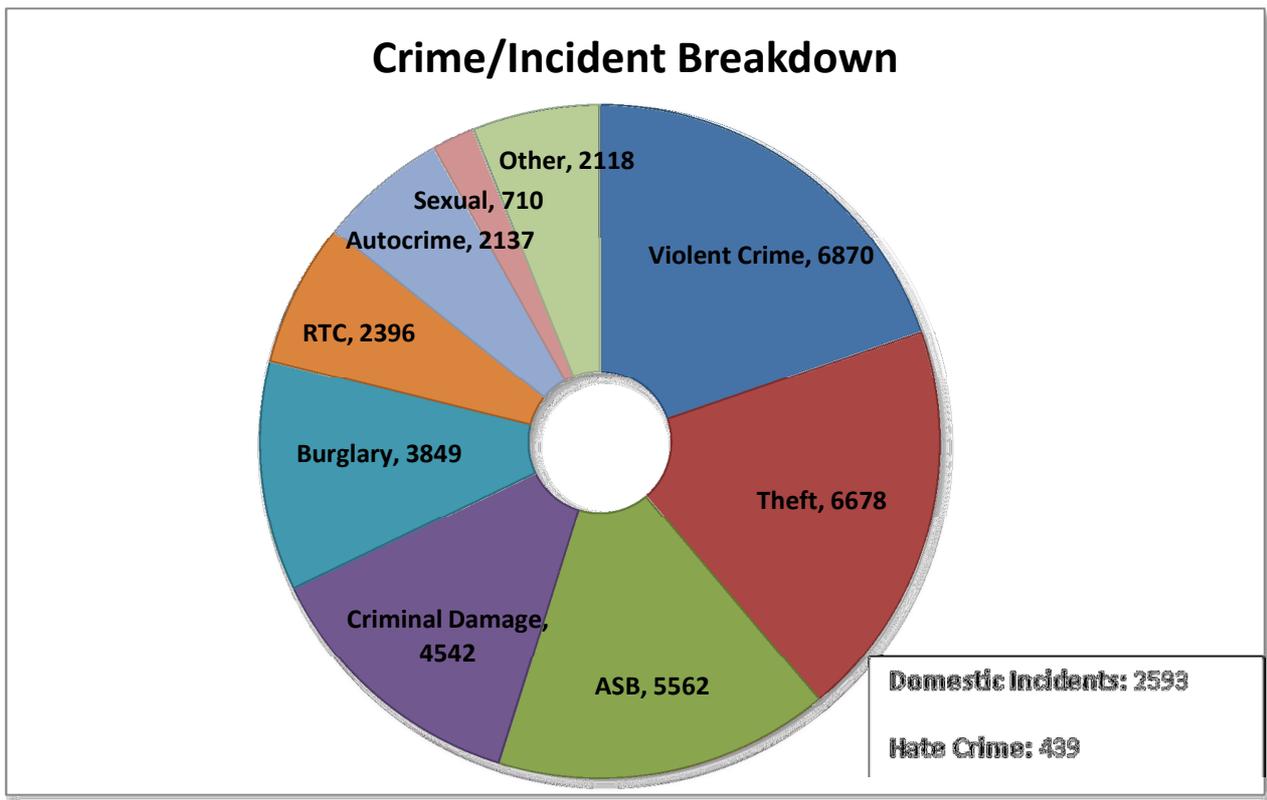
Please note that while the majority of ASB reports are not treated as crimes per se they represent a significant social concern for the people of North Yorkshire. The number of ASB victims referred to here represent only a small fraction of the total number of reported ASB incidents (around 32,000 in 2013).

ASB incidents included in our analysis are those where the person reporting has been specifically recorded as the 'aggrieved' i.e. a Victim. Also Domestic Incidents and Hate Crime are shown separately as they are a subset of other Crime types.

Victim Profile - All Victims

Age group	Female	Male
under 13	275	378
13-17	1098	1066
18-24	2896	2753
25-34	3115	3263
35-44	2986	3318
45-54	2652	3570
55-64	1452	2171
65+	1584	2003
NK	737	904
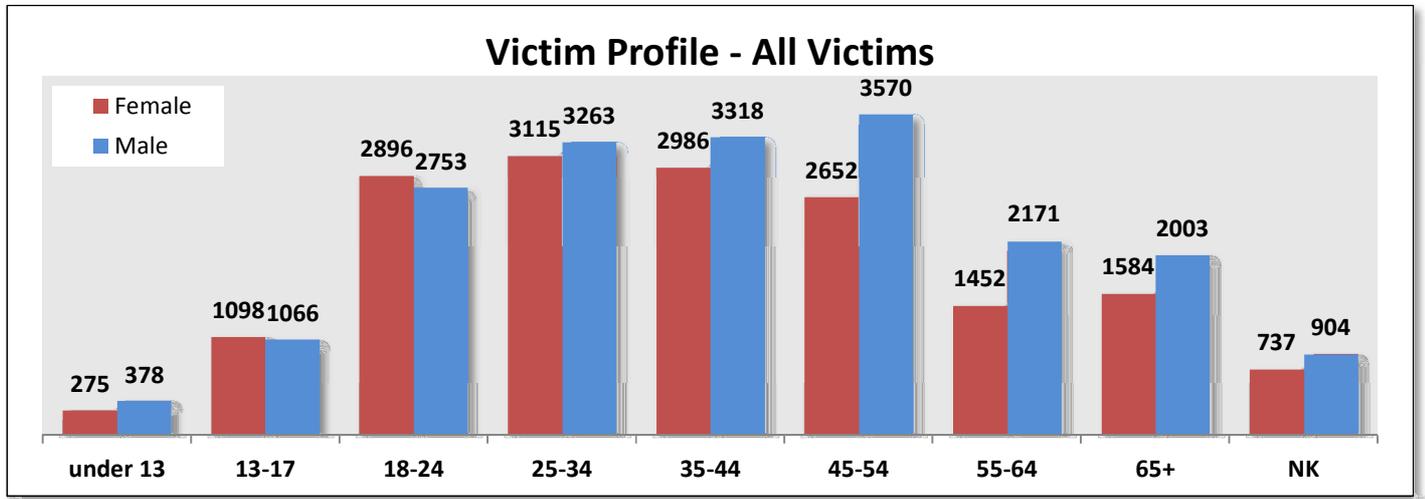
Two things to note from this demographic profile are that crime affects pretty much everyone from the very young to the old and men and women alike. Any new service/s needs to be able to meet this broad profile of potential users.

Crime tends to be focused relatively more on the 18-54 age groups – people who may be out and about more frequently; socialise at night and in the major towns and cities.

The above two tables describe the target audience for Support Services for Victims. These form the basis of our demand forecasting in Section 8.

The following data shows the day of week and time of day when crimes are logged. A victim can require support anytime, from the time they report a crime or incident through to the court case (if there is one) and beyond. It is likely that in some circumstances there is a requirement for support at the time of reporting, above and beyond that which can be delivered by Police Officers. This may also have an impact on service response planning.

For most crimes and incidents, reporting is fairly consistent across the week however for Violent Crime, Domestic Crime and Criminal Damage there are large biases towards the weekend. Reporting appears to follow established alcohol consumption patterns. If immediate access to support is required for Victims of these crimes then weekend availability of services will be important.

Time of Day of reporting may also be an important factor; the majority of Violent Crimes and Domestic Crimes are reported at night.

Table 4: Day of Week different types of crime are reported

Day of Week Reported

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Burglary	15%	14%	14%	16%	14%	11%	15%
Theft	16%	15%	14%	14%	15%	13%	13%
Vehicle Crime	15%	14%	14%	14%	15%	13%	15%
ASB	14%	15%	14%	14%	15%	14%	14%
RTC	14%	13%	14%	14%	17%	15%	12%
Sexual	16%	16%	17%	14%	12%	12%	13%
Hate	12%	14%	12%	17%	16%	20%	9%
Criminal Damage	14%	13%	12%	11%	14%	18%	18%
Violent Crime	13%	12%	11%	12%	14%	19%	19%
Domestic	13%	12%	11%	13%	14%	19%	19%
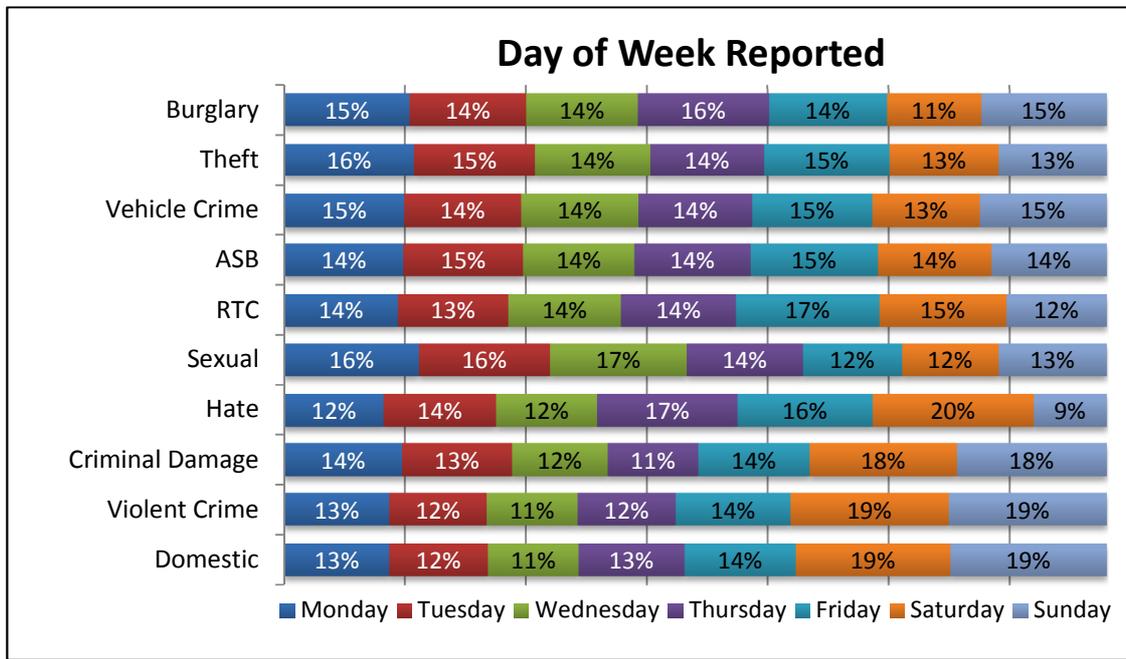
Table 5: Time of Day different Crime types are reported

Time of Day Reported

	6am-12pm	12pm-6pm	6pm-12am	12am-6am
RTC	27%	49%	20%	4%
Vehicle Crime	44%	32%	17%	7%
Theft	27%	46%	22%	5%
Burglary	39%	33%	21%	8%
Criminal Damage	32%	34%	24%	10%
Sexual	21%	44%	26%	8%
ASB	17%	39%	36%	8%
Hate	11%	39%	39%	11%
Violent Crime	14%	29%	33%	24%
Domestic	16%	26%	36%	22%
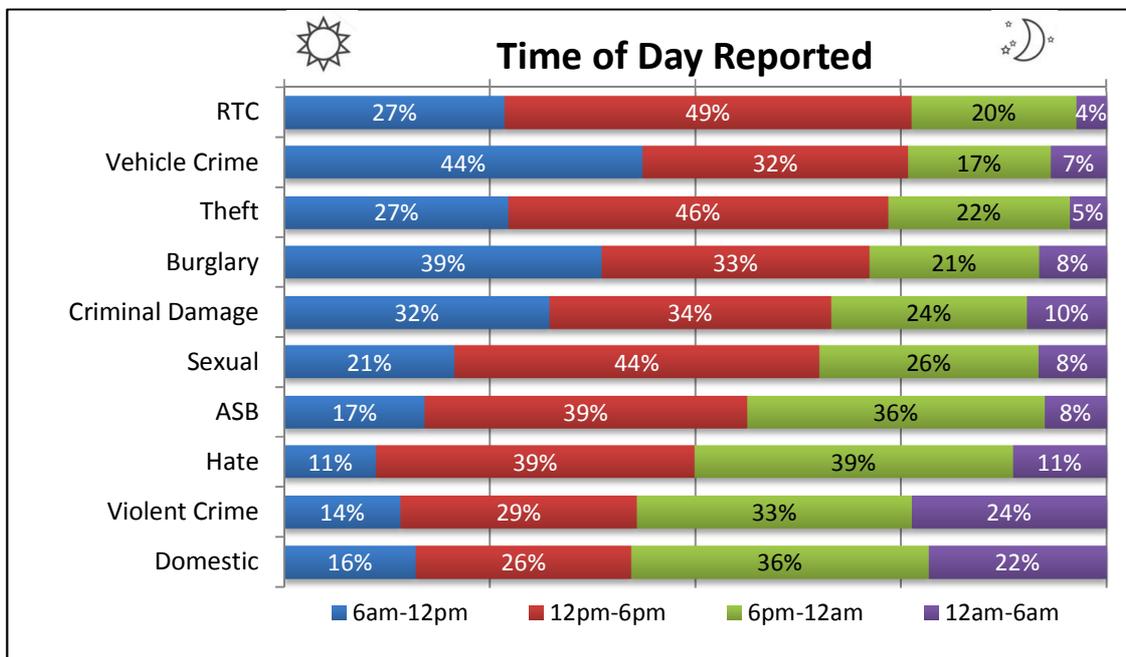
3.1 Profiling by Crime / Incident Type

In this next section we look at the victim profile and reporting profile of each of the main crime / incident types. The intention is to create a simple picture of who is in need i.e. who are the target audience.

3.1.1 Violent Crime

6870 victims in 2013.

Table 6: (excludes 44 victims without a specified gender)

Victim Profile - Violent Crime

	under 13	13-17	18-24	25-34	35-44	45-54	55-64	65+	Not Known
Female	79	292	759	751	580	399	128	65	77
Male	125	370	926	828	581	463	170	83	149
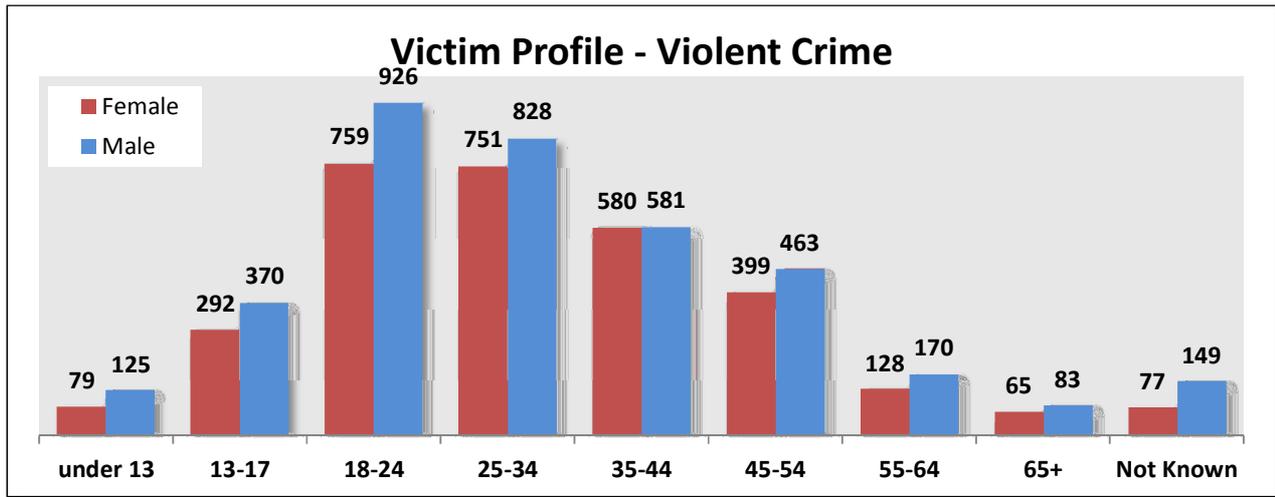
Violent crime has a strong bias towards younger age groups, particularly younger men.

3.1.2 Theft

6678 victims in 2013.

Table 7: (excludes 81 victims without a specified gender)

Victim Profile - Theft

	under 13	13-17	18-24	25-34	35-44	45-54	55-64	65+	Not Known
Female	18	161	683	558	518	458	302	474	85
Male	51	255	536	532	497	600	398	409	106
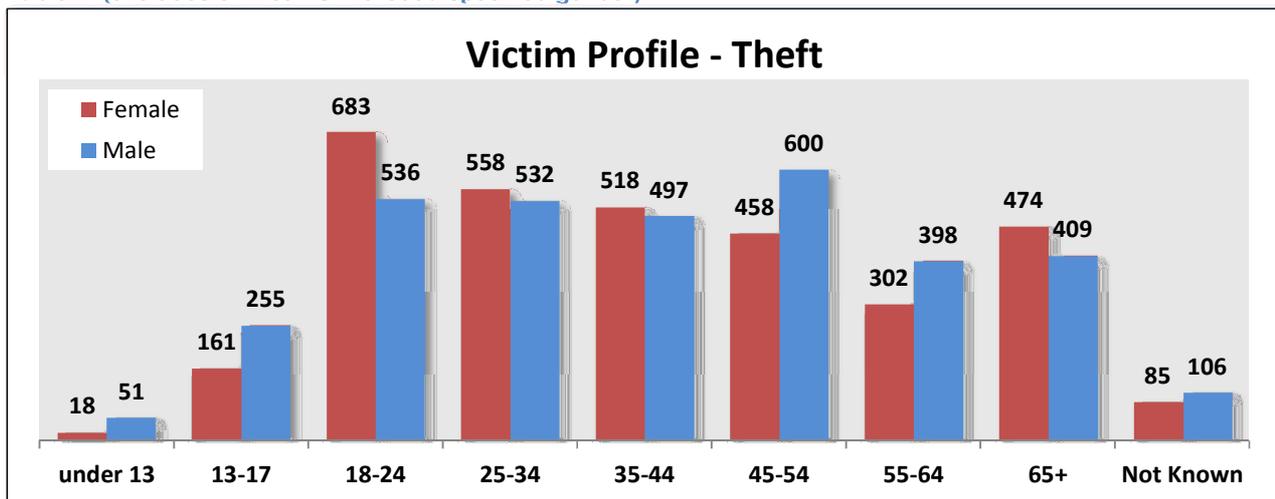
The profile of Theft victims is broad. Notable peak in young females targeted.

