

A Strategic Assessment of Victims and Witnesses, 2014

Staffordshire and Stoke-on-Trent

Produced on behalf of:



Office of the Police and
Crime Commissioner
STAFFORDSHIRE

DOCUMENT DETAILS

Title	A Strategic Assessment of Victims and Witnesses, 2014
Description	<p>The Office of the Police & Crime Commissioner in Staffordshire is required to commission services for individuals who have been a victim or witness of crime.</p> <p>In order to guarantee an evidence-based approach to decision-making about the commissioning of services, and to ensure commissioning reflects priority need, a greater understanding of victims and witnesses in Staffordshire and Stoke-on-Trent is required. This strategic assessment brings together insight into victims and witnesses and enables conclusions and recommendations to be drawn.</p>
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CONTENTS

1. Research Aims	1
2. Methodology	1
3. Data Sources and Constraints	3
4. Key Findings	4
5. Recommendations	6
6. National and Local Context	7
7. Summary of Existing Provision	7
8. Victims of Crime in Staffordshire and Stoke-on-Trent 2012/13	8
9. Victims of Personal Crime in Staffordshire and Stoke-on-Trent 2012/13	10
9.1 Age	10
9.2 Gender	11
9.3 Ethnic Group	11
9.4 Types of Personal Crime	12
9.5 Where do Victims of Personal Crime Live?	13
10. Victims of Property Crime in Staffordshire and Stoke-on-Trent 2012/13	18
10.1 Age	18
10.2 Gender	19
10.3 Ethnic Group	19
10.4 Types of Property Crime	20
10.5 Where do Victims of Property Crime Live?	21
11. Interdependencies and Other Considerations	26
11.1 Business Crime	26
11.2 Hate Crime	26
11.3 Domestic Abuse	27
11.4 Vulnerable Children and Adults	27
11.5 Witnesses	27
12. Views and Perceptions of Victims and Witnesses	28
12.1 Experience of Crime	28
12.2 The Impact of Crime	29
12.3 The Needs of Victims and Witnesses of Crime	29
12.4 Vulnerable Victims and Witnesses	31
12.5 The Needs of Victims and Witnesses Who Did Not Receive Support	31

12.6 Victims Experience of Criminal Justice Agencies	31
12.7 Experience of Victim Support	32
12.8 Experience of Other Agencies	33
12.9 Current Support	34
12.10 Desired Qualities from a Support Organisation	35
12.11 Future Service Provision	35
12.12 Additional Support	36
13. Views and Perceptions of Organisations	37
13.1 Organisations Providing Support	37
13.2 Funding	38
13.3 Support Organisation Strengths	38
13.4 What Would Improve Services?	38
13.5 What Gaps are there in Service Provision?	39
13.6 Recognition	39
13.7 The Future of Services	39
14. Views and Perceptions of the General Public	40
14.1 Views on Existing Services	40
14.2 Views on Future Services	40
15. Appendix	41
15.1 Existing Victim and Witness Support	41
15.2 Personal Crimes	44
15.3 Property Crimes	45
15.4 Other Crimes	46
15.5 HMIC Crime Tree 2013-14	47
15.6 Key Demographics of Respondents to the Victims, Witnesses and General Residents Consultation, Staffordshire and Stoke-on-Trent	48
15.7 Key Demographics of Victims and Witnesses Supported by Providers in Staffordshire and Stoke-on-Trent	49
15.8 Questionnaire to Victims, Witnesses and General Residents	50
15.9 Questionnaire to Providers of Services for Victims and Witnesses	54

I. RESEARCH AIMS

The aim of this research, and the resultant report, is to provide a better understanding of the victims and witnesses of crime in Staffordshire and Stoke-on-Trent.

This understanding should aid in decision-making about the commissioning of services for individuals who have been the victims or witnesses of crime and help to ensure that the right services are commissioned, reflecting priority need.

2. METHODOLOGY

When undertaking this strategic assessment of victims and witnesses in Staffordshire and Stoke-on-Trent, the approach detailed in figure 1, below, has been taken.

Figure 1: Research Approach



National and Local Context

The context element of the research involved gaining a better understanding of the national policies and initiatives relevant to support services for victims of crime including local issues and priorities. Section 6 of this report presents the key findings from this area of research.

Existing Provision

It is important to have an understanding of what existing provision is available for victims and witnesses in Staffordshire and Stoke-on-Trent to enable gaps in provision, and possible duplication, to be identified. Section 7 of this report provides details of our current level of understanding about what provision is available.

When assessing existing services in the area, victims and service providers are both key sources of information and can aid in the identification of local priorities. The results of consultation with these groups is available in sections 12 to 14.

Qualitative and Quantitative Analysis

One element of quantitative analysis in this assessment was an in-depth analysis of the victims of crime in Staffordshire and Stoke-on-Trent in the financial year 2012/13. The key points of this analysis are summarised in this document in sections 8 to 10, additionally the research report: 'Understanding Victims of Crime, 2012-13, Staffordshire County (excluding Stoke-on-Trent)'¹ should also be considered.

The consultation element of this strategic assessment, provides both quantitative and qualitative information, exploring national and local experiences of being a victim or witness of crime and examines the types of support, information and advice needed. Where available, existing consultation was used, but new local surveys were also developed where gaps in existing consultation were identified. These new surveys were targeted to previous victims/witnesses, the general population and providers of support services. Services providing support after violent crime, hate crime and domestic violence were amongst those who were encouraged to participate.

The existing consultation data evidenced in this report was obtained from a variety of sources. This included national perception data obtained from the Crime Survey for England and Wales conducted by the Ministry of Justice. The crime survey is an annual postal survey mailed to 50,000 residents in England and Wales and typically receives a statistically robust response rate of 75%. Its purpose is to measure the extent and nature of crime by asking people about their experiences of crime in the last 12 months.

The Britain Thinks national research; 'What Victims Really Think, April 2013', has also been referenced. This piece of research was commissioned by Victim Support to understand the needs and priorities of victims nationwide. It provides both statistically robust data via a poll of over 1,000 victims of crime and is complemented by in-depth interviews and focus groups.

Staffordshire and Stoke-on-Trent consultation findings, including results from the Feeling the Difference have also been analysed. Feeling the Difference is a twice yearly survey conducted by Staffordshire Police. It explores local quality of life issues, perceptions of crime and safety and the effectiveness of the police, the Criminal Justice System and other local services. Wave 15 survey data has been referenced in this report and this is based on a robust sample of 1,600 residents across Staffordshire and Stoke-on-Trent.

