

## VICTIM EXPERIENCE SURVEY



If you've been a victim of crime, share your experiences to help others in the future.

Merseyside's Police Commissioner and her Victims' Champion want to hear your views on how they can improve some support services for victims of crime in our region.

Why are we consulting?

From April 2015, Jane Kennedy and her Deputy Commissioner, Cllr Ann O'Byrne, will take responsibility for commissioning some support services for victims of crime in Merseyside from the Ministry of Justice.

Through this consultation, Jane and Ann want to listen to your views, identify which support services are working well and where you think more support might be needed. Your views and feedback are really important - they will help to shape the services that are provided for victims in the future.

To improve this support, we want to know what support most helped you when you were recovering from a criminal offence. We want to hear what services helped you to recover and whether you felt adequate support was provided when you needed it most. Importantly, we want to learn what services you think should be available in the future.

Please complete a paper printout of this questionnaire and post it to:

Office of the Police and Crime Commissioner for Merseyside,  
Allerton Police Station,  
Rose Lane,  
Liverpool L18 6JE

Alternatively there is an online survey that can be completed – accessible by logging onto the consultation page on the PCC website at:

[www.merseysidepcc.info/home/get-involved/survey-and-consultations.aspx](http://www.merseysidepcc.info/home/get-involved/survey-and-consultations.aspx)

This survey will take around ten minutes to complete. The closing date is 12<sup>th</sup> September.

**THIS FORM MUST NOT BE USED TO SUBMIT A REQUEST FOR AN OPERATIONAL  
POLICING RESPONSE. IF YOU NEED TO SPEAK TO THE POLICE, PLEASE DIAL 101 (OR  
999 IN THE CASE OF AN EMERGENCY)**

## SECTION ONE: About the crime

*If you have been a victim of more than one crime, for the purposes of this survey please answer in terms of the crime which has had the most impact on you.*

1. When did the crime happen? *[please select one]*

- ☐ Within the last year
- ☐ Within the last 2 years
- ☐ Within the last 5 years
- ☐ Within the last 10 years
- ☐ Over 10 years ago

2. What type of crime/incident was it? *[please select one]*

- ☐ Criminal damage
- ☐ Vehicle crime
- ☐ Burglary
- ☐ Robbery
- ☐ Assault / violent crime
- ☐ Driving offence
- ☐ Domestic abuse
- ☐ Sexual abuse
- ☐ Hate Crime
- ☐ Antisocial behaviour
- ☐ OTHER *[please give details below]:*

3. Have you been the victim of more than one crime in the past?

☐ No

☐ Yes *[please give details below]:*

4. Was this crime targeted at a business? (for example, a burglary on a business premises)

☐ No

☐ Yes *[please give details]:*

## SECTION TWO: Reporting the crime

5. Did the crime against you get reported to the Police? *[please select one]*

- ☐ Yes, I reported it myself – *[please skip to Question 7]*
- ☐ Yes, someone else reported it – *[please skip to Question 7]*
- ☐ No
- ☐ Not sure

6. Why did you not report the crime to the Police? *[please tick all that apply]*

- ☐ I thought it would be too much hassle / I did not have time
- ☐ I didn't think it was serious enough
- ☐ I didn't think the police would help
- ☐ I was worried that I would be blamed / judged
- ☐ I was frightened of what might happen
- ☐ I wanted to deal with it myself
- ☐ I didn't want my family / friends / local community to find out
- ☐ I don't have any faith in the justice system
- ☐ I don't trust the Police
- ☐ OTHER (please give details below):

7. Did you report the crime to any organisations other than the Police?

☐ No

☐ Yes – if so who? *[please write in the box below]*

8. Do you have any other comments about your experience of reporting the crime?

☐ No

☐ Yes – if so, what? *[please write in the box below]*

## SECTION THREE: Your needs, coping & steps to recovery

*In this section, we would like to know about the support that you felt you needed after the crime to help you to cope and recover from your experience.*

9. What specific needs did you have as a result of being a victim of this crime?  
*[please tick all that apply]*

- ☐ Practical advice
- ☐ Crime prevention advice
- ☐ Help completing expenses claim forms
- ☐ Counselling / emotional support
- ☐ Medical advice
- ☐ Ongoing medical support (e.g. from a GP)
- ☐ Witness protection
- ☐ Extra security
- ☐ More information
- ☐ Moved to a new location
- ☐ No needs
- ☐ OTHER (please give details below):

10. Did you contact any charity/organisation to support or advise you with your needs?

- ☐ No *[if 'No', please skip to Question 13]*
- ☐ Yes – if so who? *[please write in the box below]*

11. How did you feel about the support provided by the charity / organisation?  
*[please select one]*

- ☐ Completely satisfied
- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied or dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied
- ☐ Completely dissatisfied