3.1.3 ASB

5562 Victims in 2013 (reported incidents with a specified victim).

Table 8: (excludes 166 victims without a specified gender)
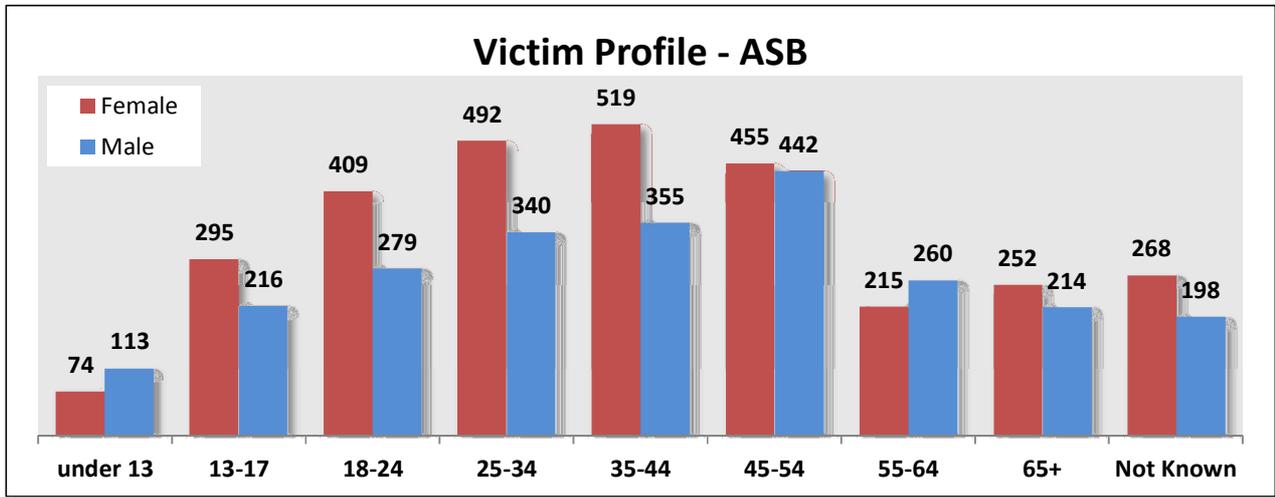
The profile of ASB victims is broad by age but has a strong female bias. Are women more affected by ASB or are they just more likely to report?

3.1.4 Criminal Damage

4542 victims in 2013.

Table 9: (excludes 51 victims without a specified gender)
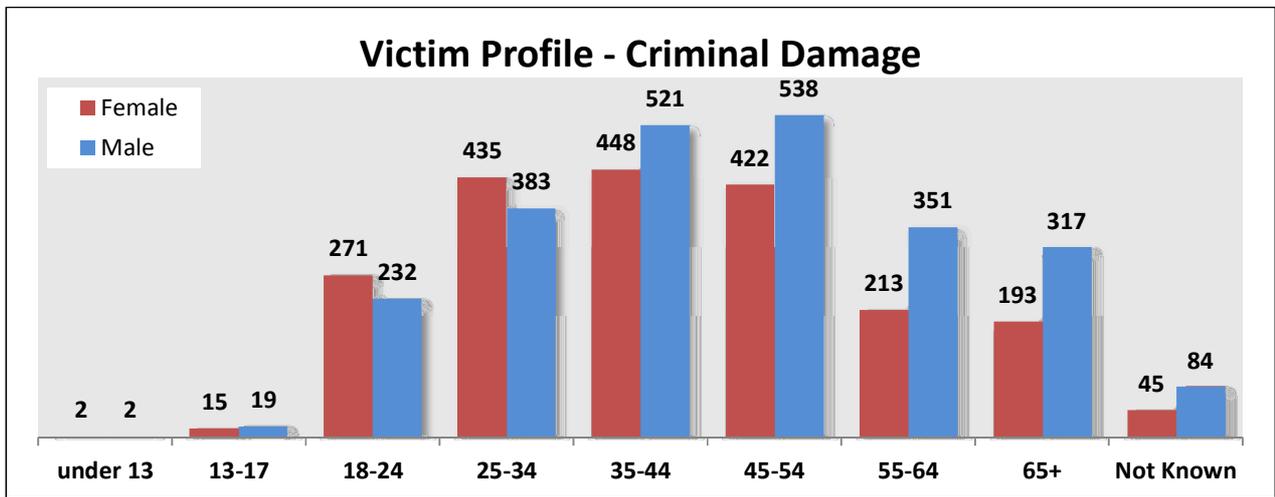
The profile of Criminal Damage victims is focused on the 25-54 year old age bracket.

3.1.5 Burglary

3849 victims in 2013.

Table 10: (excludes 48 victims without a specified gender)
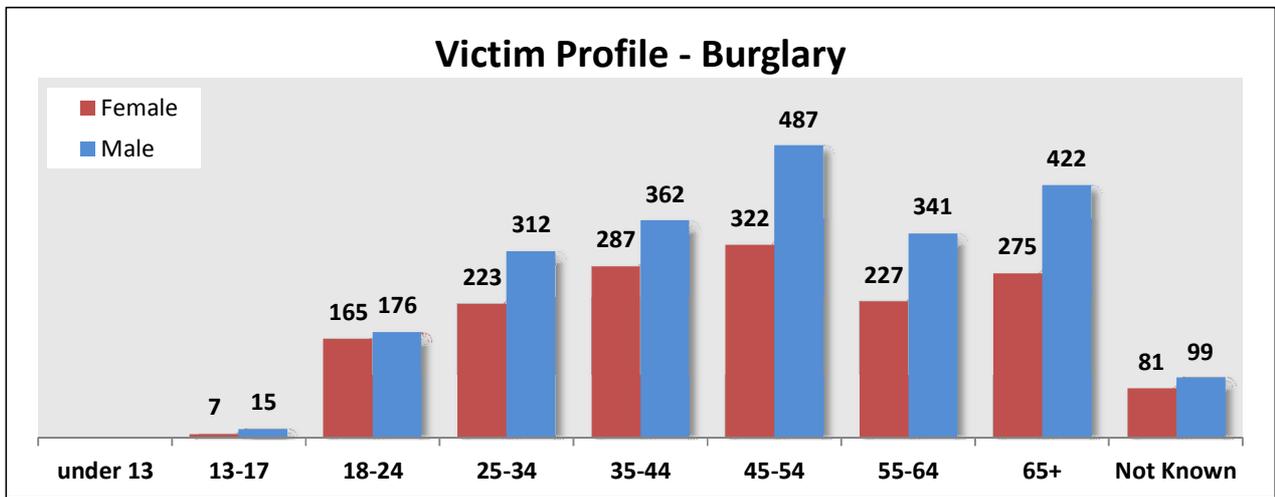
The profile of Burglary victims (at least those reporting) is very male biased, particularly at the older end of victims. Men more likely to take the lead when reporting Burglaries. To some extent this masks the fact that there are other victims involved in this type of crime.

3.1.6 RTC

2396 victims in 2013.

Table 11: (excludes 54 victims without a specified gender)
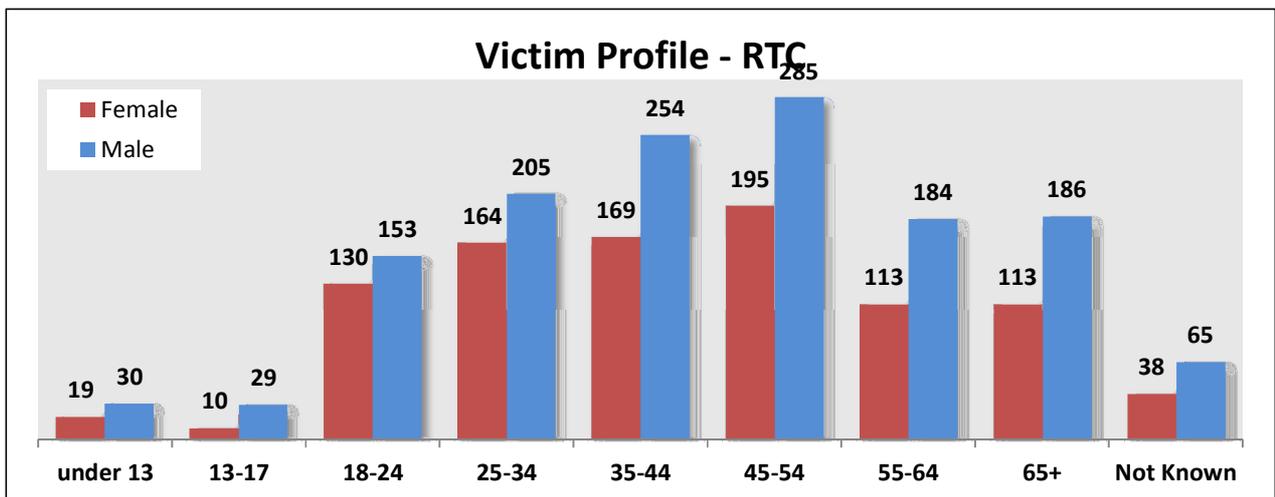
The profile of RTC victims is very male biased with peaks in 35-54 year old age bracket.

3.1.7 Domestic

2593 victims in 2013. These breakdown as follows:

Table 12
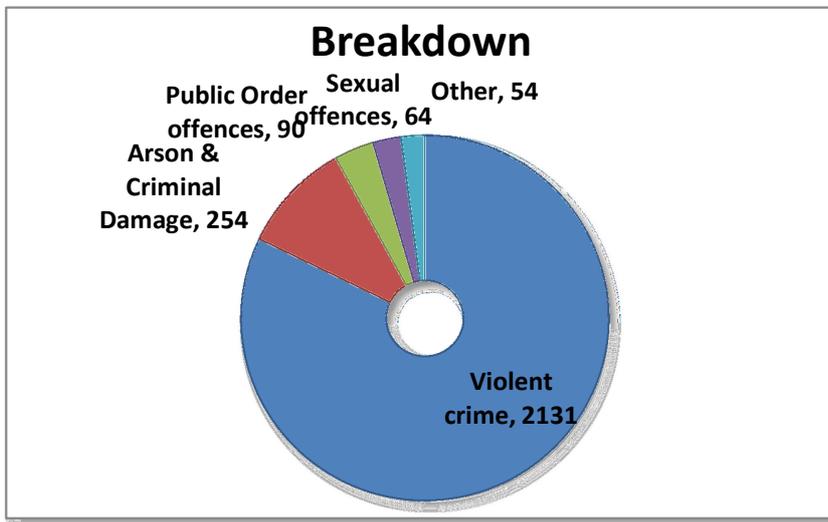
The vast majority of 'Domestic Incidents' are Violent Crimes. Reporting of Domestic Abuse is on the increase (NYP Strategic Service Assessment (SSA), Redacted Version, 2013).

Table 13: (excludes 7 victims without a specified gender)
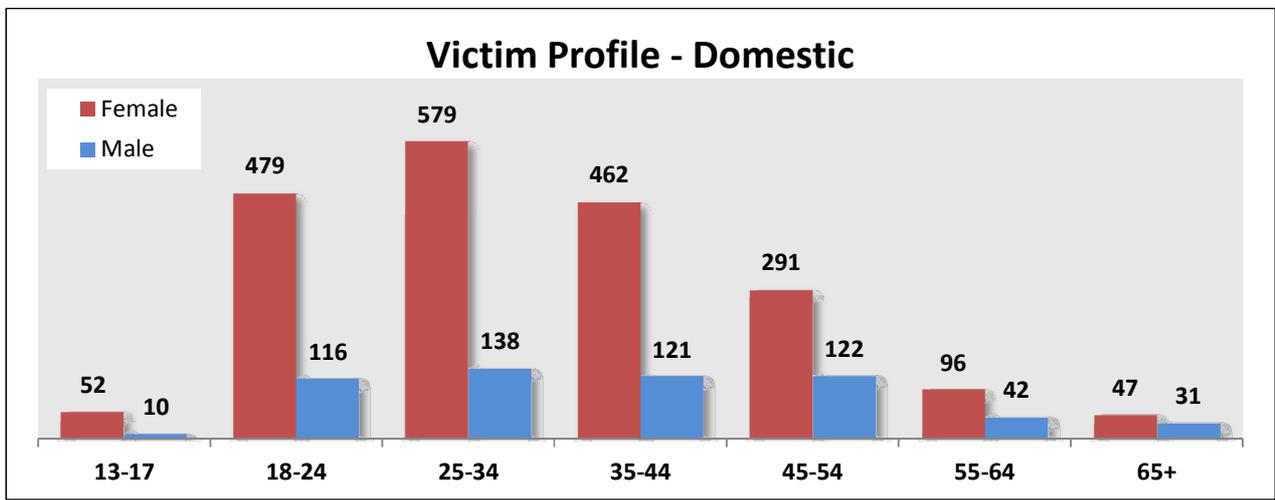
The profile of Domestic Victims is focused on 18-44 year old women.

3.1.8 Sexual Offences

710 victims in 2013. The number of Sexual offences is on the increase, up 17% in 2012/2013 (SSA 2013). This has largely been driven by historical reporting.

Table 14 (excludes 8 victims without a specified gender)

Victim Profile - Sexual Crime

Age group	Female	Male
under 13	39	14
13-15	126	14
16-17	70	7
18-24	117	12
25-34	97	18
35-44	61	22
45-54	38	11
55-64	21	9
65+	4	3
NK	17	2
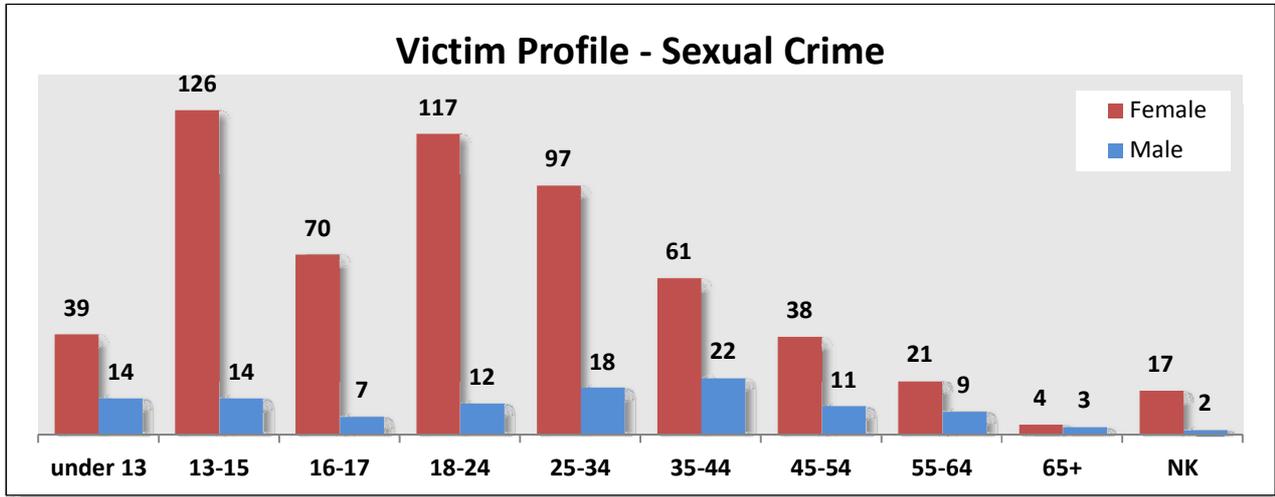
The profile of Sexual Crime Victims is strongly biased towards women and younger age groups. Significant numbers under 16.

3.1.9 Hate Crime and incidents

439 victims in 2013. These break down as follows:

Table 15

Breakdown

Other, 81

Violent Crime, 234

ASB, 124
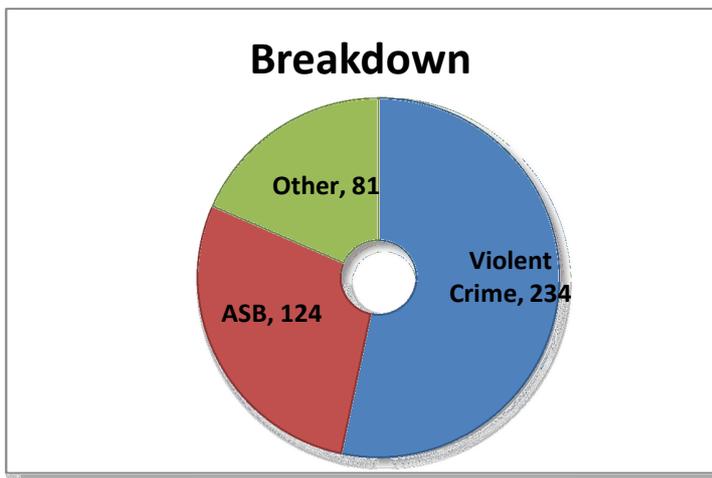
Table 16 (excludes 10 victims without a specified gender)

Victim Profile - Hate Crime

Age Group	Female	Male
under 13	5	1
13-17	16	25
18-24	25	36
25-34	49	68
35-44	34	55
45-54	24	46
55-64	3	14
65+	7	6
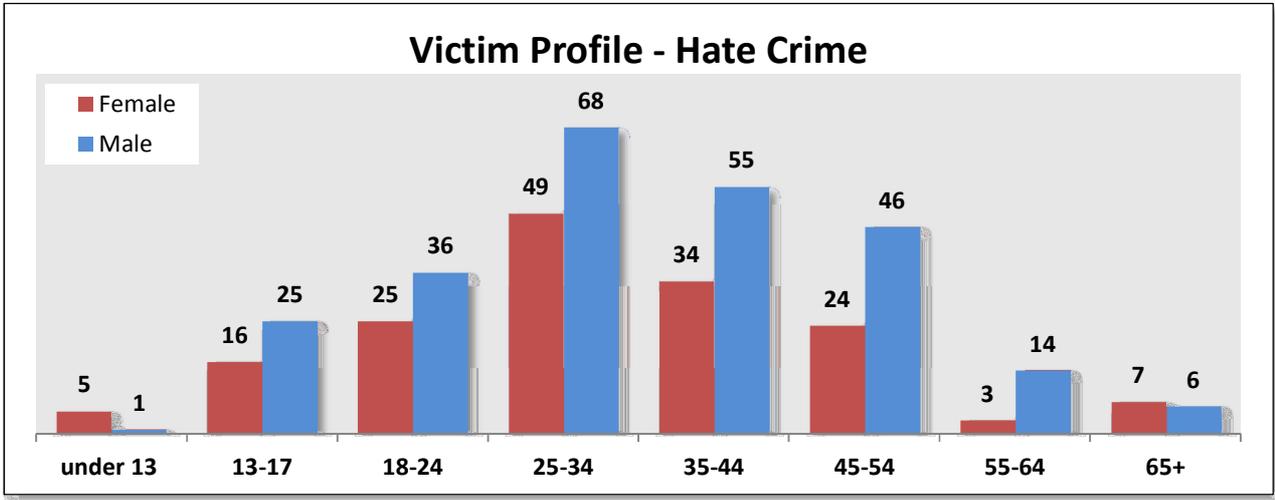
The profile of Hate Crime Victims is male biased with the majority of Victims falling in to the 25-54 year old age bracket.

4. Victim's Expectations of a Good Referral & Support Service

Our interviews with different victims of crime have provided us with a valuable and detailed understanding of their attitude and mind-set towards their experience of crime and the legacy this experience leaves. Our approach was to use the experience they had been through to introduce and build some expectations of what a 'good' needs assessment, referral and support service should be like.

4.1 Important Findings

Before expanding on the detail it is important to provide some context to the reader. A number of key findings emerged during what were in many cases long and deeply personal accounts of a victims experience of crime and the aftermath of crime.

4.1.1 Crime is Unexpected

To most people we interviewed the crime / incident they experienced was unexpected. Their day or night started like any other but at some point and for many for the first time in their lives they became a victim of a crime.

When something unexpected happens like this the reaction is instinctive and the first instinct is around protection from further risk of harm. Everything else becomes less important than this instinctive response. So when we ask people to think about the type of support they would expect to receive it is difficult for them to break out of the instinct of what happened to them and their reaction. It becomes hard to rationalise responses and so our interviewers found themselves taking a journey based or timeline approach to help victims recount what happened in their experience and then enable them to expand to whether this is what they might have expected.