Findings from the Staffordshire and Stoke-on-Trent Police Courts Survey with Victims and Witnesses of Crime has also been reviewed. This survey was based on telephone interviews with 200 victims and witnesses from 2011/12. The findings describe what worked well, what needed to be improved and what gaps there were in service provision.

The existing consultation review, as described above, was complemented by new local consultation conducted across Staffordshire and Stoke-on-Trent in May 2014. The Staffordshire and Stoke-on-Trent Victims and Witnesses Consultation was survey based and ran from 8th-30th May. It was aimed at victims and witnesses, the general Staffordshire and Stoke-on-Trent population and organisations providing support to victims and witnesses of crime.

The consultation was widely publicised through a number of existing channels including press releases, twitter, key websites including the Police and Crime Commissioner and Staffordshire County Council website. Previous victims and witnesses, the general population and service providers were also contacted directly by email or telephone based on various contacts held by the Office of the Police and Crime Commissioner and Staffordshire County Council.

¹ Available on request from the Insight, Planning & Performance Team, Staffordshire County Council

Recommendations

The assessment provides a series of key findings and recommendations arising from the strategic assessment and these can be found in sections 4 and 5.

3. DATA SOURCES AND CONSTRAINTS

This analysis of victims is based on data provided by Staffordshire Police for the 2012/13 financial year.

For most victims, the demographic data available was relatively complete, however there were a number of victims where information such as gender, age and ethnicity was not known. The amount of information available varied for each variable. For example, 96% known genders in Staffordshire, 83% in Stoke-on-Trent, 94% known ages in Staffordshire and 80% in Stoke-on-Trent.

The consultation element of the research was based on both existing consultation and new local consultation.

Existing consultation sources:

- Feeling the Difference Survey, Wave 15, Staffordshire Police
- Support for Victims: Findings from the Crime Survey for England and Wales, Ministry of Justice, 2013.
- What Victims Really Think, Britain Thinks, April 2013
- Staffordshire and Stoke-on-Trent Police Courts Survey, Staffordshire Police, 2012/13

New consultation was also conducted across Staffordshire and Stoke-on-Trent with 276 responses received. 110 of these were victims/witnesses/family or friends supporting victims and witnesses of crime, 171 were general residents and 15 were representatives of organisation providing support to victims and witnesses of crime in Staffordshire and Stoke-on-Trent.

4. KEY FINDINGS

Over the last decade there has been a considerable and steady reduction in the number of crimes reported across Staffordshire and Stoke-on-Trent and therefore a reduction in the number of individuals who are either victimised or are a witness of crime. Despite these continual reductions, during 2012/13 there were over 43,500 victims of crime known to Staffordshire Police experiencing a broad range of different crimes occurring under different circumstances, highlighting the volume and complexity of potential support required.

Crime can affect all cross-sections of society, meaning that there can never be a one-size-fits-all approach to offering support to those involved. However, analysis of recorded victim profiles at a strategic level and an understanding of the views and perceptions of Staffordshire residents can highlight common themes that can help to prioritise activity, aid commissioning and tailor services. A more informed understanding of these key groups can also be more cost effective, ensuring that resources are targeted to the individuals and areas of greatest need.

The bullet points below summarise the key findings from the data analysis and consultation.

- 86% of those people who were victims of crime in the Staffordshire and Stoke-on-Trent population suggest they report crimes to the police. This however leaves 14% of victims not reporting crime and therefore not necessarily gaining access to the support they need. The existing research review suggests the reasons for not reporting crime vary, but included that the crime was trivial or unimportant or because the victim or witness was embarrassed, worried the police would not care or that they did not trust the police.
- Victims of personal crime (31%) accounted for a smaller proportion of the victim-based crime population than those experiencing property crime (62%).
- Violent crime accounted for the largest proportion of personal crime; 92% in Staffordshire and 93% in Stoke-on-Trent.
- 10 to 44 year olds and females are over-represented in the personal crime category compared to the proportion they account for in the Staffordshire and Stoke-on-Trent population.
- Criminal damage (Staffordshire 29%, Stoke-on-Trent 30%), other theft offences (Staffordshire 23%, Stoke-on-Trent 19%), burglary (Staffordshire 22%, Stoke-on-Trent 16%) and vehicle offences (Staffordshire 17%, Stoke-on-Trent 14%) accounted for the largest proportion of property crime victims.
- 20 to 59 year olds and males are over-represented in the property crime category compared to the proportion they account for in the Staffordshire and Stoke-on-Trent population.
- Consultation findings suggest that the majority of victims and witnesses felt that the crime they had experienced had, had an impact on them (83%). This suggests that a large proportion of victims and witnesses would benefit from support to help deal with this impact.
- The type of impact experience varied between individuals, with some people needing minimal support after experiencing major crimes and others having higher needs for support after experiencing relatively minor crimes. Commonly experienced impacts tended to be personal or psychological in nature and included feelings of anxiety, less confidence, concerns for safety and insomnia. The impact of crime can have longer term affects too for example, victims and witnesses in Staffordshire and Stoke-on-Trent who have experienced a crime in the last 12 months rated their

quality of life lower than those who had not.

- Victims and witnesses suggested they needed information from the police, protection from further victimisation, someone to talk to and practical help.
- In some instances where victims and witnesses were not getting the support they needed, protection from further victimisation and someone to talk to were key areas of unmet need.
- The majority of those who had accessed support through the police, criminal justice agencies and Victim Support tended to rate current services highly and services were valued where they were characterised by friendly, helpful staff who showed empathy, were supportive, provided good follow-up and had experienced staff.
- Victims, witnesses and the general population of Staffordshire and Stoke-on-Trent wanted the police to maintain an important role in supporting victims and witnesses of crime by being the first point of contact.
- Good communication was considered important and where necessary, signposting victims and witnesses to specialist agencies where they were ideally placed to meet needs.
- Desired qualities from supporting organisations included keeping victims and witnesses informed, providing someone to talk to, handling personal information securely, being experienced, professional and sensitive to people's emotional needs and understanding what they need to achieve closure.