12. If you were dissatisfied with the service how could it be improved? *[please write in the box below]*

13. How important were the following types of support in helping you to cope in the immediate aftermath of the crime? *[please tick all that apply]*

	Very important	Quite important	Not very important	Not required / applicable
[a] Ongoing updates about the offender / investigation e.g. progress with their sentence, release from prison etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[b] Mental and physical health (support/advice) e.g. counselling services, physiotherapy etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[c] Shelter and accommodation (support/advice) e.g. helping you to feel safe in your environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[d] Family, friends and children e.g. helping you cope with the effects of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[e] Education, skills and employment e.g. returning to work, re-training etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[f] Drugs and Alcohol (support/advice) e.g. if consumption increased	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[g] Finance and benefits e.g. if you missed work or suffered financial loss due to the crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[h] Outlook and attitudes / social interactions e.g. if you felt depressed or withdrew from social situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[i] Prevention advice and safety awareness e.g. advice on reducing risk of repeat victimisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[j] OTHER: Please Specify				



14. How important were the following in your ongoing recovery (if applicable)  
[please tick all that apply]

	Very important	Quite important	Not very important	Not required / applicable
[a] Support from family / friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[b] Help from the police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[c] Help from another criminal justice agency (e.g. the Court)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[d] Help from the Council, Housing, Social Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[e] Help from a health professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[f] Support from a voluntary / community sector organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[g] Telephone helplines (e.g. The Samaritans, Childline)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[h] Independent legal advice / advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[i] Social Networking / online discussion forums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[j] Information on the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[j] Local support / faith groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[k] OTHER: Please Specify				

15. Was there anything else you needed, to help you to cope and recover better, that was NOT available to you? *[please write in the box below]*

16. Overall, do you feel you were given enough help and advice about how to access services that could help? *(please select one)*

- ☐ Yes
- ☐ No
- ☐ I don't know / don't remember

## SECTION FOUR: Police investigation and the courts

17. What was the outcome of the Police investigation into the crime against you? *[please select one]*

- ☐ The crime wasn't reported, so this question doesn't apply – *[please skip to Question 20]*
- ☐ The case is still under investigation– *[please skip to Question 19]*
- ☐ The offender/s was/were charged
- ☐ The offender/s was/were cautioned / reprimanded *[please skip to Question 19]*
- ☐ The offender apologised / paid for the damage (or another form of restorative justice) – *[please skip to Question 19]*
- ☐ An offender was never identified, and no further action was taken– *[please skip to Question 19]*
- ☐ A suspect was identified, but no further action was taken– *[please skip to Question 19]*
- ☐ I don't know / can't remember
- ☐ OTHER *[please give details below]:*

***If your case did not go to Court, please skip straight to Question 19***

18. If applicable, what was the outcome of the court case? *[please select one]*

- ☐ The case is still ongoing
- ☐ The defendant was found not guilty
- ☐ Immediate custodial (prison) sentence
- ☐ Suspended custodial (prison) sentence
- ☐ Community sentence
- ☐ I don't know / don't remember
- ☐ OTHER: *[please give details below]:*

19. How would you describe how you felt during the investigation or court procedure (if applicable)? *[please give details below]:*

## SECTION FIVE: Influencing victim services provision

20. If you would like to be involved further in our research in future, to help us to improve support for victims, please provide your contact details below:

First Name

Surname

Email address

Telephone number

## SECTION SIX: About you

These standard questions are entirely optional but would make our understanding of responses more meaningful if you could answer them. All data will be treated confidentially and published anonymously with no responses linked to names or contact information.

21. Your postcode:

22. Ethnicity

- ☐ Asian or Asian British
- ☐ Black or Black British
- ☐ Chinese or Chinese British
- ☐ Mixed Heritage
- ☐ White
- ☐ Other
- ☐ Prefer not to say

23. Age range

- ☐ Under 18
- ☐ 19-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+
- ☐ Prefer not to say

24. Gender

- ☐ Male
- ☐ Female
- ☐ Transgender
- ☐ Prefer not to say

25. Do you consider yourself to be disabled?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

26. Religious beliefs

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Other
- ☐ None
- ☐ Prefer not to say

## 27. Sexual Orientation

☐ Bisexual

☐ Gay or Lesbian

☐ Heterosexual

☐ Other

☐ Prefer not to say

Thank you for taking the time to complete our survey. Your views and experiences are vital to help shape future support for victims.

Findings will be analysed over the next few weeks and a Victim Needs Assessment report published via the Police and Crime Commissioners website.

Jane Kennedy - Merseyside Police and Crime Commissioner  
Ann O'Byrne - Deputy Police and Crime Commissioner and Victims' Champion

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Closing date for this survey is 12<sup>th</sup> September 2014.