On its own the impact of understanding that crime comes to people unexpectedly is also very significant in determining how and what the response should be like to deal with that shock and start to put in place a process that consists of simple and easy steps.

4.1.2 Experiencing Crime raises emotional collateral

Irrespective of the crime itself the unexpectedness of its occurrence raises emotions like anxiety and confusion, while also raising questions like 'why me?' This was true at every level of crime.

4.1.3 Victims have little or no expectations of what might happen next

If crime itself is unexpected, little wonder that victims had little or no expectations of what would happen next on their journey. In situations where expectations of service delivery are undeveloped there is an even greater need to ensure that expectations are managed effectively.

4.1.4 Victims of crime share one simple and over-riding driver

Irrespective of the nature of the crime, we found all victims expressed a need to get their lives back to how they were before the incident occurred. So irrespective of whether a relatively minor, or a more serious crime, the driving motivation shown by victims at a high level is the same. This fundamental need to get their life back to how it was before the crime occurred should be reflected as the objective underlining any service specification.

4.1.5 Crime changes lives

Despite the clear need to get lives back to how they were before, crime leaves a legacy that lasts. Many victims now question things they previously took for granted, whether this is their personal safety or a loss of belief in the basic goodness of their fellow citizens. For most, if not all, their experience of crime left them with a changed attitude – sometimes the crime was in some part due to the victims own involvement in an incident and where this was the case that legacy was lowest. However where it was unexpected and particularly where the crime was more spontaneous – the legacy was a heightened awareness of vulnerability and a consequent loss of safety, relative to their surroundings or the situation in which the crime took place.

4.2 Summarising the basic common needs

Sharpening and honing our definition of shared needs for this process led us to isolate four principal needs from a support service which are seen to be:

Figure 3: Common Needs from a Support Service

NEEDS
Practical & Emotional
Immediate – Long Term

ASSURANCE
Through a simple and clearly navigated process

COMMUNICATION
Clarity and Simplicity
Underlines ASSURANCE

CONSISTENCY
Same Language & Tonality throughout
Clear break and exit points

The baseline building blocks of "a good support service expected by victims of crime" were seen to be based on Communication and Consistency. In some respects this underlines what victims felt was missing from their most recent experience.

Clear and simple communications delivered at appropriate points in the process or journey are an important way to deliver assurance as so much of the reassurance being sought is simply around what happens next and what is expected of the victim.

Needs reflect the point that each individual case is just that, ***individual***. Needs take into account the context of the victim, for example whether they have good friends or family close by to help them or whether they may have specific difficulties or impairments to overcome. The implication we found across a number of cases we sampled and looked at in detail was that an assessment of needs should take into account both practical and emotional needs looking both at immediate and longer term emergent needs. This implies that needs assessment is required at different stages through the victim journey to assess whether they have changed or shifted at all.

Taking the building blocks we refer to in Fig 3 above; we turned these into a set of question items or service attributes which were relevant to a Needs Assessment, Referral and Support Service for Victims:

Figure 4: Turning Needs Into Question Items

- I would be given access to practical help (e.g. a locksmith, help with insurance claims, advice)
- The practical help would be of the highest quality
- I would be given the option of talking to someone about my emotional needs when I need to (e.g. talking with someone who has had the same experience as you, specialised counselling)
- The emotional support given would be of the highest possible quality
- I would be given clear guidance on any financial compensation that might be available to me
- I would be informed early on if there would be a court case
- I would be given an indication of how long each stage of the process could take

- The support and advice I receive would be in my best interests
- My views and experiences would always be listened to
- All agencies and partners involved in my case would work well together (e.g. the Police, CPS, Council, Support services and

- The communication I receive would be easy for me to understand
- I would be treated as an individual
- Any communication I receive would reach me in plenty of time to react or respond to
- Any communication I receive would clearly tell me what I needed to do next, if anything
- Responses to my queries would be in a timely manner
- It would always be easy to get hold of the person dealing with my case

- I would have a single point of contact to deal with my case throughout
- I would know exactly where I stood in the process whilst my case remained open
- I would be able to easily track the progress of my case
- The information and advice given to me would be the same whoever gave it to me
- I would be given the same level of service no matter which agency I was dealing with at the time (e.g. the Police, the CPS, the council, victim support)

Each of these items appeared as statements in the survey undertaken at Stage 3 and were rated using the same scale in relation to what the victim would 'expect from a good support service' and what they 'experienced most recently'.

Analysis of the resulting data, which included a Factor Analysis, suggested that five service dimensions best captured the expectations and needs of victims (See Appendix 1 for further details):

Figure 5: Factor Analysis Results

Practical Support	Emotional Support	Information Support	Consistency of Communication	Clarity & Timeliness of Communication
Access to practical help Quality of practical help	Access to emotional support Quality of emotional support	Guidance on compensation (crime only) Informed of whether there would be a court case (Crime only) Indication of how long each stage of process would be	Support and/or advice was in my best interests All agencies and partners work well together A single point of contact throughout Knowing where I stand in the process Able to easily track the progress of my case Information and advice is the same whomever is giving it Get same level of service no matter which agency is delivering it	My views and experiences are always listened to Communication is easy to understand I am treated as an individual Communication reaches me in plenty of time to respond Communication clearly tells me what I need to do Responses to my queries are in a timely manner Always easy to get hold of the person dealing with my case

4.3   What Victims Expect

We said in the previous section that Victims have little or no expectations of what a support service should be like. However, when presented with the list of service attributes, as we did in the telephone survey, Victims were able to indicate to us the level of support they would expect (for their specific crime / incident) from a good support service for victims. This not only supports the theoretical approach taken but also confirms the fact that expectations around service delivery are grounded in something – typically what is seen in the context of police drama or TV documentary but also relative to other service delivery they experience as consumers or customers or citizens.

We have used this 'expectation' data in a variety of ways, the key one being as a baseline from which to evaluate actual experiences. We have also used the expectation measure to help us

identify what 'drives' a Victim's level of Need i.e. which information about a victim gives us the 'best read' on what their likely needs will be with respect to support. Is it Crime / Incident type or demographic or even Geographic? This is important when we come to specify the future Support Service/s for Victims as we want to give ourselves the best chance of predicting future service requirements. We will deal with this in more detail in the next section, but first we will take a look at how Expectation differs by demographic and Crime / Incident type.

Table 17 below shows the 'Expectation' scores of the five service Dimensions by Victim demographic and shows that there are some differences in the levels of Expectation across different demographics. Broadly speaking the younger a person is the higher the expectation they have, particularly when it comes to the provision of information and good communication. This is perhaps unsurprising given that younger people have grown up in a highly connected environment where information is quick and easy to access and where good communication should be easily achievable.

There are also indications that men have a higher expectation when it comes to the provision of information compared to women who have higher expectations of practical and emotional support. In addition to these demographics, we also looked at Indices of Multiple Deprivation (accessed via home postcode (See Appendix 2) to see if there was a Social dimension to Victim needs. We found no evidence of this.

Table 17: Expectations by demographics

Mean Expectation Levels by Demographic (Score 1-7)								
Average	Male	Female	18-24	25-34	35-44	45-54	55-64	65+
Expectation - Practical	4.7	4.9	5.1	4.8	4.8	4.6	4.8	4.8
Expectation - Emotional	4.1	4.4	4.6	4.5	4.7	4.0	4.0	3.8
Expectation - Information	4.2	3.8	4.6↑	4.0	4.0	3.9	3.8	3.9
Expectation - Consistency	5.3	5.4	5.7↑	5.4	5.6	5.1	5.4	5.0
Expectation - Comms quality	5.8	5.8	6.3↑	5.9	6.0	5.5	5.8	5.4

Table 18 below shows how Expectation varies across the 5 service dimensions by Crime / Incident type. In general, the overall level of Expectation (or Need) increases from right to left, with Victims of Domestic Violence and Violent Crime having the greatest level of need. The level of expectation is more variable here compared to Demographics, suggesting that Crime / Incident type plays a greater part in defining support needs than Demographic does.

Table 18: Expectations by Crime type

Mean Expectation Levels by Crime Type (Score 1-7)

Average	DOMESTIC	VIOLENT CRIME	RTC	BURGLARY	ASB	VEHICLE CRIME	THEFT	CRIMINAL DAMAGE
Expectation - Practical	6.1	5.0	5.4	5.2	4.4	4.6	4.8	4.3
Expectation - Emotional	5.9	5.1↑	4.7	4.0	4.1	3.9	3.9	3.8
Expectation - Information	6.0	5.4↑	5.6↑	4.7	5.1	4.5	4.3↓	4.5
Expectation - Consistency	6.3	5.7↑	5.6	5.3	5.4	5.3	5.1	5.1
Expectation - Comms Quality	6.1	6.1↑	6.0	5.7	5.8	5.7	5.6	5.6

Increasing Level of Expectation/Need

(Very small base size for Domestic (n=9) but worth including)

Figure 6 below takes the data from Table 18 and uses Correspondence Mapping to visualise the key relationships. The Correspondence map condenses the data into two axis based on how each Crime / Incident type scores on each Dimension relative to the other Dimensions and other Crime Types. The consequence is that Crimes / Incidents with similar needs profiles will sit close to each other on the map and will also sit closer to the Service Dimensions that they have a bias towards (relative to other Crime / Incident types). The further from the centre of the map a Crime / Incident type or Service Dimension is, the more differentiated they are. (Further details on Correspondence Mapping can be found here: www.wiki.q-researchsoftware.com/wiki/Correspondence_Analysis).

This map shows how expectations for Victims of Theft, Burglary and Vehicle Crime bias towards more Practical types of Support whereas the needs of Violent Crime and RTC victims bias towards Emotional Support. Criminal Damage and Vehicle Crime victims have a bias toward good Communication. We have excluded Domestic Violence from this analysis due to its small base size however, based on the survey data and face to face interviews, it would appear on the map in the bottom right as Victims of Domestic Violence have a strong bias for both practical and emotional support.
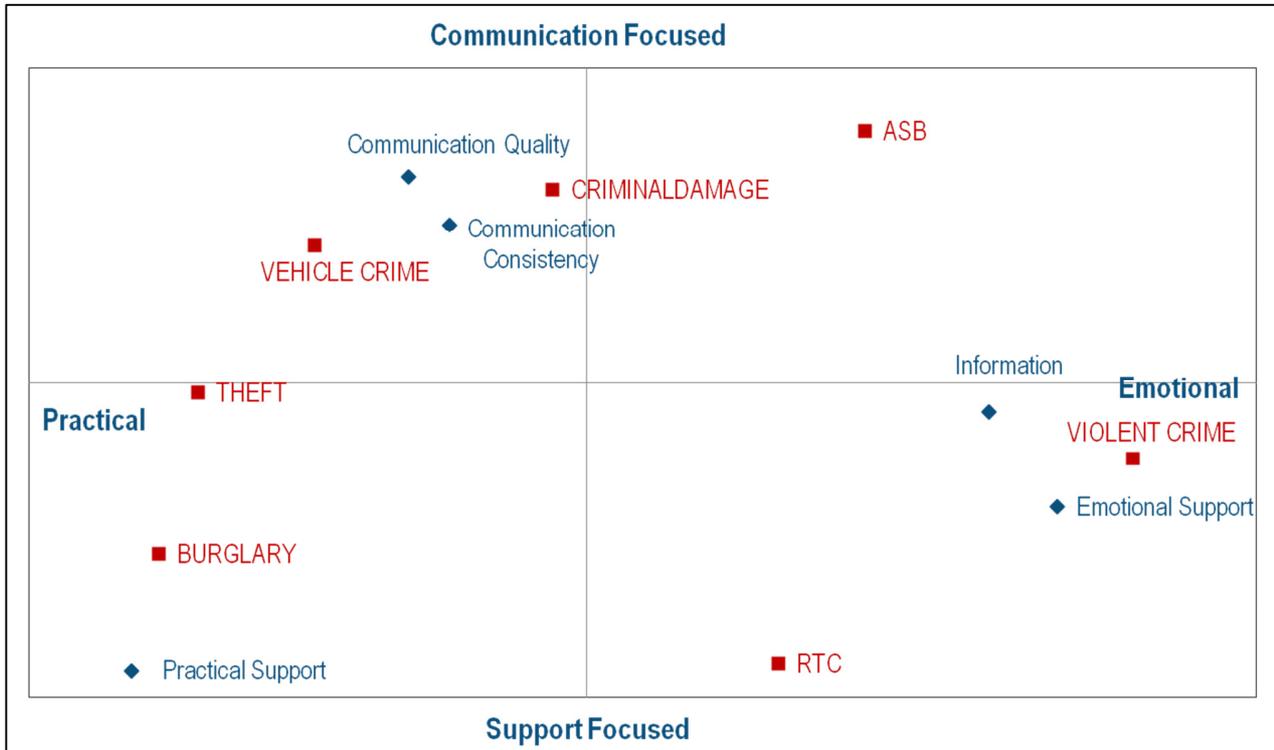
4.4 What influences the level of need more – Crime / Incident type or Victim Demographic?

Part of our analysis set out to understand which variables (Crime related or Victim related) had the greatest influence (association) with the expectation levels (Needs). We used Linear Regression to calculate the relative contribution of a range of Victim profiling variables to the variability in level of expectations (Need). Specifically we looked at Crime / Incident type, Age, Gender, Location, Index of Multiple Deprivation and Repeat Victimisation.

Of the five Service Dimensions we described in the last section, two have the potential to be much more resource intensive. These two are: Practical and Emotional Support. Alongside 'Information' these two service dimensions also have the highest variability in expectation level across the Victims we interviewed in the survey. We therefore decided to focus our attention on the levels of expectation across these two Dimensions.

Figure 7 below shows the relative split in influence of a number of variables. We found that Crime / Incident type had the greatest influence on overall expectations with respect to Emotional and Practical help. Other factors that appear to play a part are Age and Gender as well as whether a Victim has been a Victim of crime before. What we found was that younger people, women and repeat victims typically had higher expectations.

With respect to making predictions around future needs in specifying a Support Service for Victims, we recommend that Crime / Incident volumes are used as the basis for making these predictions. While this research does not suggest that there is a clear cut way of evaluating a victim's needs

based on their demographics or Crime / Incident type, these variables do give a indication to what their likely needs might be but do not negate the need to evaluate victims requirements in a qualitative way. We know from our in depth interviews with Victims that people react to crimes in different ways; every crime comes with its own unique set of circumstances and so does every victim.

Figure 7: Level of influence on Expectations of Support

Relative Influence on Expectations of Practical and Emotional Support

- Crime Type — 46%
- Age — 21%
- Gender — 19%
- Repeat Victims — 14%
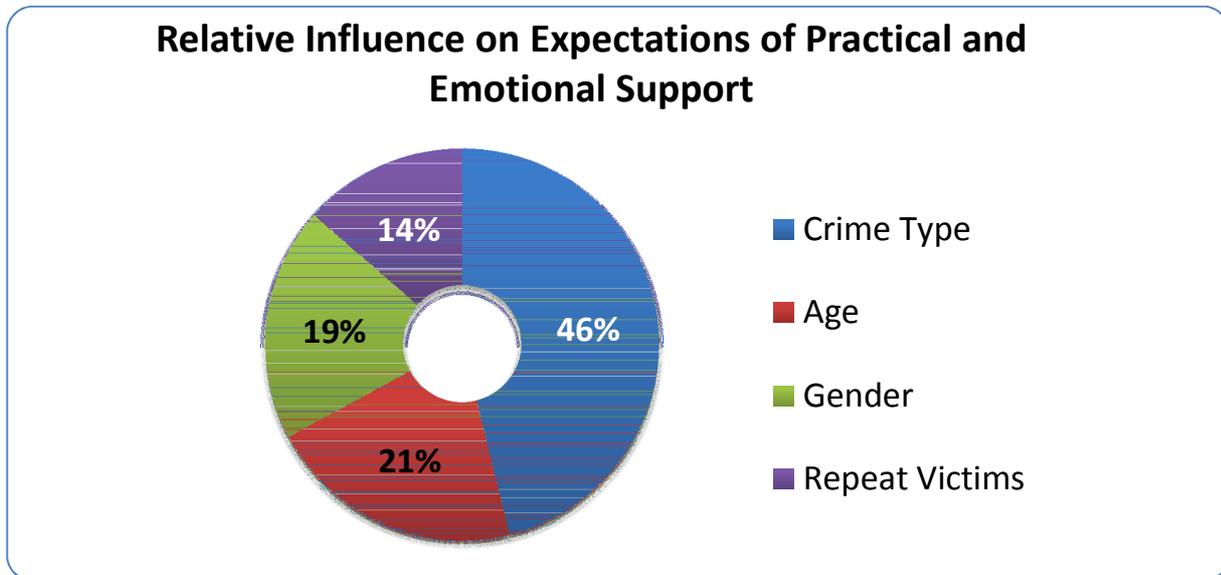
Base: All survey respondents n=665

While Figure 7 clearly indicates that the relationship between Crime Type and Expectations of Support has the strongest influence in determining the level of support which should be provided, a combination of other influencers again underline the importance of assessing the individual needs of each victim. Individual context and situation also significantly influence the response required and all of the evidence gathered in this project point to the need for a robust and solid needs assessment to be developed. Under the existing North Yorkshire wide needs assessment, referral and support service (which is nationally commissioned by The Ministry of Justice and delivered by the organisation Victim Support) an initial needs assessment is provided over the phone and if a victim is identified as requiring further support and takes up the offer of a face to face service a subsequent needs assessment is undertaken which then informs support service delivery.

North Yorkshire Police (NYP) are also developing an approach called THRIVE (Threat; Harm; Risk; Investigative Potential; Vulnerability; Engagement). Implemented in the Force Control Room this process will determine the response of the police deployed to an incident. It may be that the use of THRIVE can be extended to enable a consistent NYP and Support Services after crime needs assessment tool.

In terms of referral and support services it is imperative that any needs assessment is developed to reflect real victim's needs in terms of both response and resource, but also from the point of engaging the victim in the support process. The focus for support should be on what a victim needs to help them most effectively to restore their lives to how they were before the crime incident; it should be less about risk and more about rehabilitation.

5. What Victims currently Experience

The level of support (relative to need) provided to Victims of Crime / Incidents varies significantly by type of Crime or Incident. Levels of satisfaction are particularly good (relatively speaking) for Burglary and RTCs, is this because dealing with these Victims follows a more defined or obvious process? However despite the high levels of satisfaction of Burglary victims, even here the service does still fail some people (11% dissatisfied with the support they received). It's a small sample to look at (11 people) but 6 of these people had no idea whether their case was still open or closed.

"I feel I've not had any follow up to the incident. You should be given one officer and stick with one and they should keep you informed."

"I would have liked a follow up communication to know whether or not they have caught the person who committed the crime."

"Well for me the police did say they would give my number to Victim Support but I did not hear anything back and I also do not know whether the case is ongoing - I really to do not know anything."