5. RECOMMENDATIONS

- Victims and witnesses of crime have identified that they have needs for support which are not always being met. These include protection from further victimisation and having someone to talk to as well as the need for practical help and information. It will be important to consider these needs and think about how they can effectively be met in the future commissioning of services.
- Victims and witnesses appear to have had inconsistent experiences of support from the police, with a mixture of positive and negative experiences. A set of expected standards could be built into the commissioning framework, and reinforced within the police, to help ensure that victims and witnesses experience a consistent, positive experience.
- Many existing support services are highly regarded and meet the needs of victims and witnesses. It will be important to ensure that these services have the appropriate capacity to meet future demand and that they are monitored to ensure that current high standards are maintained and any necessary improvements identified.
- Further work to understand the current level of support service capacity in Staffordshire and Stoke-on-Trent, what services are already commissioned and what services are free to access would enable comparisons to be made between current supply and demand, to enable the identification of gaps and duplication in service provision.
- The Police and Crime Commissioner has highlighted the importance of protecting those individuals who are vulnerable and more at risk of being a victim or repeat victim of crime. These individuals may need more specialist support so it will be important to ensure that future services meet these needs and, given the projected increase in the number of vulnerable adults in Staffordshire and Stoke-on-Trent over the next 10 years, that there is sufficient capacity to meet demand.
- When commissioning services it will be important to think 'bigger' than crime type and focus on the needs of individuals. For example a number of individuals will have been the victim of a violent incident and have a need for support, however the support needs of people who experienced this violence as a result of domestic abuse or where the violence was hate-related, may have quite different support needs.
- Current understanding about the number and demographics of witnesses in Staffordshire and Stoke-on-Trent is limited. Additional research into this area would allow for greater efficiency in commissioning, as it would give a better indication of the needed level of service capacity.
- Gaining a more in-depth understanding of how being a victim of crime makes people feel would help to better inform what support is needed through criminal justice processes and also to improve feelings of safety and quality of life after victimisation. To provide this information telephone interviews are being undertaken with previous victims and witnesses of crime during June 2014 to gain a better understanding of what victims and witnesses need to achieve closure. The results of this survey will be available in July 2014 as an addendum to this strategic assessment.
- Current knowledge about the victims of business crime is limited, but research undertaken by the Office of the Police and Crime Commissioner in Staffordshire suggests it costs Staffordshire (not including Stoke-on-Trent) £64.1 million annually. This clearly highlights the importance of this issue and the need to have a better understanding of the victims of business crime.

6. NATIONAL AND LOCAL CONTEXT

From the 1st October 2014, following a government consultation: 'Getting it right for victims and witnesses', the majority of emotional and practical support services for victims will be commissioned at a local level by Police and Crime Commissioners (PCCs)². This will replace the current model where the majority of services for victims are provided at a national level by government³. At a national level, the Ministry of Justice will still commission a witness service, a homicide service, support for victims of human trafficking, support for victims of rape (through rape support centres), some victim's national telephone helplines and some other support for victims of domestic and sexual abuse⁴.

Matthew Ellis, the PCC in Staffordshire, has set out four clear priorities for 2013-2018 one of which is 'Supporting Victims and Witnesses; making it easier for them to get the support they need':

*"Being a victim can be truly damaging and have a lasting impact on feelings of safety and wellbeing. This is not only about the incident itself, but all too often the complexity, fragmented nature and quality of the services that the victim and their families can access. For witnesses carrying out their civic duty, services can be disjointed and unreliable meaning multiple court visits and poor support...the very services that are there to support victims and witnesses can be anything but user-friendly meaning that the experience they have of the courts and criminal justice system can be as taxing and traumatic as the original incident."*⁵

The PCC has also highlighted the importance of protecting those who are more at risk of being a victim, or a repeat victim, of crime because of vulnerabilities and proposes to put more effort into targeting support to those that are most vulnerable.

In order to ensure that local commissioning is informed by the needs of victims, and whether these needs are already being met by existing services, assessing local need is a vital step in the commissioning cycle. An assessment of the local area provides commissioners with an opportunity to identify and understand what services are currently available to victims, and this understanding will identify areas for improvement. This strategic assessment aims to look at local need in Staffordshire and Stoke-on-Trent.

7. SUMMARY OF EXISTING PROVISION

Research into services currently available, within Staffordshire and Stoke-on-Trent, to support victims and witnesses of crime has been undertaken and a paper: 'Briefing and Options Paper on Staffordshire Interventions for Victims and Witnesses' produced by the County Commissioner for Safer Communities.

A summary of provision, currently identified in the paper above, is available in appendix 15.1.

The paper acknowledged that it did not provide an exhaustive list of available services and suggested that further scoping be undertaken. It also concluded that service provision across the City and County seemed to lack a cohesive and consistent approach. It was recommended that further work be undertaken to establish the value and quality of current services. Whilst the consultation element of this assessment will start to answer some of these questions, further investigation into the availability and capacity of services would be beneficial to address possible gaps and avoid duplication of services.

² Have you got what it takes? Supporting victims and witnesses to cope and recover—https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/117396/supporting-victims-and-witnesses.pdf

³ Local commissioning of victims' service <https://www.gov.uk/local-commissioning-of-victims-services>

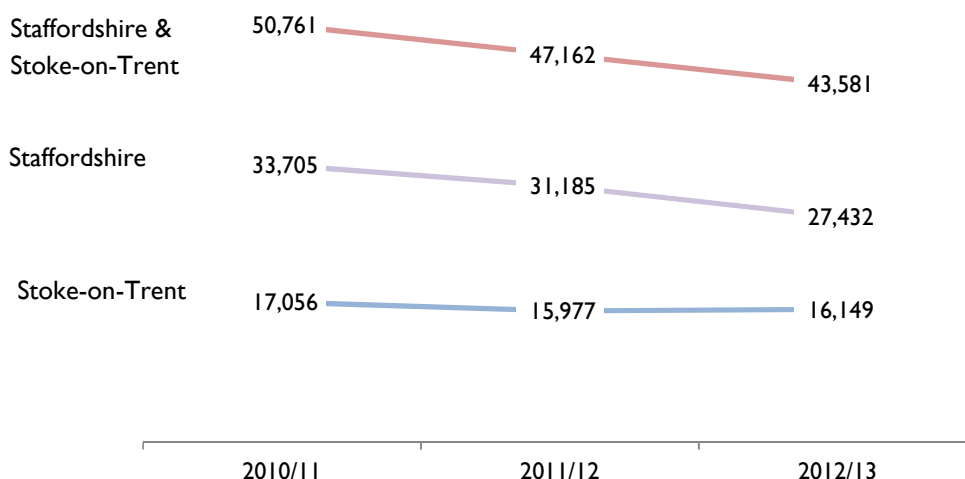
⁴ Victims' Services Commissioning Framework - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/203979/victims-services-commissioning-framework.pdf

⁵ Safer, Fairer, United Communities for Staffordshire, 2013-1018 - <http://www.staffordshire-pcc.gov.uk/wp-content/uploads/2013/10/70784-police-and-crime-plan-2013-A1.pdf>

8.VICTIMS OF CRIME IN STAFFORDSHIRE AND STOKE-ON-TRENT 2012/13

There were 38,368 recorded crimes in Staffordshire and 20,073 in Stoke-on-Trent in 2012/13. This analysis of victims is based on the 27,432 known victims of crime in Staffordshire (71% of Staffordshire victims) and the 16,149 known victims in Stoke-on-Trent (80% of Stoke victims) in the 2012/13 year. It is however important to recognise that, as shown in figure 2, although the number of victims in Staffordshire and Stoke-on-Trent has reduced by 14% between 2010/11 and 2012/13, there were still over 43,500 known victims.

