Police and Crime Panel Victim First Update

Victim Satisfaction

Each month Victim First randomly selects 50 cases from all the cases that have been closed during the previous month having received enhanced support. The data for these cases is sent to the Leicestershire Police Service Improvement Unit who make contact inviting them to take part in a survey.

The purpose of the survey is to help evaluate the quality of support Victim First provide their service users.

The survey topics include:

Needs Assessments
Support Offered
Overall Victim First experience

This report is based on service users who had been supported and had their case closed between October and December 2016. A sample of 150 cases was sent to Leicestershire Police Service Improvement Unit. A total of 26 responses were received.

- Needs assessments

  Respondents were asked 2 specific questions regarding the Needs assessment; the first question was to establish the support offered to them, there were 12 statements within this question, for example, "Your questions were answered quickly", the overall response to these were significantly positive and the responded "Yes, fully"

  The second question asked the respondents how satisfied they were with the needs assessment. 16 respondents were Completely or Very Satisfied and 7 were Fairly Satisfied.

- Support offered

  There were 6 questions relating to Support Offered. For question 1, there was mixed response in relation to the support that was offered.

  In question 2, 14 of 27 were either Completely Satisfied, Very Satisfied or Fairly Satisfied with the further contact and support received from Victim First

  Thirteen respondents stated that it was easy to get in contact with Victim First and 13 were able to get hold of the caseworker easily

  When asked Did Victim First refer you to any agencies for support, 12% (3) responded Yes, 80% (21) responded No and 8% (2) responded that they couldn't remember. When asked Did you want to be referred 73% (19) responded No, 19% (5) responded Yes and 8% (2) stated that they didn't know.

  19 respondents (73%) stated that they had not heard of Victim First prior to Victim First contacting them about their crime, of those who replied that they had heard of Victim First, 1 had heard through friend/family, 2 had heard from a Police Officer and 2 from "other".

  Question 5, asked whether there was anything Victim First did particularly well? Please see small sample of responses:

"They explained a lot of things to me and they helped me out" (Female, 51)

"They tried their hardest on everything" (Respondent, Male, 67)

"They did the risk assessment of the house straight away and that was really helpful" (Respondent, Female, 41)

"Nothing in particular" (Respondent, Female, 36)

"Just listening and being there - a point of contact" (Respondent, Female, 51)

"They were very efficient" (Respondent, Female, 27)

When asked whether there was anything Victim First could improve on, 65% stated No and 31% stated Yes.

- Overall victim First experience

There were 5 questions in this section. When asked Taking your whole experience with Victim First into account, how would you describe your experience, 12 were Completely Satisfied, 6 were Very Satisfied, 4 were Fairly Satisfied and 4 were Neither Satisfied or Dissatisfied.

When asked if you were a victim of a similar crime in the future would you use the services of Victim First again, 92% responded Yes. In a similar vein, when asked to think about how the respondent felt before and after Victim First provided support;17 respondents feel that the support they received helped them to feel better about the offence/ or feel a bit better about the offence

Question 4 relates to whether any support Victim First provided will help to reduce the chances of the respondent being a victim of crime in the future; 15 responded Yes and 11 No to this question

When asked whether they had heard of Victim First prior to being contacted by Victim First, 19% (5) respondents had heard of Victim First and 73% (19) respondents had not heard of Victim First.