Table 19: Levels of Stated Satisfaction by Type of Crime
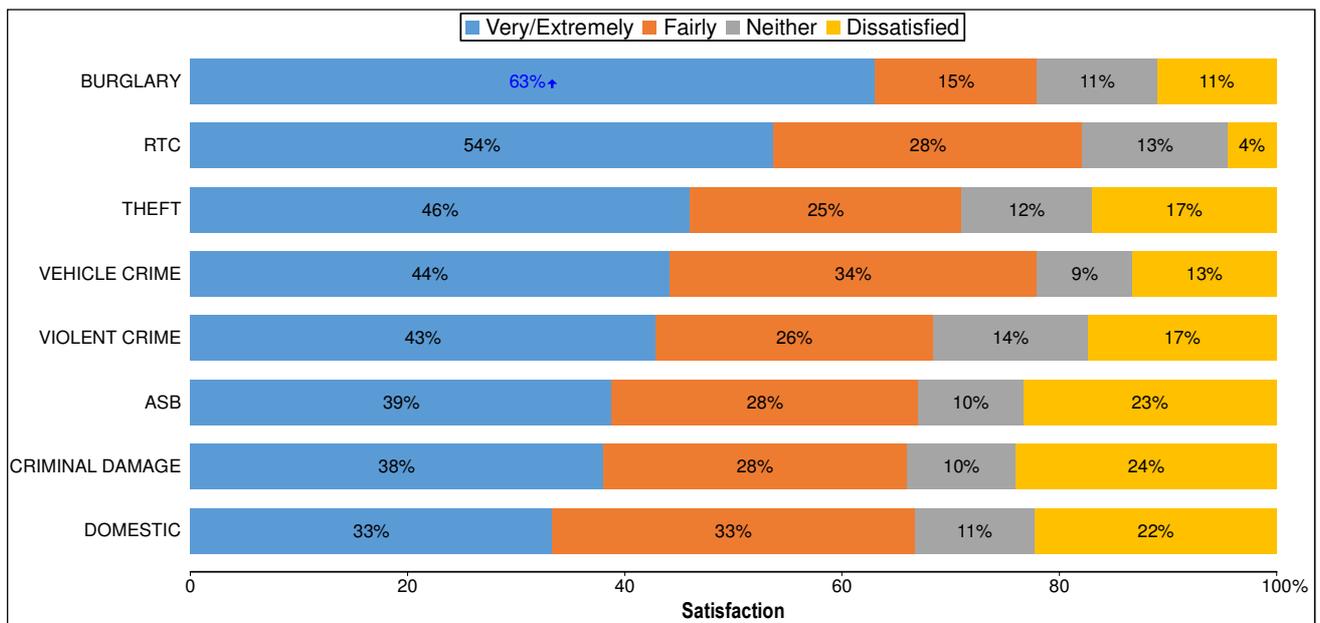
Base: All survey respondents n=665

Table 20 below shows satisfaction levels for specific agencies involved in providing support to Victims. Base sizes for this satisfaction data are low for some agencies however the general picture is similar for most of them: they provide a satisfactory service for the majority but fail to satisfy a significant minority. Local council's is the notable exception where a significant proportion were dissatisfied.

Table 20: Levels of Satisfaction with different agencies

Legend: ■ Very/Extremely ■ Fairly ■ Neither ■ Dissatisfied

Agency	Very/Extremely	Fairly	Neither	Dissatisfied
Victim Support	49%	25%	22%	
Police	45%↑	25%	10%↓	21%
Witness Care Unit	44%	16%	20%	20%
HMCTS	42%	25%	33%	
CPS	37%	37%	7%	19%
Council	10%↓	14%	28%	48%↑
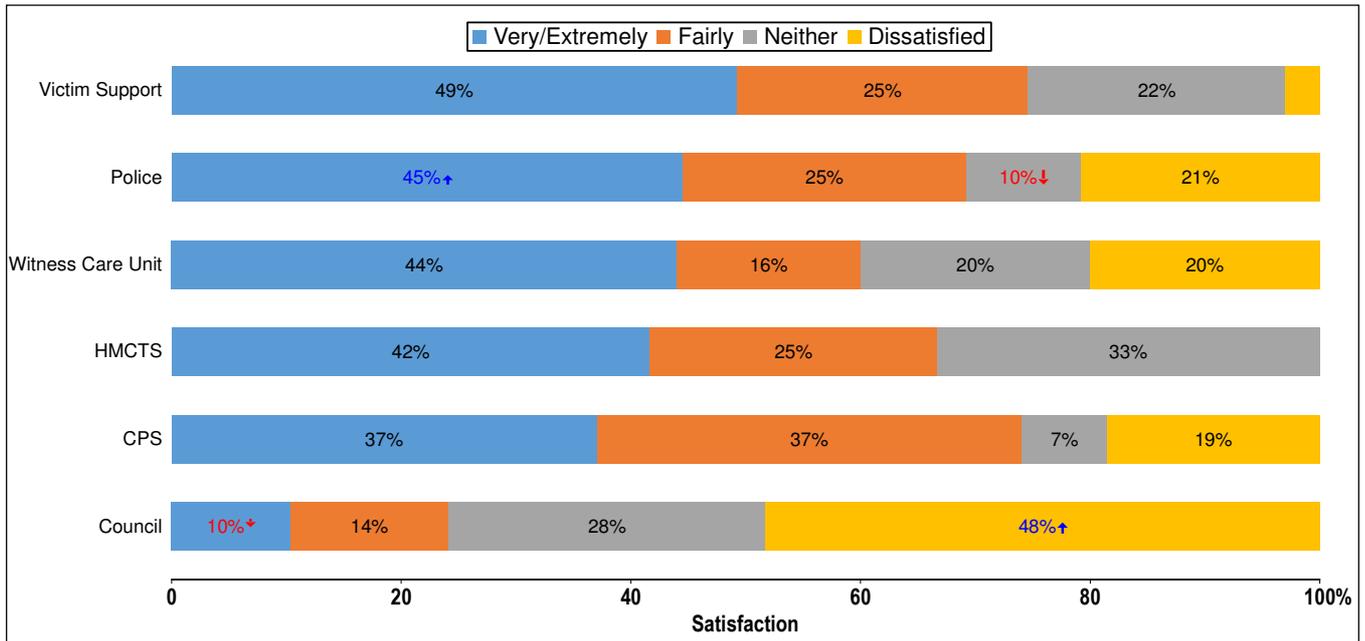
Satisfaction

Base: All survey respondents n=665

We've shown satisfaction is variable and that not all Victims are getting the service they expect when it comes to Support. We've also shown that there is some variability in the satisfaction Victims have with different agencies involved in the process. This is clearly evident from the survey and the qualitative research undertaken, including Victims of more serious and impactful crimes. The next section focuses on the five Service Dimensions to help us understand where the gaps are and where the focus should be for improving the support provided to these Victims.

Table 21 below shows the difference in the average scores for each dimension between the score for Expectation (the top of the bar) and the score for Experience (the bottom of the bar) – red bars indicate that experience scores fall below those of expectation.

GAP>	1.3	1.2	1.5	1.3	1.0

Practical | Emotional | Information | Comms Consistency | Comms Quality
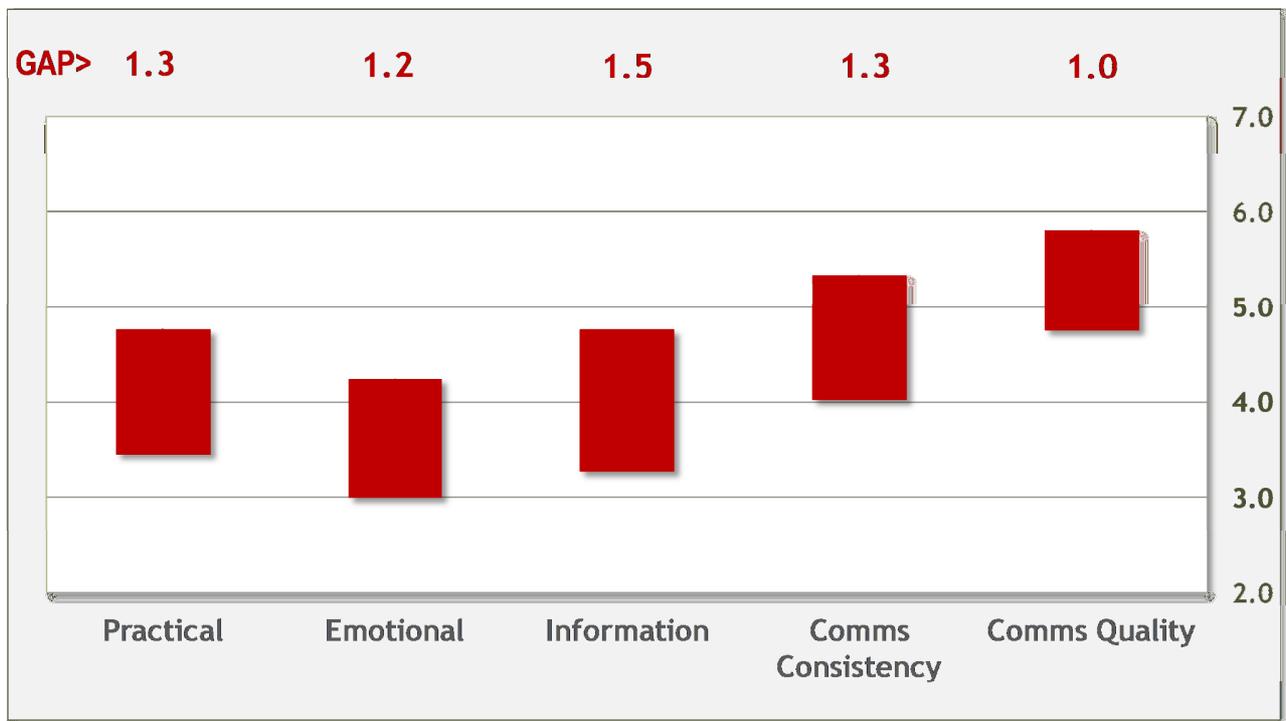
Base: All victim n=636 (weighted by crime volume)

The first point to note is that all dimensions show a negative result – i.e. experience falls short of expectation. This is also relatively consistent across the dimensions.

The worst performing area is under Information needs which reflects the knowledge of where the victim is in the process and what should be happening next and when. In many respects this is about navigation and keeping people informed – the part of the process we stated was important in providing reassurance and settling anxiety. In terms of service re-configuration this aspect is perhaps relatively easy to improve on.

A need for Practical information almost goes hand in hand with the need for understanding what happens next. For many crimes simple information is required which is very practical in nature – advice on where to go for a locksmith or window repair in the case of burglary, ideally approved and vetted by the police – is a very obvious need. However early reference and introductions to third sector support agencies is also very relevant, so that people who are more emotionally needy have a point of reference which does not go as far as direct emotional support but provides a reference point to where further help might be obtained. Victims of Hate crime or Young people may require this kind of practical reference.

Aspects of communication and consistency also underline the fact that improvements to the current experience are necessary and needed by victims.

Taking the analysis a stage further and identifying specific priorities involved plotting the size of the gap for each dimension against the influence it had on the level of expected service. In this way the points which will have the most impact on perceptions are positioned in the top right hand quadrant.
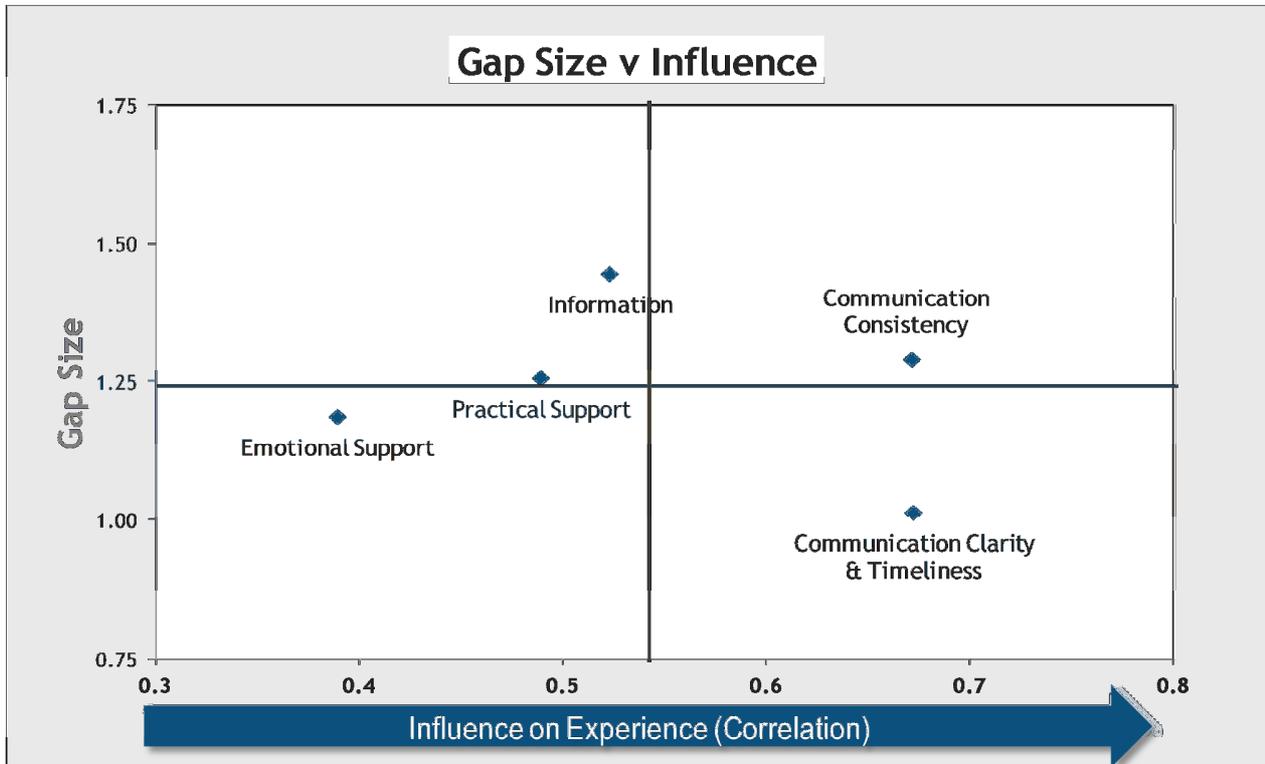
Base: All victim n=636 (weighted by crime volume)

Table 22 shows the impact better and more consistent communications will have in providing a better overall service to victims of crime.

Table 23 focuses on the dimension of Communication Consistency and provides the same sort of analysis at a question item level – this shows that within this dimension the priority is on improving that information about what happens next and when; providing support which will actually be in the best interests of the victim and an ability to track the progress of the crime incident involved.

Table 23: Priority Matrix at an Item level
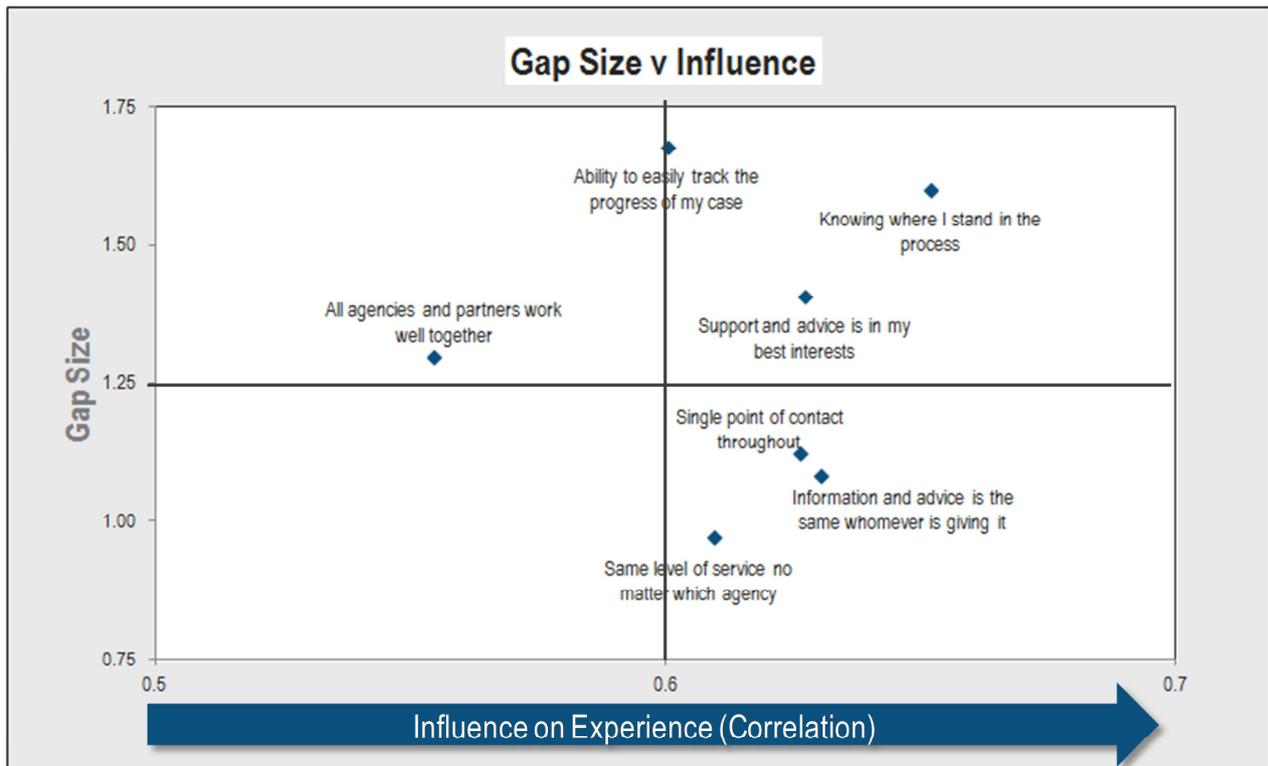
Base: All victim n=636 (weighted by crime volume)

The three charts above demonstrate what we can do with the data with respect to highlighting the areas of focus for improving the Victim Experience in terms of support.

We also found that at a Service Dimension level, the priorities are fairly consistent by Crime / Incident type; getting the Communication right is a **general priority** for all Victims (refer to charts in Appendix 2 showing Gap versus Influence for each Service dimension by Crime / Incident type.) Despite these commonalities, we have seen that there are enough differences between the needs of Victims of different Crime / Incident types to suggest that we should consider them separately when it comes to identifying the specific priorities for improving the Victim Experience.

Where we will concentrate now is in the detail of what specific actions should be prioritised for each type of crime.

Table 24 below shows the Gap scores by crime type. It shows how the gap sizes differ by Crime / Incident type with some Crimes / Incidents performing better than others. For example the Gaps for Burglary victims are typically less for most areas of service particularly those that are most influential to the overall Victim experience. This is why Burglary victims are more likely to be satisfied with the support they receive (shown earlier in Table 19).