Figure 2: Number of Victims



Consideration also needs to be given to the potential under-reporting of crimes and resultantly the possible under-estimation of victim numbers. The Staffordshire and Stoke-on-Trent Survey, 'Feeling the Difference'⁶, suggested that the crimes experienced by respondents in the last 12 months had only been reported to the police in 86% of cases. This means that potentially victims of 14% of crimes are unknown to the police and therefore they may not have access to victim support services.

The victim profile analysis in this strategic assessment has focused on what are termed 'victim-based' crimes as defined by Her Majesty's Inspectorate of Constabulary (HMIC) Crime Tree 2013/14 (see appendix 15.5).

Victim-based crimes include violence against the person; sexual offences; robbery; theft offences and criminal damage and arson offences.

For analysis purposes victim-based crimes have been grouped into two categories: 'personal' crime and 'property' crime. Personal crime encompasses violence against the person and sexual offences, and property crime includes robbery, theft offences and criminal damage and arson.

A full list of crimes and their categorisation is available in appendices 15.2 to 15.4.

Using these two categories, 31% of victims (13,337 individuals) in the 2012/13 dataset were the victims of a personal crime and 62% were a victim of a property crime (26,832 individuals). The remaining 8% of victims were the victims of other crimes against society (3,412 individuals) and are not included in this analysis.

Figure 3, overleaf, shows the proportion of victims by crime type for 2012/13. The diagram shows that

⁶ Feeling the Difference Survey, Wave 15

violence (both with and without injury) accounted for the largest proportion of personal crimes and criminal damage, other theft, burglary and vehicle offences the largest proportions of property crimes.

Figure 3: 2012/13 Proportion of Victims by Crime Type

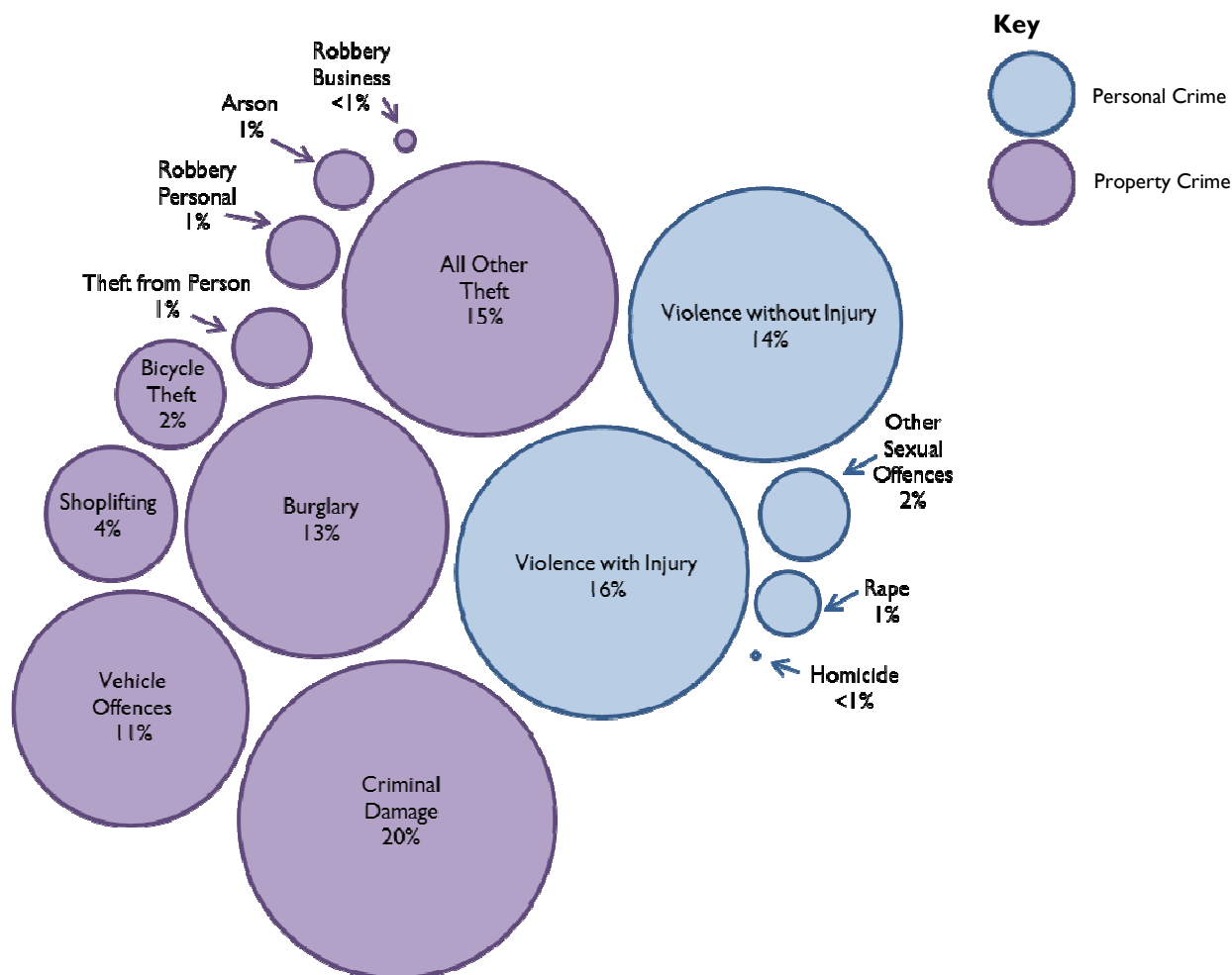


Figure 4 shows the proportions of victims of personal and property crime by age group; the differences between the age groups is quite stark and highlights a need for a greater understanding of the profile of victims of crime as it is apparent that there may be considerable variation.