Table 24: Average Gap Scores by Crime Type

Average	ASB	VIOLENT CRIME	BURGLARY	VEHICLE CRIME	CRIMINAL DAMAGE	THEFT	RTC
Able to easily track the progress of my case	1.7	1.8	1.3	1.6	1.7	1.7	1.8
Knowing where I stand in the process	1.7	1.7	1.1	1.5	1.9	1.7	1.4
Indication oif how long the process would take	1.6	1.4	1.0	1.2	1.5	1.7	1.3
Support and advice that's in my best interests	1.3	1.4	1.0	1.6	1.5	1.6	1.3
Quality emotional support	1.5	1.5	.8	1.0	1.2	1.6	1.6
Quality pracical support	1.4	1.2	.8	1.1	1.6	1.8	1.2
Agencies and partners working well together	1.4	1.3	.7	1.3	1.5	1.4	1.3
Guidance on compensation	.0	2.1	1.3	1.5	1.8	1.7	.0
Communication would clearly tell me what I needed to do next, if anything	1.2	1.2	.7	1.3	1.3	1.3	.8
Communication would reach me in plenty of time to react or respond to	1.3	1.1	.8	1.1	1.4	1.1	.9
Easy to get hold of the person dealing with my case	1.5	1.4	.6	.7	1.2	1.1	1.1
Single point of contact	1.3	1.2	.7	1.0	1.2	1.2	.7
Information and advice is the same whomever is giving it	1.2	1.0	1.0	.9	1.1	1.1	1.1
Views and experinces listened to	1.3	1.1	.7	.9	1.2	1.1	1.1
Responses to my queries would be in a timely manner	1.3	.9	1.0	1.1	1.2	1.0	1.0
Access to emotional support	1.3	1.1	.6	.7	1.2	1.4	1.1
Same level of service no matter which agency is delivering it	1.2	.9	.5	.9	1.2	.8	1.4
Informed early if a court case	.0	1.1	1.0	1.4	1.4	1.2	.0
The communication I receive would be easy for me to understand	1.0	.9	.5	.7	1.1	.9	.7
Treated as an individual	.8	.9	.5	.6	.7	.8	.7

Base: All survey respondents n=665

Table 25 below shows where attention should be focused for improving the Victim experience for each Crime / Incident. Here we have prioritised five specific areas of service on the basis of their service gap and influence on the overall victim Experience. There are some specific priority actions for each Crime / Incident type but also a clear need to focus attention on Communication to close the gap with respect to:

- Knowing where I stand in the process
- Able to easily track the progress of my case
- Support and advice that's in my best interests

Table 25: Top five areas for focus (based on Gap in service and influence on Expectation)

Service Detail	Service Dimension	Overall	ASB	Violent Crime	Burglary	Vehicle crime	Criminal Damage	Theft	RTC	Domestic
Knowing where I stand in the process	Consistency of communication	✓	✓	✓	✓	✓	✓	✓	✓	✓
Able to easily track the progress of my case	Consistency of communication	✓	✓	✓	✓	✓	✓	✓	✓	✓
Support and advice that's in my best interests	Consistency of communication	✓		✓	✓	✓	✓	✓	✓	✓
Information and advice is the same whomever is giving it	Consistency of communication	✓			✓					✓
Agencies and partners working well together	Consistency of communication	✓	✓							
Views and experiences listened to	Clarity & Timeliness of communication		✓							
Indication of how long the process would take	Information			✓				✓		
Communication would reach me in plenty of time to react or respond to	Clarity & Timeliness of communication					✓	✓			
Same level of service no matter which agency is delivering it	Consistency of communication								✓	✓
Responses to my queries would be in a timely manner	Clarity & Timeliness of communication				✓					
Easy to get hold of the person dealing with my case	Clarity & Timeliness of communication		✓							
Guidance on compensation	Information			✓		✓	✓			
Quality practical help	Practical Support							✓		
Quality emotional support	Emotional Support								✓	

6. The Current Provision

Interviews with current stakeholders who are providing support of some kind showed a number of common issues being faced. For many this was starting to seriously impair their delivery and support to victims they deal with. We spoke specifically to the following organisations through Stage 2 of this project:

- Victim Support (York and North Yorkshire)
- Independent Domestic Abuse Services (IDAS)
- Survive
- York Women's Counselling Service
- Talking Spaces
- York Youth Offending Team
- MesMac
- Relate (York and North Yorkshire)
- BRAKE
- Bridge House (SARC)
- York Racial Equality Network
- Foundation Domestic Abuse
- North Yorkshire Police Safer Neighbourhood team
- North Yorkshire Police Vulnerable Persons team (Domestic and Sexual Crime)
- York and North Yorkshire Witness Care Unit

6.1 Providers under Pressure

One aspect which nearly all providers shared was the current burden of financial pressure being faced due to cuts in public funding; rising costs and therefore the distraction of fundraising to survive which was taking time away from the support work each provider was able to offer to victims. Self-supporting charitable status organisations were under the greatest pressure and those with a focus on minority areas or where support needs were spiralling seemed to face the greatest pressure.

Many providers admitted to being on the brink despite the amazing work they were doing. Many also suffered from an inability to say 'no' when a need is presented to them. It is also very clear from these interviews that there is a mutual support network in place across the region, enhanced by the shared difficulties being faced that means there is still a resilience driven by the need to help victims.

The main pressures being faced are summarised below:

Figure 8: Pressures facing Third Sector Providers
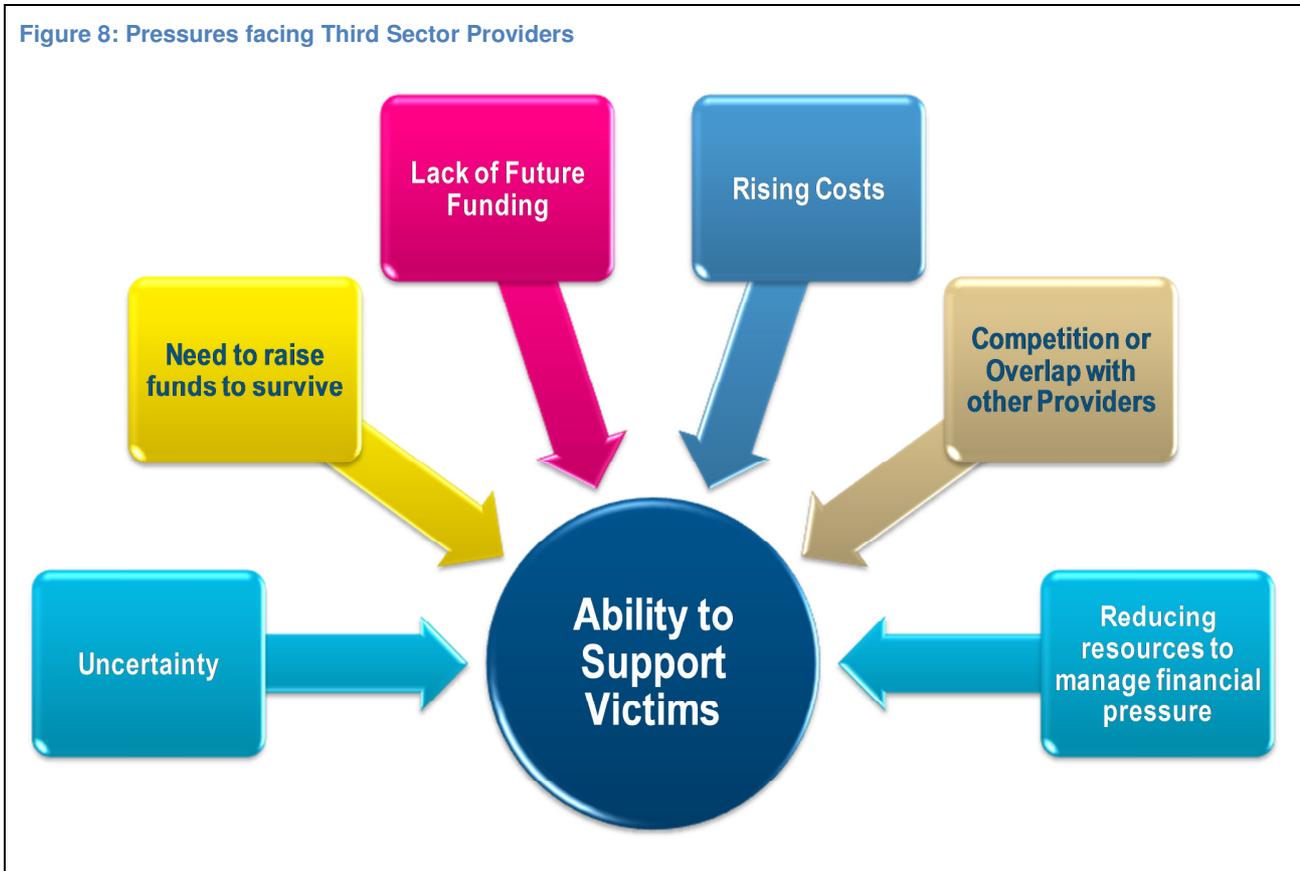
Many providers felt this was the most serious situation they had faced and the only real way of dealing with the pressure being faced was to work longer hours in support of victims who they felt had nowhere else left to go. Specifically the chronic lack of counselling and group therapy services across the county was of greatest concern to providers. This was clearly an area requiring training and specific skills and yet we heard many instances of victims requiring this type of support being told they would have to wait or travel out of area to get that kind of support.

These providers are well connected and have a great ability to achieve some form of positive outcomes for their clients. Persistence was seen to be their greatest asset and yet cutbacks were curtailing even the ability of this attribute to work as staff shortages meant a lack of continuity was hampering their ability to get a result.

6.2 How this informal market operates

In a climate of survival we found a great deal of mutual support and interdependency exists within the providers of support. However it exists in a very informal and de-regulated way. One of the principal forces which stimulates opportunity and feeds the market is Victim Support. It is perhaps

the most linked in organisation and our assessment was that it is responsible for providing the greatest volume of referrals. North Yorkshire Police also plays a role but this appears to be more sporadic and focused for specific groups like GLBT or Racial minorities.

In the area of self-referral; a significant number of self-referrers are directed to those organisations supporting Domestic Violence and Sexual Crime. This is driven by a desire not to involve the police; a greater awareness of these types of crime in the media and a growing acceptance that guilt needs to be unburdened to live a more fulfilling life and many of these victims have been bound by guilt; often for many, many years. Compounding these factors together sees an increase in contact and referrals to organisations specialising in counselling support and group support for victims of sexual crime and assault and those in a domestic violence situation.

Figure 9: How the referral market operates
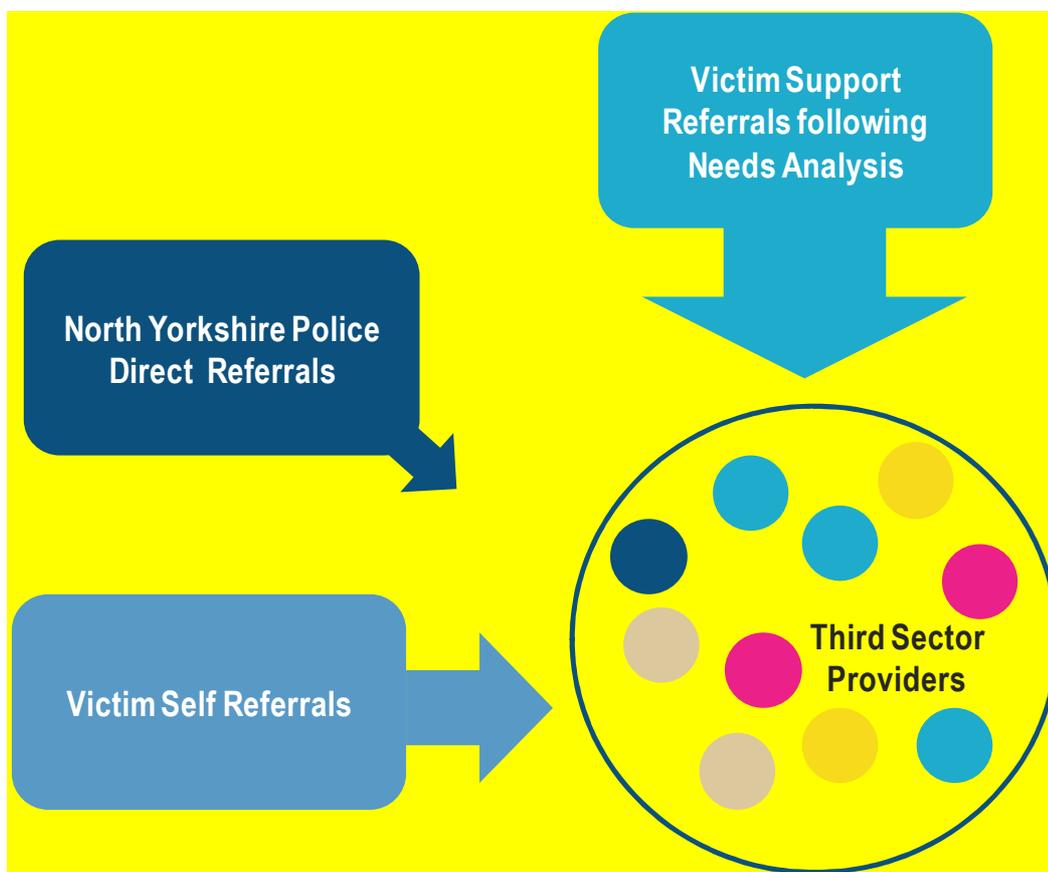
7. Implications for a *new* Support service for Victims

Having gathered all of this evidence together, what are the implications for a new service?

To try and answer this question we need to look at some of the common needs that unite victims irrespective of the crime type experienced. This provides the indicators any revised service needs to address. We also tested some elements of a service which could be relevant during our Stage 3 survey and provide indications of where the balance of opinion amongst recent victims of crime are.

7.1 What are the common needs victims have from a Support Service

In looking at common needs we are in no way undermining the fact that each crime and victim represent an individual set of circumstances. Ultimately each victim needs to be treated in the context of their situation and need, however in defining a system based solution we also need to understand where commonalities lie and where different types of victims have similar needs or experiences.

This project found that the typical victim's journey looked like this:

Figure 10: The Victim Journey

1. Derived from the **victims' perspective** this journey starts with the incident and the shock of the unexpected nature of that incident.

2. The instinctive response of the victim is to call the police on the basis that the police will subsequently take control.

3. Dependent on the way the crime proceeds from there in terms of potential arrests and prosecution there is a period of 'limbo' where contact reduces and the victim is left wondering what is happening as contact essentially stops or is interrupted by the officers duty rosters etc. Ultimately the victim is left wondering where they are in the process and what happens next? This is the crucially important stage where expectations need to be managed carefully and closely.

4. Victim Support contact appears at some point – the majority of our victims of less significant or less personal crimes were unaware of which agency or contact was involved if any.

5. Once the process reaches the courts then the nature of the contact changes significantly. This is effectively reliving the incident again and potentially coming across the perpetrator again.

6. Finally we get the legacy of the process which for many is unsatisfactory and where unfortunately the perception again turns back to the police. If the result in prosecution terms is seen to be unsatisfactory, the legacy of frustration and lack of faith in the 'system' again raises its head.

Following this journey as a number of broad stages it is hard to get victims to separate the process from the emotions they feel and their expectations in terms of having their needs met:

Figure 11: The Victim Journey and Emotional Context
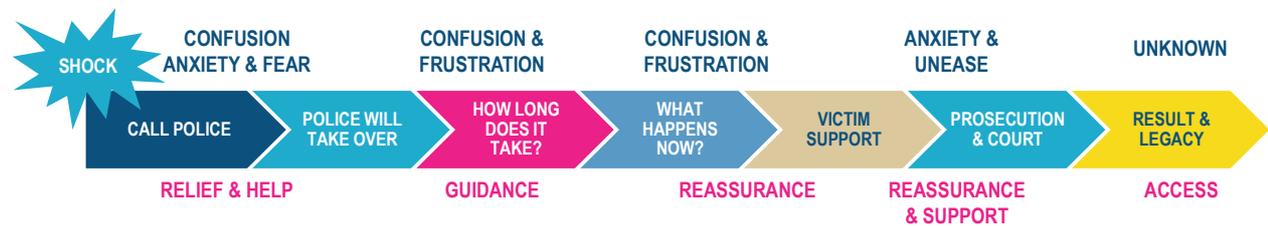
We can see that the dominant emotions early on are Confusion and initial anxiety or fear which then becomes replaced by Frustration as the process continues. Anxiety returns at the Prosecution / Court process and as far as this project is concerned for many the legacy remained an unknown due to the timing of the research and the need to interview people for whom the process was still fresh in their memories.

Against these quite powerful emotional needs are a clear set of needs to address the emotions being generated. Initial Relief and Help when the police arrive helps to explain the general positivity expressed to the police who were on hand at the time. As the process moves on the basic common need is for guidance and reassurance with support particularly acute through the Witness Care / Support stages of the journey. In terms of the legacy a simple access to support services was seen as the opportunity to deal with any unknown future issues which may emerge.

Table 26 provides the data relative to the emotional journey experienced by Victims of Crime which underlines much of the feedback we witnessed during interviews but also underlines the response of the police in terms of making victims feel better immediately. Clearly the challenge is how to maintain that positivity for longer.

Table 26: Emotions Experienced through the Victim Journey

Legend:
- Disgusted
- Angry
- Worried/Scared
- Shocked
- Frustrated
- Confused
- Miserable
- Didn't feel anything
- Embarrassed
- Surprised
- Secure/comforted
- Relieved
- Pleased

X-axis categories: back to when the incident first happened | about when the Police first contacted you | about when you were first told about the court case | about when the case was finally closed
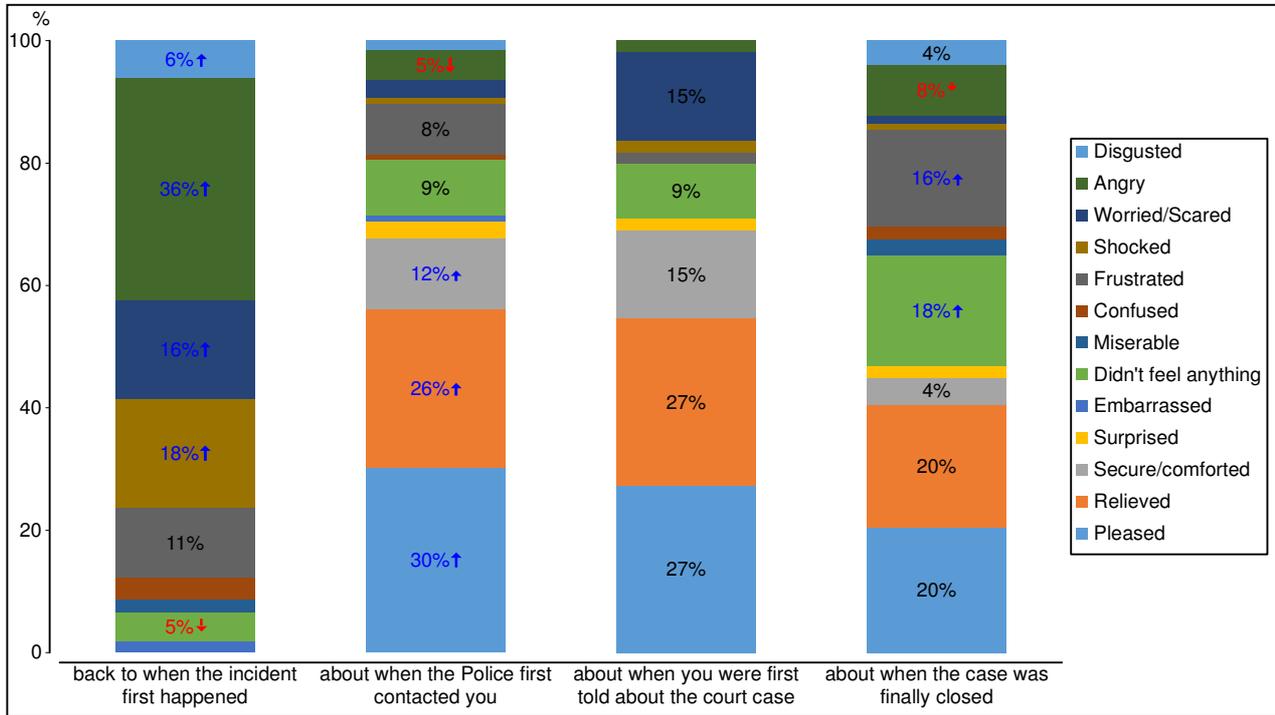
Base: All survey respondents n=665

When the initial crime incident occurs there is a dominant reaction involving anger; fear and shock – in the main these disappear through the process but are replaced by the relief and comfort from when the police first arrive to notice of a court case date. At this point the fear and anxiety return, while when the case is closed we see feelings of frustration or victims said they didn't feel anything.

7.2 Other Common Experiences

Across our interviews with victims of crime a whole range of other common issues or circumstance were discovered. Figure 12 below shows how these fit alongside the simplified version of the Victims journey we outlined in Fig 11.

We noted earlier that one of the key things to strike our researchers was the unexpected nature of crime when it occurs and the impact in terms of shock this has on the victim. While the instinctive response is to contact the police, we also found that any expectations victims had, were as much informed by what they had heard or seen via TV drama; documentary or other media as anything else. Clearly this is in the context of hindsight and reflecting back on their experience, rather than in the moment. Consequently the experience is an unknown which underlines the reliance on the police particularly during the earliest stages of the journey.

The police in North Yorkshire were typically seen to have been rated well in terms of the way they responded to given situations. Against unknown expectations we might expect a 'good' response to summarise how victims see the police – however empathy for the situation and the level of

response were clearly appreciated at a time of high emotion. Questions were raised over the complexity and repetition of some elements of the process however, and we saw evidence of duplication or lack of response as well.

Figure 12: The common aspects in a Victim's Journey

SHOCK	CALL POLICE	POLICE WILL TAKE OVER	HOW LONG DOES IT TAKE?	WHAT HAPPENS NOW?	VICTIM SUPPORT	PROSECUTION & COURT	RESULT & LEGACY
'EXPECTATIONS' ARE INFORMED BY:		**POLICE *USUALLY* DO WHAT IS EXPECTED**	**MANAGING EXPECTATIONS AROUND TIMEFRAMES**	**MANAGING EXPECTATIONS AROUND ACTIONS**	**AWARENESS OF VICTIM SUPPORT LOW FOR LOWER LEVEL CRIME VICTIMS**	**ANXIETY LEVELS RISE**	**LEVELS OF TRUST ARE DAMAGED**
• Word of Mouth / Experiences of others • TV Programmes / Drama • Other Media • Other service industries • Ultimately trust the police in the situation to do the right thing		• Some issues around timeliness and procedure as well as repetition • Empathy good • Communication about next steps or what to do next was not always clear	• Victims who are in uncharted territory need to know what the likely process is • Guidelines around Needs and Managing those Expectations could be much better – THRIVE?	• Similarly the likely scenarios outlined provide a focus for the victim but need to be appropriate and judged against need and scenario faced	• Communication has little impact or cut through • Some Victims believe they are expected to say they can manage and were happy to do so	• Tonality and formality as well as the potential of confronting the criminal all make this an anxious time for victims and where support is more relevant • Witness Support was appreciated positively • Frustration with 'the system' when things change last minute or appear to favour the criminal	• Most common legacy is that *blind trust* is damaged and for many permanently • For many it was the legal process which seemed perverse – in favour of criminal • It is this legacy that reflects back to the police

In terms of expectations once the initial police contact has finished, our victims tended to resort to a generic comparison with other service experiences they have had. This analysis showed the importance of providing a process which enables a victim's expectations to be managed appropriately. For example, the biggest issues we had reported were around indications of what would happen next and by when. Victims of Crime had little understanding of whether their particular experience followed any kind of process as communication and contact appeared to be sporadic and not well co-ordinated. This extended to perceptions of the Victim Support service which appeared to have very low awareness levels at this stage – clearly any contact was confused as being from the police or simply lacked sufficient impact to register properly.

The key element in the process which appeared to be very common is when the courts and Witness Care / Support take up contact as the case reaches prosecution. Victims naturally became more anxious at this stage and the formality and tone of the communications coming in the form of letters in the post underlines the seriousness of the stage they have reached. At this point most victims felt more alienated and vulnerable due to the nature of communications received and their level of comprehension reduces. The tonality of the communication appears to change abruptly at this point in the process and, perhaps by necessity, becomes more formal and legalese in nature.

The legacy of experiencing crime changes a person's outlook on life and on the society / locality they live in. Irrespective of the seriousness of the crime, victims talked in terms of their attitudes changing and a loss of trust in the values they had taken for granted before the crime was committed. Many victims openly admitted to changing behaviour and a feeling of unease about their surroundings and neighbourhoods.

Conclusion: Victims must be able to understand exactly where they are in the process and what should happen next. An indication of approximate time frames should be provided at all stages, even if this is relatively non-specific and acts as a guide. When victims don't know where they are in the process or what happens next they become more anxious and concern rises.

7.3 Miscellaneous Feedback which informs future provision

We tested a number of outline approaches or potential solutions in isolation as part of the survey in Stage 3. These are presented here as they have some implications on shaping future provision.

7.3.1 Victim Personal Statements

Currently the way Victim Personal Statements (VPS) provision is covered is not considered to be effective or consistent. Very few of our interviewees at Stage 2 recall being offered an opportunity to make a VPS. Of those who had most were not fully aware of what it was and how it could be used and yet when it was explained that it was a way of communicating the impact the crime had had on the victim, we typically saw enthusiastic support.

Details from the survey would tend to support a need for a clearer explanation of what a VPS is and how it can help the victim or how it fits with the process:

- 23% of crime victims remember being given the option of making a VPS

- Just over half (55%) actually made one so 11-12% in total

- Of those who made one almost all (93%) were happy with what they wrote and wouldn't have changed anything

- Just over half (57%) of those who didn't make one said they would have done had they known the following:

  'A VPS allows you chance to provide a written statement on how you feel as a victim of this crime. The statement can be read out in court at trial as a way of describing the impact of the crime on you as an individual.'

7.3.2 Method of Communication

Currently communication via Victim Support tends to be via telephone or letter. While this is acceptable, we live in a world where other methods of communicating with victims might be more relevant or meaningful. Similarly some forces are looking at implementing 'track my crime' as a form of online secure log in and update on progress – similar to Amazon order checking. We wanted to understand how victims wanted to be communicated with by a support service:

Table 27: Preferred Method of Communication

*Thinking about the communication you had with the Police and other agencies **after** the very initial Police contact, which of these methods work best for you?*

Telephone — 86%
Email — 36%
Letter — 27%
Text message — 24%
An online 'track my crime or incident' service — 18%
Other — 2%

%
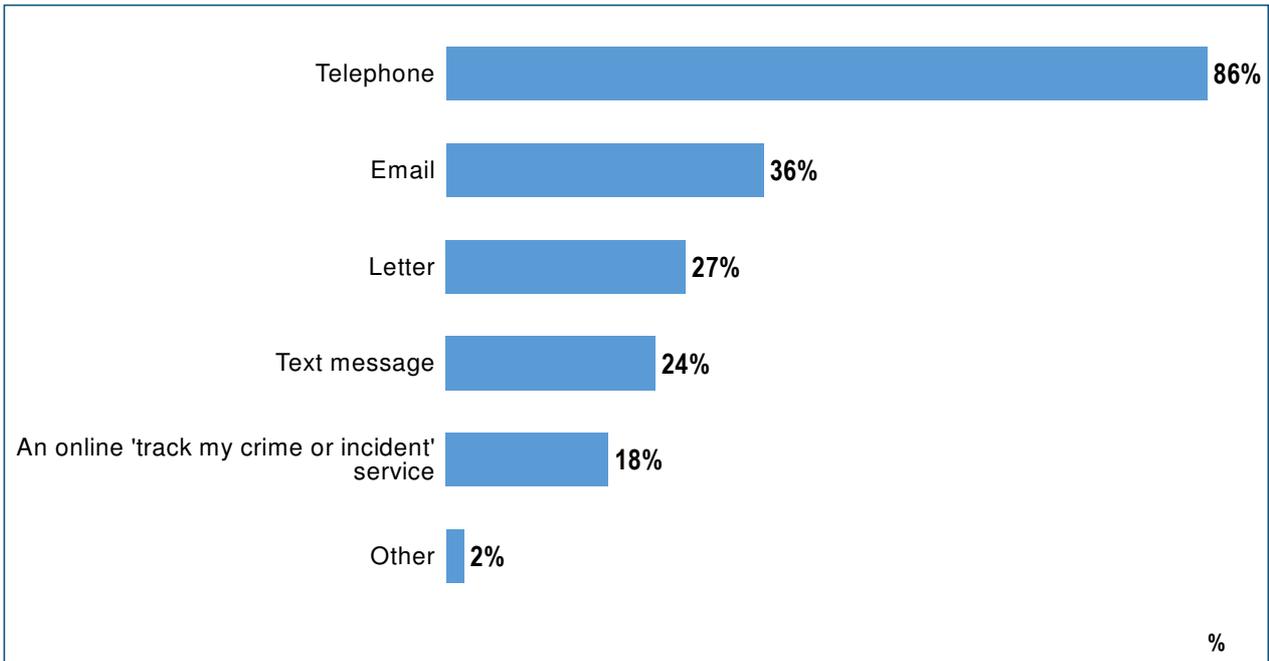
Base: All survey respondents n=665

Telephone dominates victims' preferred communication but email and text messaging are also significant and low cost alternatives which are relevant and should be offered or specified within any new service specification. The notion of an online tracker was relevant to around 1 in 5 victims.

7.3.3 Who should provide a new Needs Assessment, Referral and Support Service for Victims?

Table 28: Who should provide a new service?

Whilst the Police can provide some support to victims during the early stages of their case, the bulk of victim support services are managed by external agencies and charitable organisations. These are the people that provide anything from advice and information through to counselling.

How important is it that these services are carried out by organisations who are independent of the Police?
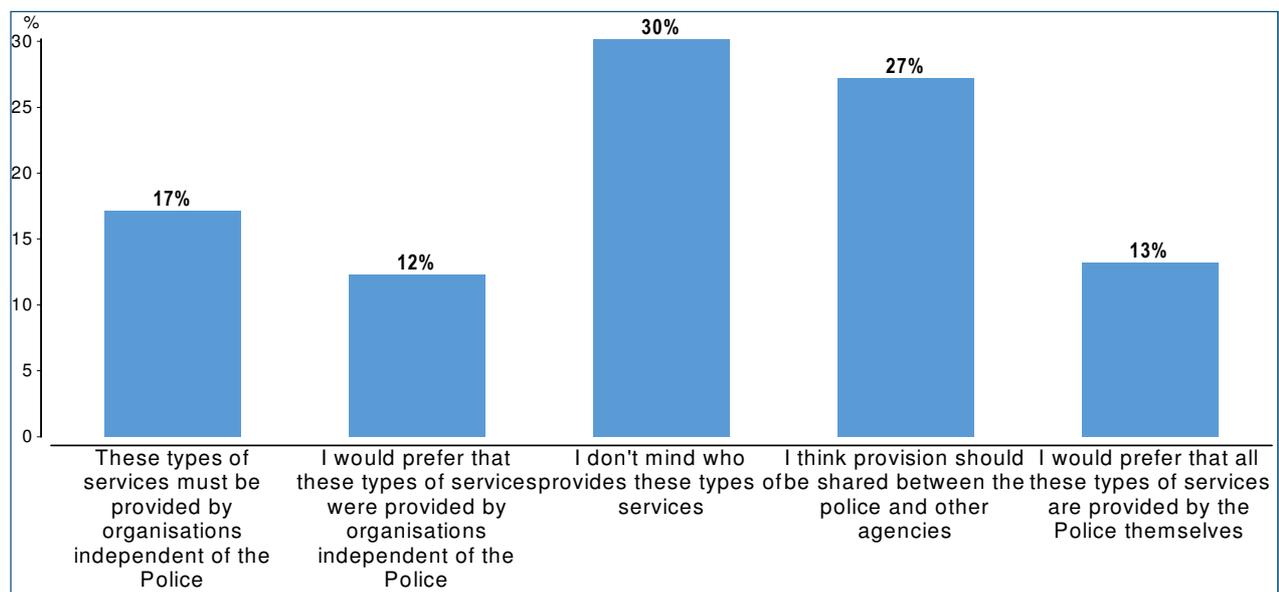
Base: All survey respondents n=665

Opinion is split but with a leaning towards the police retaining some involvement in the process. The data reflected in Table 28 is based on all types of crime and therefore may differ by crime type and by circumstance. Perhaps of some note is the proportion of 30% who did not care who provided the service.

8. What does this research tell us about demand for a new service?

From Stage 2 we have an understanding of the support needs for Victims of more high impact crimes and incidents such as Domestic Violence and RTC. From Stage 3 we have quantitative data about the expectations (Needs) of victims of volume crime and crimes / incidents that are typically (but not always) less impactful e.g. Criminal Damage, Burglary and Theft. Using this survey data, along with data around crime levels from 2013, we can make some estimates about the level of Victims' support needs for the future.

If we think about the five service dimensions of a supportive service; Consistency of Communication and Quality & Timeliness of Communication are consistent needs for practically all Victims. The majority of victims require some level of information about their situation. At a basic level they need to know about the process (what happens next and when it might happen) and some also need to know whether there will be a court case and whether they might qualify for financial compensation. There is also a general need for information and advice specific to different crime types – the type of information and advice already provided by Victim Support on their website.

It is the need for Emotional Support and Practical Support that is most variable by Victim and it is these two areas of service that are the more resource intensive. Understanding the likely demand in these two areas is critical to getting the right support in place. We would say that all Victims should benefit from good Communication and access to information and written advice about their situation. Our forecasting focuses on how many Victims need something more than this, specifically the type of support that falls outside of what the Police should be providing.

For higher impact crimes and incidents we have based our estimates on our conversations with individual victims and those people delivering support to these types of victim. For the lower impact crimes we have based our estimates on the level of expectation there is for Practical and Emotional Support. A detailed explanation at how we arrived at these estimates can be found in Appendix 1.

Table 29. Demand Forecast for Emotional and Practical Help – number of victims requiring support

	Crimes 2013	Unique Victims (2013)	Face to face Support	Emotional Support	Practical Support	Both	Total (extended Support)
Sexual	710	682					**682**
Domestic	2593	2301					**2301**
Hate	468	400					**400**
RTC (Killed and Seriously Injured)	448						**448**
Violent Crime (serious harm)	296						**296**
RTC (Damage Only)	1948			19	136	117	**273**
Violent Crime (excludes Domestics and Hate)	4505			451	315	901	**1667**
Burglary	3849			192	693	192	**1078**
ASB	5438			326	326	598	**1251**
Theft	6678			134	401	668	**1202**
Vehicle Crime	2137			64	64	64	**192**
Criminal Damage	4288			214	386	386	**986**
Other *	2137			98	171	195	**464**
Total	**35495**			**1491**	**2443**	**3079**	**11240**

*estimates for 'Other' based on average of other crimes

New Skill Areas

As mentioned in Section 2, Cyber-crime is being recognised as an emerging issue nationally. Expertise (or willingness to develop expertise) in this area will be an important skill area of any agency pitching to provide support services for victims.

Face to face support

How many victims will end up requiring face to face support? This has implications for the location of support services. Need to ensure that service providers can provide an 'accessible' service. Our Stage 2 investigations highlighted that this is particularly relevant to Domestic and Sexual Crime Victims. The maps below indicate the home addresses of these victims.

Figure 13:
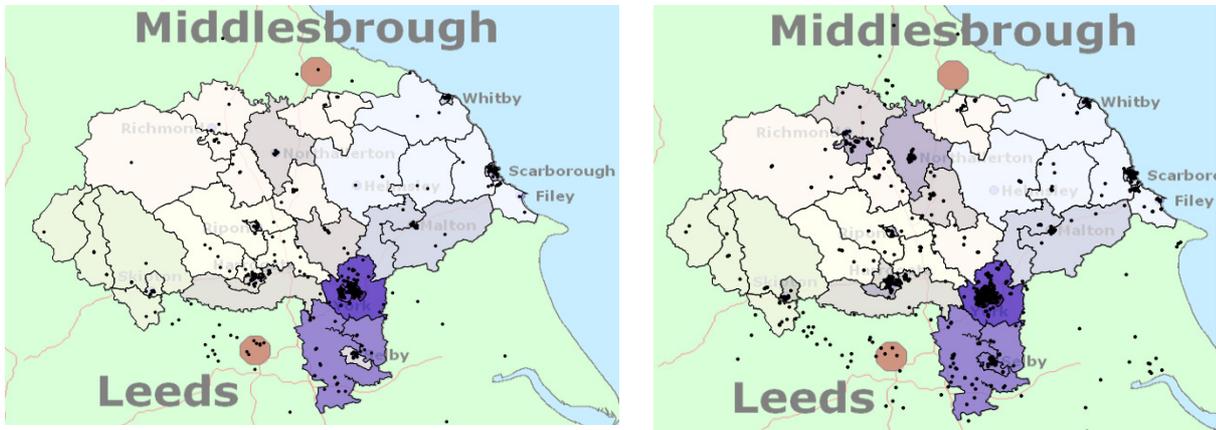
Domestic Victim Home Address (Circa 2500 victims per year) **Sexual Victim Home Address (Circa 700 Victims per year)**

Availability and Access

When specifying the service requirements we recommend that the Day of Week and Time of Day crimes are reported are a consideration for potential providers. This has particular significance in crimes where immediate Practical and Emotional support might be required. Provision of a 24 hour 7 days per week service at some level might be a desired specification for some agencies pitching to provide Support Services for Victims.

9. Other Significant Insights from this Project

9.1.1 Victims of crime do not describe themselves as victims

Victims of crime has become a universal label for anyone who has been subjected to criminal behaviour or a criminal act. For many of the people we interviewed they found the term Victim awkward and uncomfortable. A victim tends to portray a person who carries some mental or emotional legacy with them. Many of the people we spoke to who had undergone theft, burglary or similar saw this as an inconvenience; a hassle they had to deal with or an unfortunate accident or incident that had happened to them. We have used the word victim throughout this report but suggest that another word should be found which might better reflect a change in attitude to support and the way 'clients or customers' need to be managed.

9.1.2 Victims had little awareness of Victim Support as a service

We discussed any interventions or contact from Victim Support openly with our respondents from the point of view of trying to ascertain whether they recognised a specific level of support or approach which could be recognised as Victim Support. We found surprisingly little awareness amongst our sample of specific contact from what we might recognise as the Victim Support service. Part of the reason for this is our interviewees recalling the process they experienced and within that trying to pinpoint a service which has a generic label- the name describes what they are there for.