Figure 4: 2012/13 Proportion of Victims by Age and Crime Type



9. VICTIMS OF PERSONAL CRIME IN STAFFORDSHIRE AND STOKE-ON-TRENT 2012/13

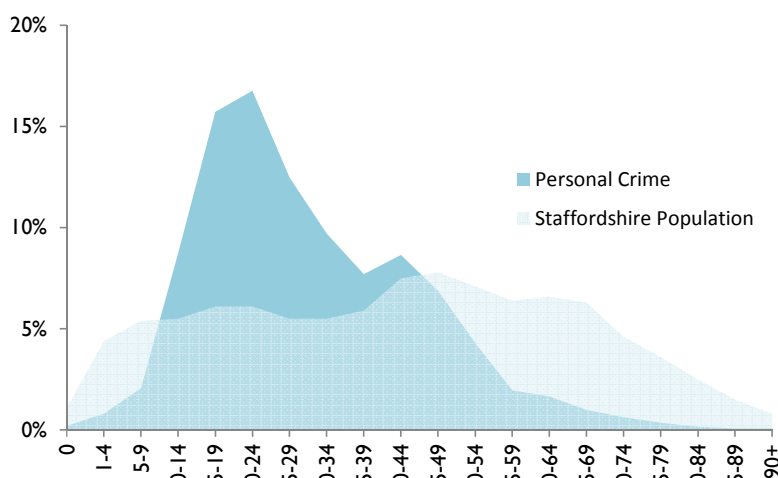
This section looks in more detail at the demographics of victims of personal crime in the 2012/13 financial year in Staffordshire and Stoke-on-Trent.

9.1 Age

Figures 5 and 6 show the proportions of victims of personal crime in each age group and also provides a comparison to the proportion of Staffordshire and Stoke-on-Trent residents in each age group.

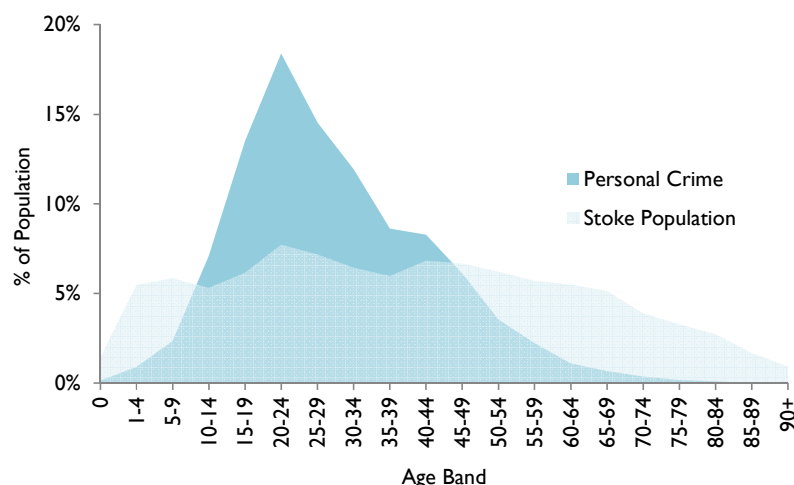
Compared to the Staffordshire and Stoke-on-Trent populations⁷, the 10 to 44 year old age groups are over-represented in the victims of personal crime population.

Figure 5: Age of Victims of Personal Crime in Staffordshire



For some age groups the over-representation is quite marked, for example 20-24 year olds are over-represented in Staffordshire, with 17% of the personal crime population being 20 to 24 years old compared to just 6% of the Staffordshire population. In Stoke-on-Trent, 18% of the personal crime population was 20 to 24 years old compared to 8% of the population in Stoke-on-Trent being of that age.

Figure 6: Age of Victims of Personal Crime in Stoke-on-Trent



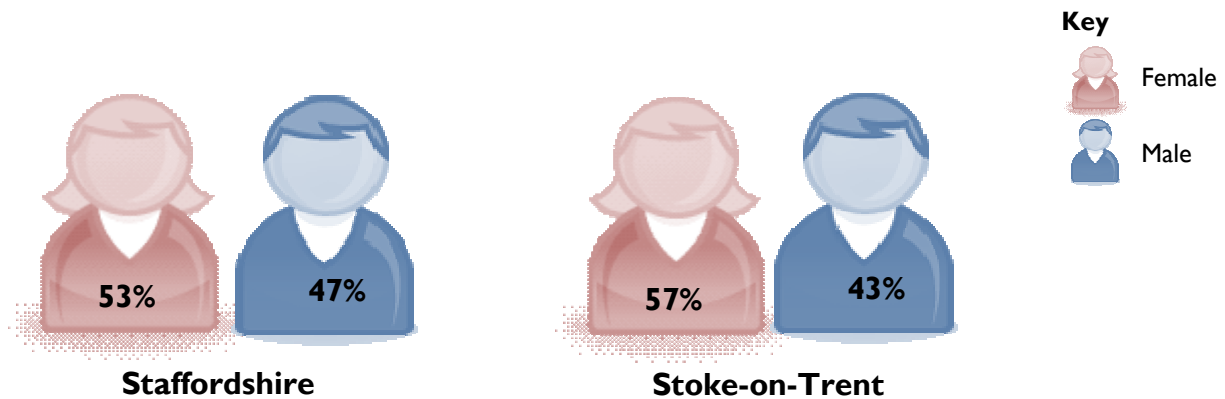
Those aged 45 years and above are under-represented with some age groups like the 65 to 69 group being considerably under-represented; 1% in the personal crime population in Staffordshire and Stoke-on-Trent compared to 6% in the Staffordshire population and 5% in the Stoke-on-Trent population.

⁷2012 Quinary age structure - mid-year population estimates, ONS

9.2 Gender

A larger proportion of females appear to be victims of personal crime than males in both Staffordshire and Stoke-on-Trent. In both the Staffordshire and Stoke-on-Trent populations the proportion of males and females is equally split at 50%⁸ so, accounting for 53% of victims in Staffordshire and 57% of victims in Stoke-on-Trent, females are over-represented in the victims of personal crime category.

Figure 7: Gender of Personal Crime Victims



9.3 Ethnic Group

There is very little variation in the proportion of victims from each ethnic group in comparison to the Staffordshire population with regard to personal crime. The proportion of White-British victims (93%) is in line with the proportion of White-British people resident in Staffordshire (94%).