While this was surprising it may be due to confusion; poor recall or a lack of impact from the service in making its presence felt. If victims need a clear direction that support is being provided from a different organisation – our evidence would point to a largely ineffective signposting of this transfer. Many people continued to describe the sorts of things Victim Support typically provide as coming from the police or more directly the officer they had dealt with throughout, which suggests at the least a duplication of effort.

Testing this further in our survey we found the following key findings:

- **87% of victims had heard of Victim Support**

- But only 15% of victims said they had had contact with Victim Support as part of their crime or incident. This shows a big gap between awareness and impact of the service itself

- Victim Support interaction was predominantly recalled by Burglary and Violent Crime victims – our survey found that one in three of victims of these crimes said they had had contact with Victim Support

- 10% of these contacts were self-initiated

These findings contrast significantly with data provided from Victim Support which indicate that of referrals received from North Yorkshire Police 91% are contacted by either phone or letter. One implication from this difference is clearly the impact that this contact leaves with the victim over time.

9.1.3 The support received 'is what it is'

Victims experience support usually in isolation and at an individual level, consequently they accept what happens with little question. Only by exploring a whole set of victims of crime over a relatively defined period did we start to see where support is inconsistent; variable in the nature of what is offered and difficult to gauge whether it is really effective at supporting victims or not. Many found it to be frustrating in the extreme but typically this was influenced by later stages of the process when they were into Witness Care / Support or had been exposed to court processes.

Most of the victims we spoke to found it easy to suggest areas which could be improved. So when we ask a simple satisfaction rating, we typically get a relatively high Top 2 box score. It clearly differs by nature of crime but we can see below ranges from 33% to 63%:

Table 30:
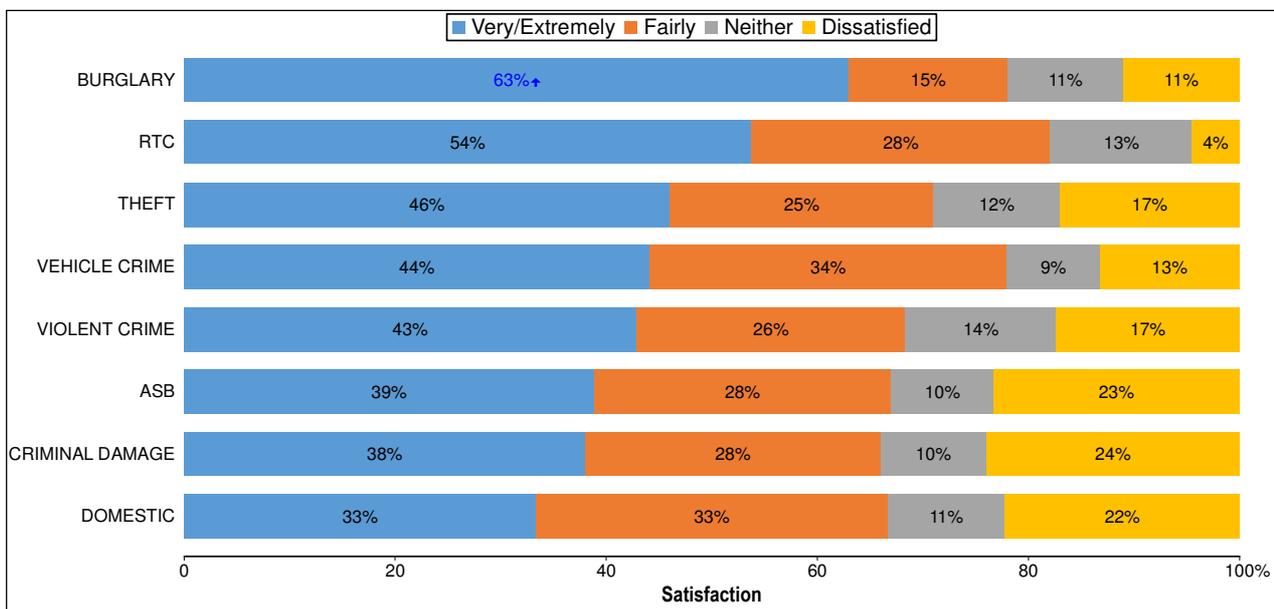
Victims are accepting what they get because they do not have any defined expectations of what a good service should be like. The important implication of this simple fact is that by making relatively simple changes, specifically to the way communication and contact rates work – big improvements in satisfaction should be achievable for the volume crime categories. The picture for more complex and serious legacy crimes like Domestic Violence require more detail and resource to improve satisfaction.

10. Appendix 1

Uncovering the Service Dimensions

The initial qualitative research undertaken in Stage 2 pointed towards four dimensions of the service, Consistency, Communication, Assurance, and Support. These four dimensions were used as the framework for the Expectation and Experience section of the questionnaire. In the questionnaire we included between 4 and 6 specific questions (question items) to represent each dimension, 21 question items in total.

We used an exploratory factor analysis of the data from the actual Experience data from these question items. This highlighted that there are two main dimensions at play within the service; Communication (Consistency, Quality and Timeliness) and Support (Emotional, Practical and Information).

There were indications from the data, and our findings form Stage 2, that there were more Dimensions to this service so we re-ran the factor analysis with a lower threshold. This gave us the 5 Dimension solution we have used in this report. The following table shows how the question items were assigned to each dimension based on their factor scores. The way they were assigned is based predominantly on the factor score however in some cases we needed to be more subjective and base it on our experience of talking with victims.

Table 31: Factor Analysis of Experience scores. Extraction Method: Principal Component Analysis. Rotation Method: Varimax with Kaiser Normalization.

	Component/Factor					Service Dimension
	1	2	3	4	5	
My views and experiences would always be listened to	.572	.529	.302	.106	.214	Clarity & Timeliness of Communication
I would be treated as an individual	.666	.367	.338	-.006	.030	Clarity & Timeliness of Communication
Responses to my queries would be in a timely manner	.735	.311	.124	.193	.209	Clarity & Timeliness of Communication
It would always be easy to get hold of the person dealing with my case	.705	.270	.159	.146	.193	Clarity & Timeliness of Communication
The communication I receive would be easy for me to understand	.798	.239	.265	.088	.059	Clarity & Timeliness of Communication
Any communication I receive would reach me in plenty of time to react or respond to	.735	.164	.051	.280	.312	Clarity & Timeliness of Communication
Any communication I receive would clearly tell me what I needed to do next, if anything	.774	.120	.124	.286	.303	Clarity & Timeliness of Communication
All agencies and partners involved in my case would work well together	.313	.683	.226	.230	.279	Consistency of Communication
The support and advice I receive would be in my best interests	.419	.572	.307	.220	.332	Consistency of Communication
I would know exactly where I stood in the process whilst my case remained open	.534	.562	.042	.307	.296	Consistency of Communication
I would be given the same level of service no matter which agency I was dealing with at the time	.516	.562	.257	.235	.044	Consistency of Communication
The information and advice given to me would be the same whoever gave it to me	.593	.543	.262	.166	.103	Consistency of Communication
I would have a single point of contact to deal with my case throughout	.598	.517	.159	.086	.151	Consistency of Communication
I would be able to easily track the progress of my case	.538	.491	.021	.330	.230	Consistency of Communication
The emotional support given would be of the highest possible quality	.252	.261	.755	.212	.290	Emotional Support
I would be given the option of talking to someone about my emotional needs when I need to	.204	.153	.793	.210	.273	Emotional Support
I would be given an indication of how long each stage of the process could take	.249	.456	.171	.557	.364	Information
I would be informed early on if there would be a court case	.211	.187	.119	.817	.090	Information
I would be given clear guidance on any financial compensation that might be available to me	.139	.106	.463	.643	.139	Information
The practical help would be of the highest quality	.266	.301	.361	.168	.708	Practical Support
I would be given access to practical help (e.g. a locksmith, help with insurance claims, advice)	.247	.173	.289	.156	.800	Practical Support

Deriving an Expectation, Experience and 'Gap Score' for each Dimension

Scores for each of these were created by taking a mean score for each question item within that Service Dimension. In cases where respondents had scored a question item as 'not applicable' to their situation, we excluded it from the mean calculation. RTC and ASB victims also had 'I would be informed early if there would be a court case' and 'I would be given clear guidance on any financial compensation that might be available to me' excluded from their 'Information Support' Dimension calculation, as they were generally not applicable.

Estimating Future Additional Support Needs

There is no 'straightforward' way of estimating future Support Needs of Victims. What we have are a number of pieces of data and qualitative findings which have to be interpreted together. Our estimates are based on Victim volumes from 2013, interviews with Victims from Stage 2 (particularly those who were Victims of more impactful crimes like Domestic Violence, Sexual crime and Serious RTCs) interviews with professionals in Stage 2, Survey data from Victims of 'Volume crimes and incidents as points raised in the 2013 Strategic Service Assessment, Redacted Version.

The estimates given for Victims of more impactful crimes are based on our interpretation of findings from Stage 2. The estimates given for the crimes and incidents with typically lower impact are calculated in the following way:

For each crime and incident type we looked at the proportion of Victims who expected a good supportive service to give access to Emotional and Practical support to Victims like themselves (Top 2 box on the 7-point response scale). This gave us a figure of around 40%. We refined this figure further by excluding anyone who hadn't been given external support (through Victim Support or similar) but who was still satisfied with their experience. We also excluded Victims who hadn't been given external support but whose expectations had been met with regards to Emotional Support and Practical Support. Table 32 below shows the proportion of Victims we estimate require some kind of 'Extended Support'; Emotional support, Practical support or both.

Table 32: Estimate of proportions of victims requiring 'extended support'

Crime / Incident	Emotional Support	Practical Support	Both	Total (extended Support)
RTC (Damage Only)	1%	7%	6%	14%
Violent Crime (excluding serious harm)	10%	7%	20%	37%
Burglary	5%	18%	5%	28%
ASB	6%	6%	11%	23%
Theft	2%	6%	10%	18%
Vehicle Crime	3%	3%	3%	9%
Criminal Damage	5%	9%	9%	23%
Other (average)	5%	8%	9%	22%
All victims	**4%**	**7%**	**9%**	**33%**

11. Appendix 2 - Priority Charts by Crime/Incident

Gap Size v Influence - Violent
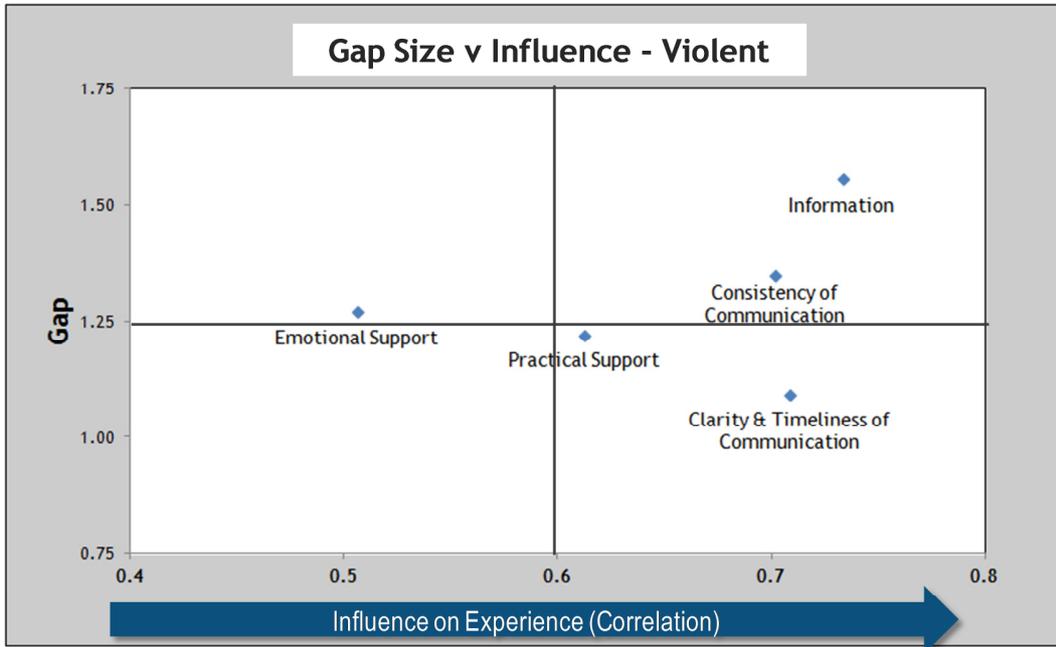
Base: Violent crime victims n=98

Gap Size v Influence - Burglary
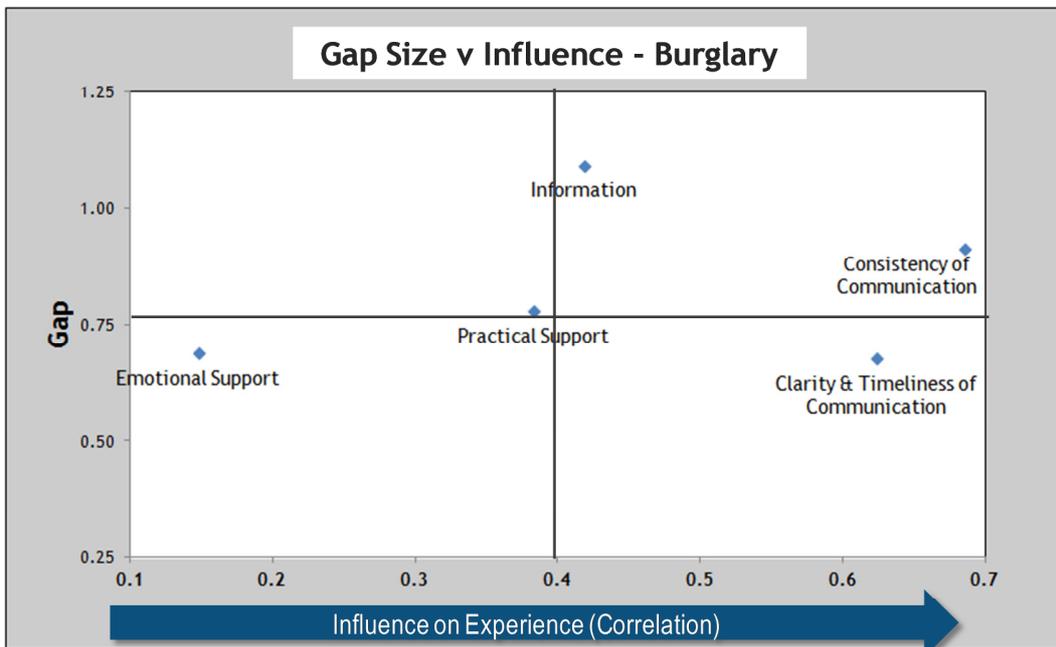
Base: Burglary victims n=100

Gap Size v Influence - RTC

Gap (y-axis): 0.75 to 1.50
Influence on Experience (Correlation) (x-axis): 0.4 to 0.7

- Emotional Support
- Consistency of Communication
- Information
- Practical Support
- Clarity & Timeliness of Communication

Base: RTC victims n=67

Gap Size v Influence – Criminal Damage

Gap (y-axis): 1.00 to 1.75
Influence on Experience (Correlation) (x-axis): 0.3 to 0.8

- Practical Support
- Information
- Consistency of Communication
- Emotional Support
- Clarity & Timeliness of Communication

Base: Criminal Damage victims n=100

Gap Size v Influence - ASB

(Chart: X-axis "Influence on Experience (Correlation)" ranging 0.4 to 0.8; Y-axis "Gap" ranging 1.00 to 1.75)

- Information
- Emotional Support
- Practical Support
- Consistency of Communication
- Clarity & Timeliness of Communication

Base: ASB victims n=103

Gap Size v Influence - Theft

(Chart: X-axis "Influence on Experience (Correlation)" ranging 0.3 to 0.8; Y-axis "Gap" ranging 1.00 to 1.75)

- Practical Support
- Emotional Support
- Information
- Consistency of Communication
- Clarity & Timeliness of Communication

Base: Theft victims n=100

Gap Size v Influence – Vehicle Crime

Gap

- Information
- Consistency of Communication
- Clarity & Timeliness of Communication
- Practical Support
- Emotional Support

Influence on Experience (Correlation)

Base: Vehicle Crime victims n=61

12. Appendix 3 – Stage 3 Questionnaire and Sample Exclusions

12.1 Questionnaire

Introduction

Hello, could I speak to Mrs/Mr/Miss .... please?

(IF NOT IMMEDIATELY AVAILABLE, TRY TO MAKE CALL BACK ARRANGEMENTS)

My name's (use full name)..................... . I work for The Buzzz Market Research.

We are an independent market research company who have been commissioned by North Yorkshire Police and the North Yorkshire Police & Crime Commissioner to conduct a survey with people who have recently come into contact with the police.

Your contact details have been passed to us by North Yorkshire Police. I would like to reassure you that all interviews are carried out in the strictest of confidence, and your name will not be recorded against responses you give unless you specifically give your consent for this to happen. We have a duty to comply with the Data Protection Act in respect of their processing of this information, which means that we cannot use any information for any purpose other than that which falls within the terms of the survey.

The aim of this survey is to help us to improve the level of support available to victims of crime, Anti Social Behaviour and Road Traffic Collisions.

I'm calling specifically about your (type of crime/incident) on (date). The interview itself takes about 10-15 minutes and the answers you give to the survey will remain anonymous.

ASK ALL

SC

S1   Are you happy to take part?

Yes 1

No.. 2

If no then end interview and insert reason

…………………………………………………………………………………

Main Questionnaire

Q1a   Not Counting / Apart from this incident, how many times have you been a victim of crime in the last 12 months?

```
None ........................................................................ 1
One.......................................................................... 2
Two.......................................................................... 3
Three ....................................................................... 4
More than 3 ............................................................ 5
Don't know/can't remember........................................ 6
```

Q1b.   How did you initially contact the Police about your crime/incident?

```
999............................................................................ 1
101............................................................................ 2
Other method............................................................. 3
```

Q2.   Has your case been closed?

```
Yes .......................................................................... 1
No ............................................................................ 2
D/K............................................................................ 3
```

Q3.   Which of these best reflects what happened in your case?

```
I wanted no further action ............................................... 1
Police told me there would be no further action in the case .......... 2
A suspect was charged but case didn't go to court ........................ 3
```

Case went to court but I wasn't needed as a witness 4

Case went to court and I was a witness 5

Other (write in).. 6

READ OUT

Q4. Which of these best reflects what has happened to date?

Police are still looking for perpetrator 1

Police have found perpetrator and I'm awaiting next steps 2

Problem is ongoing [READ OUT IF ASB]....................................... 3

The case is going to court and I am a witness............................... 4

The case is going to court but I'm not required to give evidence .. 5

Other (write in).. 6

ASK ALL

READ OUT

MC

Q5. Which of these agencies have you had contact with about your case since you reported the crime/incident?

Crown Prosecution Service 1

Witness Care Unit 2

Council 3

Victim Support 4

Her Majesty's Courts and Tribunal Service (the court service) 5

ASK ALL

SC

Q6. Have you had contact from any other organisations or agencies with regards to your crime/incident? This may have been for additional practical help, information or counselling.