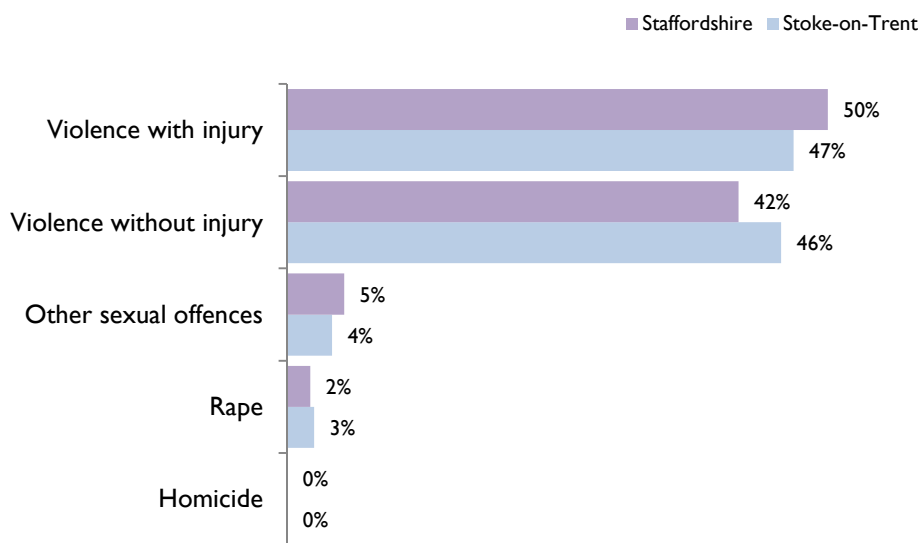
For Stoke-on-Trent victims of personal crime, the White-British ethnic group is slightly over-represented with 89% of victims of personal crime being White-British compared to 86% of the Stoke-on-Trent population being White-British. The 'Any Other Asian' background is slightly over-represented too, representing 3% of victims of personal crimes compared to 1% of the Stoke-on-Trent population.

⁸ Mid-year population estimates 2012, ONS

9.4 Types of Personal Crime

Violent crimes, with or without injury, accounted for the vast majority of personal crimes that residents of Staffordshire and Stoke-on-Trent were the victim of in 2012-13.

Figure 8: Proportion of Victims by Personal Crime Type



As can be seen in figure 8, half of personal crime victims were victims of violence with injury (4,361 victims) and 42% (3,642 victims) were victims of violence without injury in Staffordshire. In Stoke-on-Trent, 47% of personal crime victims were the victims of violence with injury (2,209 victims) and 46% were the victims of violence without injury (2,154 victims).

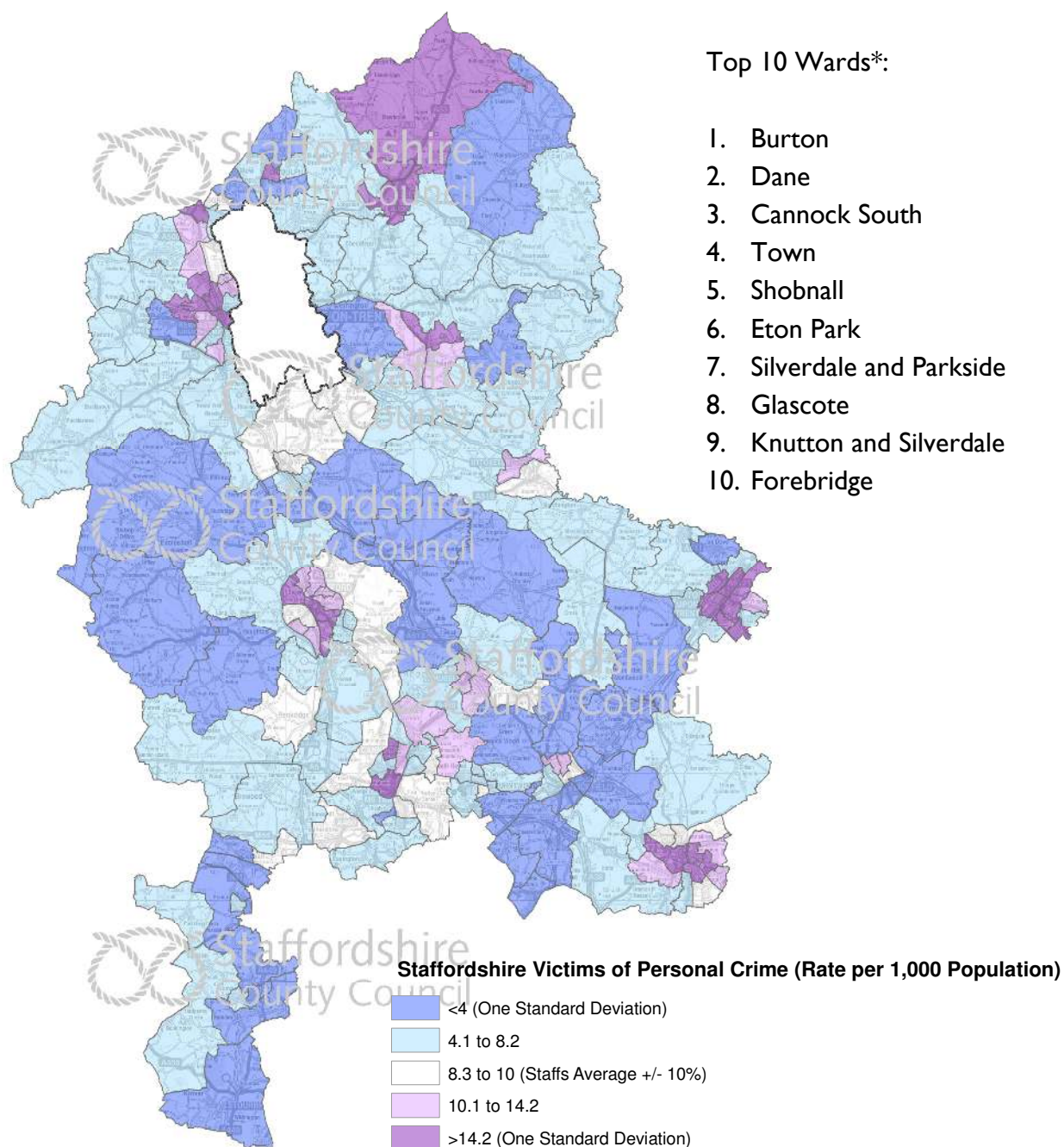
Other crimes within the personal category accounted for a much smaller proportion of victims.

9.5 Where do Victims of Personal Crime live?

Out of 13,337 victims of personal crime, 12,652 records (95%) contained accurate post codes that could be mapped and related to geographical characteristics. This analysis therefore is based on these 12,652 victims only. In addition only 12,074 of these 12,652 victims lived within Staffordshire or Stoke-on-Trent (95%), with the remaining 5% living outside of Staffordshire.

The map in figure 9 highlights the wards across Staffordshire that record the highest rates of victims of personal crime relative to the population of each area, with the top ten wards listed.

Figure 9: Victims of Personal Crime in Staffordshire, rate per 1,000 population.



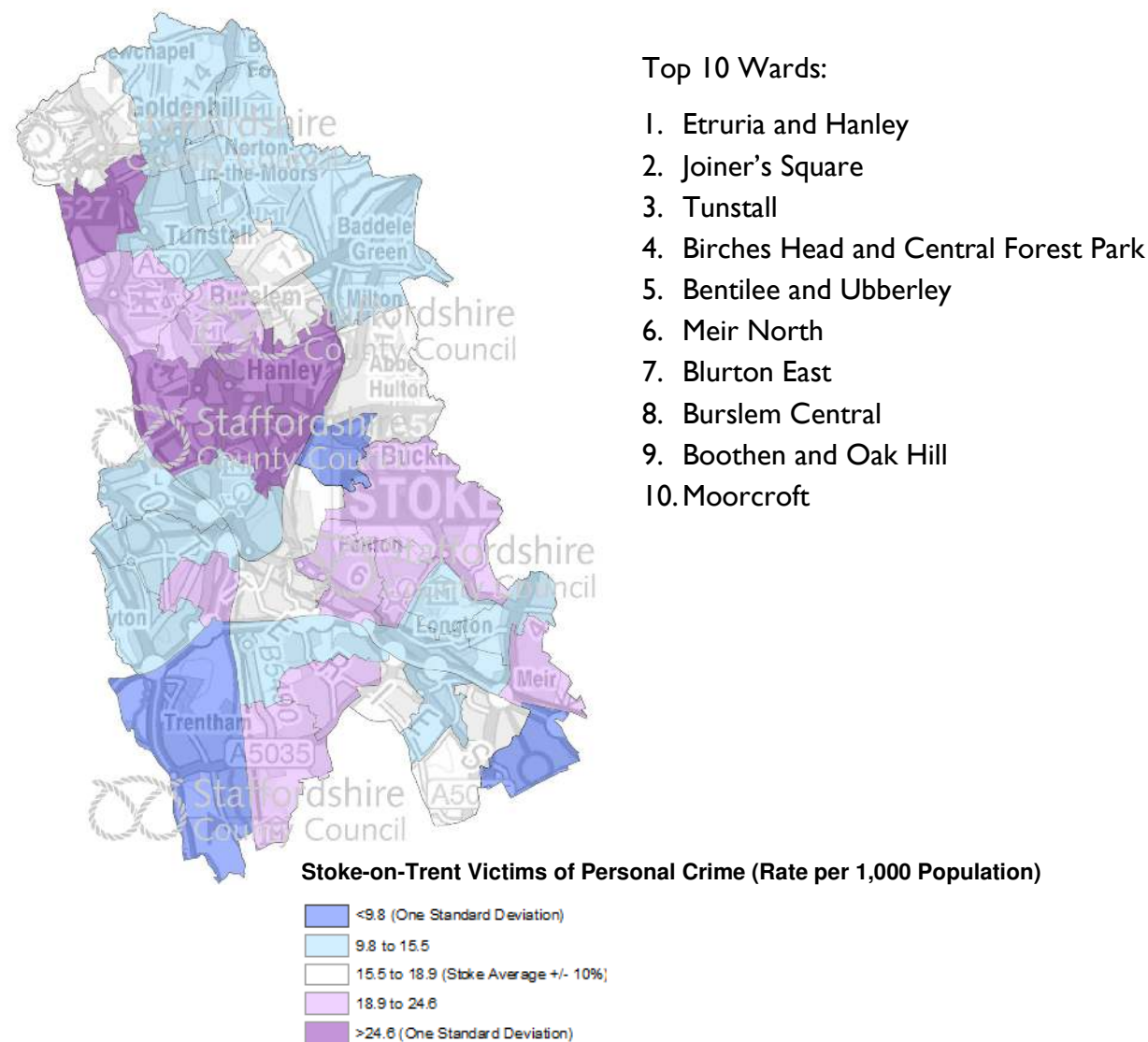
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 Produced by Staffordshire County Council, 2014.



*Please note these maps are based on more up-to-date population estimates than in "Understanding Victims of Crime, 2012-13"

The map in figure 10 highlights wards across Stoke-on-Trent that record the highest rates of victims of personal crime relative to the population of each area, with the top ten wards listed.

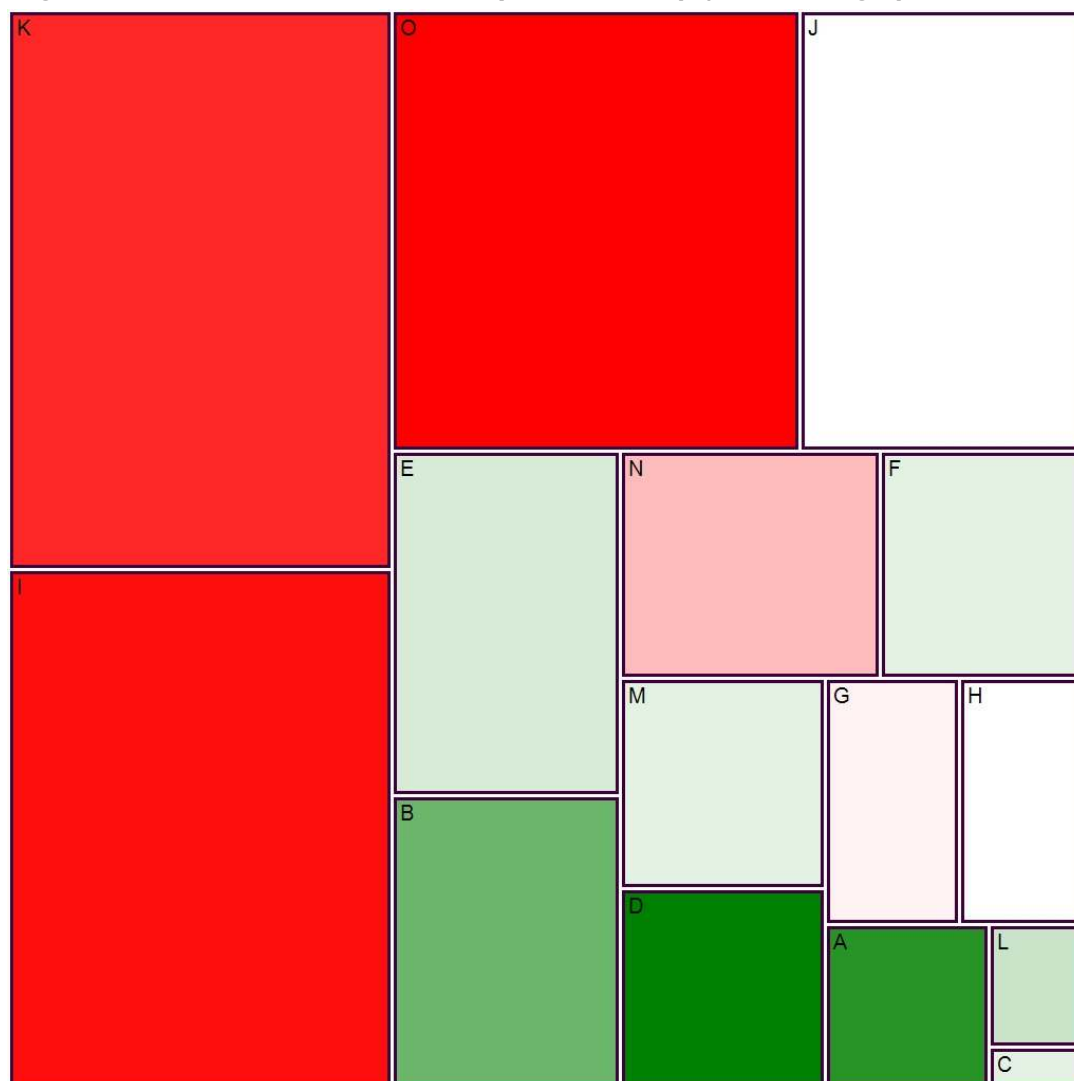
Figure 10: Victims of Personal Crime in Stoke-on-Trent, rate per 1,000 population