Yes 1

No 2

Q7. Which organisation or agencies?

I am now going to ask you about **what you would expect a good support service** to be like for victims of [INSERT INCIDENT TYPE]

I am going to read out a list of statements and I would like you to tell me how much you agree or disagree with each one.

For each one we would like you to give a score of between 1 and 7. If you give a score of **1** then it means you **strongly disagree** with the statement and if you give a core of **7** then it means you **strongly agree** with the statement.

There are 21 statements in all.

If the question doesn't make sense to your situation or you don't feel you can answer it then just let me know.

		Strongly Disagree					Strongly Agree		DK/DA
Need	I would be given access to practical help (e.g. a locksmith, help with insurance claims, advice)	①	②	③	④	⑤	⑥	⑦	
Need	The practical help would be of the highest quality	①	②	③	④	⑤	⑥	⑦	
Need	I would be given the option of talking to someone about my emotional needs when I need to (e.g. talking with someone who has had the same experience as you, specialised counselling)	①	②	③	④	⑤	⑥	⑦	
Need	The emotional support given would be of the highest possible quality	①	②	③	④	⑤	⑥	⑦	
Need	I would be given clear guidance on any financial compensation that might be available to me	①	②	③	④	⑤	⑥	⑦	
Need	I would be informed early on if there would be a court case	①	②	③	④	⑤	⑥	⑦	
Need	I would be given an indication of how long each stage of the process could take	①	②	③	④	⑤	⑥	⑦	

Ass	The support and advice I receive would be in my best interests	①	②	③	④	⑤	⑥	⑦
Ass	My views and experiences would always be listened to	①	②	③	④	⑤	⑥	⑦
Ass	All agencies and partners involved in my case would work well together (e.g. the Police, CPS, Council, Support services and	①	②	③	④	⑤	⑥	⑦
		①	②	③	④	⑤	⑥	⑦
Con	I would have a single point of contact to deal with my case throughout	①	②	③	④	⑤	⑥	⑦
Con	I would know exactly where I stood in the process whilst my case remained open	①	②	③	④	⑤	⑥	⑦
Con	I would be able to easily track the progress of my case	①	②	③	④	⑤	⑥	⑦
Con	The information and advice given to me would be the same whoever gave it to me	①	②	③	④	⑤	⑥	⑦
Con	I would be given the same level of service no matter which agency I was dealing with at the time (e.g. the Police, the CPS, the council, victim support)	①	②	③	④	⑤	⑥	⑦
Com	The communication I receive would be easy for me to understand	①	②	③	④	⑤	⑥	⑦
Com	I would be treated as an individual	①	②	③	④	⑤	⑥	⑦
Com	Any communication I receive would reach me in plenty of time to react or respond to	①	②	③	④	⑤	⑥	⑦
Com	Any communication I receive would clearly tell me what I needed to do next, if anything	①	②	③	④	⑤	⑥	⑦
Com	Responses to my queries would be in a timely manner	①	②	③	④	⑤	⑥	⑦
Com	It would always be easy to get hold of the person dealing with my case	①	②	③	④	⑤	⑥	⑦

I am now going to read out each statement again and this time we would like you to think about the service that you **actually** received.

Again, for each one we would like you to give a score of between 1 and 7. If you give a score of **1** then it means you **strongly disagree** with the statement and if you give a core of **7** then it means you **strongly agree** with the statement.

If the question doesn't make sense to your situation or you don't feel you can answer it then just let me know.

READ OUT WHEN NEEDED AS A PROMPT **Thinking about your experience**

		Strongly Disagree					Strongly Agree		DK/ DA
Need	I was given access to practical help (e.g. a locksmith, help with insurance claims, advice)	①	②	③	④	⑤	⑥	⑦	
Need	The practical help was of the highest quality	①	②	③	④	⑤	⑥	⑦	
Need	It was clear to me that I could talk to someone about my emotional needs when I needed to (e.g. taking with someone who has had the same experience as you, specialised counselling)	①	②	③	④	⑤	⑥	⑦	
Need	The emotional support was of the highest quality	①	②	③	④	⑤	⑥	⑦	
Need	I was given clear guidance on any compensation that might be available to me	①	②	③	④	⑤	⑥	⑦	
Need	I was informed early on if there would be a court case	①	②	③	④	⑤	⑥	⑦	
Need	I was given an indication of how long each stage of the process could take	①	②	③	④	⑤	⑥	⑦	
Ass	Any support and/or advice I received was in my best interests	①	②	③	④	⑤	⑥	⑦	
Ass	My views and experiences were always listened to	①	②	③	④	⑤	⑥	⑦	

Ass	All agencies and partners involved in my case worked well together (e.g. the Police, CPS, Council, Support services)	①	②	③	④	⑤	⑥	⑦	
		①	②	③	④	⑤	⑥	⑦	
Con	I would had a single point of contact to deal with my case throughout	①	②	③	④	⑤	⑥	⑦	
Con	I always knew exactly where I stood in the process whilst my case remained open	①	②	③	④	⑤	⑥	⑦	
Con	I was always able to easily track the progress of my case	①	②	③	④	⑤	⑥	⑦	
Con	The information and advice given to me was the same whoever gave it to me	①	②	③	④	⑤	⑥	⑦	
Con	I was given the same level of service no matter which agency I was dealing with at the time (e.g. the Police, the CPS, the council, victim support)	①	②	③	④	⑤	⑥	⑦	
Com	The communication I received was easy for me to understand	①	②	③	④	⑤	⑥	⑦	
Com	I was always treated as an individual	①	②	③	④	⑤	⑥	⑦	
Com	The communication I received reached me in plenty of time to react or respond to	①	②	③	④	⑤	⑥	⑦	
Com	The communication I received clearly told me what I needed to do next, if anything	①	②	③	④	⑤	⑥	⑦	
Com	Responses to my queries were in a timely manner	①	②	③	④	⑤	⑥	⑦	
Com	It was always easy to get hold of the person dealing with my case	①	②	③	④	⑤	⑥	⑦	

I now have a couple of additional questions about the type of communication you received.

ASK ALL

READ OUT

MC

Q8. Thinking about the communication you had with the Police and other agencies **after** the very initial Police contact, which of these methods work best for you? You may select as many as you like.

Telephone 1

Text message 2

Email 3

Letter 4

An online 'track my crime or incident' service 5

SC

Q9. And which would be your preferred option?

Telephone 1

Text message 2

Email 3

Letter 4

An online 'track my crime or incident' service 5

I am now going to ask you some questions about how you felt during the period from the incident first happening up until now or when the case was closed.

FIT RESPONSE TO CODEFRAME AND PROMPT IF NECESSARY– NEED TO USE JUDGEMENT HERE AS CODES 1-6 UNLIKELY TO BE RELEVANT – SEE BRIEFING NOTES

SC

Q10. Thinking back to when the incident first happened, how did it make you feel? **PROMPT** Which of these words best describes your feelings?

Pleased 1

Secure/comforted 2

Relieved 3

Surprised 4

Embarrassed 5

Confused 6

Worried/Scared 7

Miserable 8

Angry 9

Frustrated 10

Shocked 11

Disgusted 12

Didn't feel anything 15

SC

Q11. On a scale of 1 to 3 (where 1 is a little and 3 is very) how [INSERT FROM ABOVE] did you feel?

One 1

Two 2

Three 3

FIT RESPONSE TO CODEFRAME AND PROMPT IF NECESSARY– NEED TO USE JUDGEMENT HERE AS CODES 1-3 UNLIKELY TO BE RELEVANT – SEE BRIEFING NOTES

SC

Q12. Thinking about when the Police first contacted you, how did it make you feel? **PROMPT** Which of these words best describes your feelings?

SC

Q13. On a scale of 1 to 3 how [INSERT FROM ABOVE] did you feel?

FIT RESPONSE TO CODEFRAME AND PROMPT IF NECESSARY– NEED TO USE JUDGEMENT HERE – SEE BRIEFING NOTES

SC

Q14. Thinking about when you were first told about the court case, how did it make you feel? **PROMPT** Which of these words best describes your feelings?

SC

Q15. On a scale of 1 to 3 how [INSERT FROM ABOVE] did you feel?

FIT RESPONSE TO CODEFRAME AND PROMPT IF NECESSARY– NEED TO USE JUDGEMENT HERE – SEE BRIEFING NOTES

SC

Q16. Thinking about when the case was finally closed, how did it make you feel? **PROMPT** Which of these words best describes your feelings?

SC

Q17. On a scale of 1 to 3 how [INSERT FROM ABOVE] did you feel?

I am now going to ask you about how satisfied you are with the different parts of the service you have received.

SC

Q18a Thinking about the initial call you made using the 101 number. Were you satisfied, dissatisfied or neither with the service provided by the person who took your call? And is that fairly, very or extremely?

Extremely satisfied	1
Very satisfied	2
Fairly satisfied	3
Neither satisfied nor dissatisfied	4
Fairly dissatisfied	5
Very dissatisfied	6
Extremely dissatisfied	7

OE

Q18b. Why were you dissatisfied?

Q18c. Are you satisfied, dissatisfied or neither with the information you have received? And is that fairly, very or extremely?

Q19. Are you satisfied, dissatisfied or neither with the service you received from the Police? And is that fairly, very or extremely?

Q20. Are you satisfied, dissatisfied or neither with the service you received from the Crown Prosecution Service (CPS)? And is that fairly, very or extremely?

Q21. Are you satisfied, dissatisfied or neither with the service you received from the Council? And is that fairly, very or extremely?

Q22. Are you satisfied, dissatisfied or neither with the service you received from the Witness care Unit? And is that fairly, very or extremely?

Q22a Are you satisfied, dissatisfied or neither with the service you received from Victim Support? And is that fairly, very or extremely

Q22a Are you satisfied, dissatisfied or neither with the service you received from Her Majesty's Court and Tribunal Service (The court service)? And is that fairly, very or extremely?

Q23. Are you satisfied, dissatisfied or neither with the service you received from [**INSERT AGENCY FROM Q7**]? And is that fairly, very or extremely?

Q24. Taking everything into account, are you satisfied, dissatisfied or neither with the service you have received? And is that fairly, very or extremely?

Q25. How confident are you that you are getting your life back to normal since the incident?

Very confident.. 1

Fairly confident 2

Not that confident 3

Not at all confident 4

Q26. Compared to before the incident, how safe and secure do you feel now?

A lot more safe and secure 1

A little more safe and secure.. 2

About as safe and secure as I did before the incident happened . 3

A little less safe and secure.. 4

A lot less safe and secure 5

Q27. Were you given the option of making a Victim Personal Statement?

A VPS allows you chance to provide a written statement on how you feel as a victim of this crime. The statement can be read out in court at trial as a way of describing the impact of the crime on you as an individual.

Yes 1

No 2

Not Sure/Can't remember [DO NOT READ OUT] 3

Q28. Did you make a Victim Personal Statement?

Yes 1

No 2

Not Sure/Can't remember [DO NOT READ OUT] 3

Q28a What was the main reason you made a Victim Personal Statement?

Yes 1

No 2

Q28b One reason for giving a Victim Personal Statement is to help the magistrate/judge assess what the appropriate sentence should be. By demonstrating the impact on the victim, the offender might get a tougher sentence.

If you had known this at the time would you have given a Victim Personal Statement?

Yes 1

No 2

Not sure.. 3

CRIME ONLY

OE

Q29.   Would you change anything about your Victim Personal Statement e.g. what you wrote or when you wrote it?

Yes 1

No 2

CRIME ONLY

OE

Q30.   What would you change?

Would like to have written it earlier 1

Would have liked to have written it later or closer to the court date 2

Would have liked to have had more time to write it 3

Would have liked to have written something different 4

Other (write in) 5

ASK ALL

SC

READ OUT

Q31aa.   Whilst the Police can provide some support to victims during the early stages of their case, the bulk of victim support services are managed by external agencies and charitable organisations. These are the people that provide anything from advice and information through to counselling.

How important is it that these services are carried out by organisations who are independent of the Police?

These types of services **must** be provided by organisations independent of the Police   1

I would prefer that these types of services were provided by organisations independent of the Police   2

I don't mind who provides these types of services............................. 3

I think provision should be shared between the Police and other agencies   4

I would prefer that all these types of services are provided by the Police themselves   5

OE

Q31ab. Why do you say that?

OE

Q31b.   Are there any other comments you would like to make or suggestions on how the service to victims of Crime, Anti Social Behaviour and Road Traffic Collisions could be improved?

FURTHER PROFILING

Finally, a few questions about yourself, so that we can understand the views of the whole range of people …..

Q34.   Which of these best reflects your working status?

Student.. 1

Work part time 2

Work full time (office based).. 3

Work full time (home based) 4

Work full time (office and option for home working) 5

Work full time with flexi hours (options over working hours start / finish) 6

Unemployed.. 7

Self-employed... 8

Retired... 9

Q35.   Which of the following categories best describes your household?

I live alone/ with roommates 1

I live with my parents and have no children 2

I live with my husband/wife/partner and do not have children 3

I live with my husband/wife/partner and child/children who live in the household   4

I live with my husband/wife/partner and have child/children who now no longer live with us   5

I am a single parent.. 6

Q36.   How many children do you have?

Q37.   Which of these **best describes** where you live?

      In a town/city 1

      In a rural area 2

Q38.   What is your ethnic group? Are you Asian, Black, Chinese, of a mixed background, White, or of another ethnic group?

And is that? **(READ FROM LIST BELOW AS APPROPRIATE)**

Asian or Asian British

      Indian 1

      Pakistani 2

      Bangladeshi 3

      Any other Asian background 4

Black or Black British

      Caribbean 5

      African 6

      Any other Black background 7

      Chinese 8

Mixed

      White and Black Caribbean 9

      White and Black African.. 10

      White and Asian 11

      Any other mixed background.. 12

      White British.. 13

      Irish... 14

      Any other White Background.. 15

Other ethnic group 16

Do not wish to say **DO NOT READ OUT** 17

SC

Q39.   The Disability Discrimination Act defines a person as having a disability if he or she 'has a physical or mental impairment, which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities'. Do you have any such disability?

Yes 1

No 2

OE

Q40.   Please describe the nature of your disability:

OE

Q41.   What is your postcode?

THANK YOU

12.2 Exclusions from the sample

- Where the victim is under 16 or over 75
- Where the offender was another family member e.g. sibling/parent/child
- Victims who are considered vulnerable e.g. those with a marker or flag against them such as suicidal/self-harm were removed
- When the crime or incident involved very serious injury or death
- Hate crime and Domestic Crimes/Domestic Violence

The following table shows which crime types were included and excluded (shown in red) from the sample.

HO Description	Crime Group	HO Class
Unauthorised taking of a conveyance other than a motor vehicle or pedal cycle	ALL OTHER THEFT	130/02
Blackmail	ALL OTHER THEFT	35/00
Theft in a dwelling other than from an automatic machine or meter classification	ALL OTHER THEFT	40/00
Theft if not classified elsewhere	ALL OTHER THEFT	49/10
Theft of conveyance other than motor vehicle or pedal cycle	ALL OTHER THEFT	49/12
£5000 or under - Other criminal damage to a building other than a dwelling	ARSON & CRIM DAMAGE	149 (PT)/00
£5000 or under - Other criminal damage to a dwelling	ARSON & CRIM DAMAGE	149 (PT)/00
£5000 or under - Other criminal damage to a vehicle	ARSON & CRIM DAMAGE	149 (PT)/00
£5000 or under - Other criminal damage, other	ARSON & CRIM DAMAGE	149 (PT)/00
Arson endangering life	ARSON & CRIM DAMAGE	56/01
Arson not endangering life	ARSON & CRIM DAMAGE	56/02
Criminal damage to a building other than a dwelling endangering life	ARSON & CRIM DAMAGE	57 (PT)/00
Criminal damage to a vehicle endangering life	ARSON & CRIM DAMAGE	57 (PT)/00
Over £5000 - Other criminal damage to a building other than a dwelling	ARSON & CRIM DAMAGE	58 (PT)/00
Over £5000 - Other criminal damage to a dwelling	ARSON & CRIM DAMAGE	58 (PT)/00
Over £5000 - Other criminal damage to a vehicle	ARSON & CRIM DAMAGE	58 (PT)/00
Over £5000 - Other criminal damage, other	ARSON & CRIM DAMAGE	58 (PT)/00
Theft of a pedal cycle	BICYCLE THEFT	44/00
Other burglary in a dwelling.(V) Theft Act 1968 Sec 9(pt)	BURGLARY	28/03
Other burglary in a dwelling.Theft Act 1968 Sec 9(pt)	BURGLARY	28/03
Aggravated burglary in a dwelling	BURGLARY	29/00
Fraud by false representation	FRAUD	53/40(PT)
Causing intentional harassment, alarm or distress	PUBLIC ORDER OFFENCE	125/09
Fear or provocation of violence	PUBLIC ORDER OFFENCE	125/11
Harassment, alarm or distress	PUBLIC ORDER OFFENCE	125/12
Robbery (Personal Property)	ROBBERY	34/1 (PT)
Theft from the person of another	THEFT FROM PERSON	39/00
Interference with a motor vehicle	VEHICLE OFFENCES	126/00
Aggravated vehicle taking where the only aggravating factor if criminal damage of £5,000 or under	VEHICLE OFFENCES	131/01
Aggravated vehicle taking	VEHICLE OFFENCES	37/02
Theft from a motor vehicle	VEHICLE OFFENCES	45/10
Theft from vehicle other than a motor vehicle	VEHICLE OFFENCES	45/11
Theft of a motor vehicle	VEHICLE OFFENCES	48/01
Putting people in fear of violence	VIO AGAINST PERSON	08/30
Breach of a restraining order	VIO AGAINST PERSON	08/31
Stalking involving fear of violence. Protection from Harassment Act 1997 Sec 4A(1)(a)(b)(i) as inserted by the	VIO AGAINST PERSON	08/65
Stalking involving serious alarm/ distress. Protection from Harrassment Act 1997 Sec 4A (1)(a)(b)(ii) as inserte	VIO AGAINST PERSON	08/66
Threats to Kill	VIO AGAINST PERSON	03/01
Wounding with intent to do GBH	VIO AGAINST PERSON	05/01
Malicious Wounding - Wounding or inflicting Grievous Bodily Harm	VIO AGAINST PERSON	08/01
Administering poison with intent to injure or annoy	VIO AGAINST PERSON	08/02
Assault occasioning actual bodily harm	VIO AGAINST PERSON	08/06
Owner or person in charge allowing dog to be dangerously out of control in a public place injuring any person	VIO AGAINST PERSON	08/21
Owner or person in charge allowing dog to enter a non public place and injury any person	VIO AGAINST PERSON	08/22
Breach of conditions of injunction against harassment	VIO AGAINST PERSON	08/29
Assaults a designated person or his assistant in the exercise of a relevent power	VIO AGAINST PERSON	104/25
Common assault and battery	VIO AGAINST PERSON	105/01
Assaulting a designated or accredited person in the esecution of their duty	VIO AGAINST PERSON	105/08
Harassment etc of a person in his home	VIO AGAINST PERSON	125/68
Harassment	VIO AGAINST PERSON	195/94
False imprisonment	VIO AGAINST PERSON	36/03

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