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Mosaic Public Sector is a social classification tool that can provide an understanding of the socio-demographic characteristics and lifestyle behaviours of all residents and communities, by allocating them to one of 15 Groups and 69 more detailed Types. The following treemap shows the Mosaic groups of victims of personal crime in Staffordshire and Stoke-on-Trent according to their home postcode.

Figure 11: Victims of Personal Crime by Mosaic Group (socio-demographic classifications)



Key:

A	Residents of isolated rural communities	I	Lower income workers in urban terraces in often diverse areas
B	Residents of small and mid-sized towns with strong local roots	J	Owner occupiers in older-style housing in ex-industrial areas
C	Wealthy people living in the most sought after neighbourhoods	K	Residents with sufficient incomes in right-to-buy social housing
D	Successful professionals living in suburban or semi-rural homes	L	Active elderly people living in pleasant retirement locations
E	Middle income families living in moderate suburban semis	M	Elderly people reliant on state support
F	Couples with young children in comfortable modern housing	N	Young people renting flats in high density social housing
G	Young, well-educated city dwellers	O	Families in low-rise social housing with high levels of benefit need
H	Couples and young singles in small modern starter homes		

Interpreting the Treemap in Figure 11

Legend:

	Above average rate of victimisation
	Below average rate of victimisation

The size of each box represents the number of victims within each mosaic group. The shading represents the difference from the population of Staffordshire and Stoke-on-Trent; a box shaded dark red means that there are many more victims of personal crime within this Mosaic group than the population distribution would suggest, and a dark green box means that there are considerably fewer victims of personal crime within this Mosaic group.

Almost a fifth (18%) of Staffordshire and Stoke-on-Trent victims of personal crimes in 2012-13, live in areas described as ‘residents with sufficient incomes in right-to-buy social housing’. This is almost twice as high as the percentage of the Staffordshire and Stoke-on-Trent population that live within this group. These are communities that are often former council estates, ones which were comparatively well-built, pleasantly laid out and where a large proportion of properties have been purchased under right-to-buy legislation.

These are people who often belong to families who have lived in the local area for many generations and have family living nearby.⁹

Group K: Residents with sufficient incomes in right-to-buy social housing



Key Features

- Council tenants
- Right to buy
- Comfortable lifestyles
- Few qualifications
- Hard workers
- Self reliant
- Little anti-social behaviour
- Value for money
- Catalogue mail order

Communication Preferences

Access Information

Local Papers and Face to Face
Not Magazines

Service Channels

Face to Face
Not Mobile Phone or Post

17% of victims of personal crime live in areas described as ‘lower income workers in urban terraces in often diverse areas’. This represents a notable disproportionality when compared with the Staffordshire and Stoke-on-Trent population, as less than 8% of residents lives in these types of areas. These communities are characterised by residents who live in areas of densely packed terraced housing, some of which is owner-occupied and the rest rented. Residents are typified as having few qualifications and work in relatively menial routine occupations. The majority of residents are young, some are still single and others live with a partner.⁹

Group I: Lower income workers in urban terraces in often diverse areas



Key Features

- Few qualifications
- Routine occupations
- Young singles and couples
- Some young children
- Ethnic diversity
- Small homes
- Crowded
- Below average income
- Sport

Communication Preferences

Access Information

SMS Test
Interactive TV
National and Local Papers
Not Telephone

Service Channels

None
Not Post

⁹ Mosaic Public Sector (© Experian)

15% of victims of personal crime in 2012-13 live in areas described as ‘families in low-rise social housing with high levels of benefit need’. This is a substantial over-representation in comparison to the proportion of residents that live within this group (5%). These communities are typically home to the most disadvantaged people, including a significant number who have been brought up in families which have been dependent on welfare benefits for many generations. These people tend to live with their children in low rise estates of terraced and semi-detached houses. There tends to be high levels of unemployment, low wages and, combined with a wide range of social problems, often results in very high scores on indicators of multiple deprivation.¹⁰

Group O: Families in low-rise social housing with high levels of benefit need



Key Features

- Disadvantaged
- Low incomes
- Unemployment
- Long term illness
- Low rise council housing
- One parent families
- High TV watching
- Dependant on State

Communication Preferences

Access Information

- Face to Face
- Local Papers
- Not Internet

Service Channels

- Face to Face
- Not Mobile Phone, Internet,
- Telephone or Post

Understanding this information about victims, particularly their primary communication preferences, can help target messages to the priority groups with the aim of changing their behaviour.

¹⁰ Mosaic Public Sector (© Experian)

10. VICTIMS OF PROPERTY CRIME IN STAFFORDSHIRE AND STOKE-ON-TRENT 2012/13

This section looks in more detail at the demographics of victims of property crime in the 2012/13 financial year in Staffordshire and Stoke-on-Trent.

10.1 Age

The proportion of victims of property crime (figure 12 and 13) in each age group generally follows a similar pattern to the general population from age 19 and above, with similar peaks and troughs. In comparison to the victims of personal crime, there is not such a notable peak in victims around the 15 to 29 age groups in Staffordshire, with the peak for property crimes being the 40 to 44 year old age group. Stoke-on-Trent victims of property crime show a slightly different age profile than Staffordshire, with the peak age group being 20 to 24. There is however still another slight peak in the 40 to 44 year old age group where the Staffordshire peak is.

In comparison to the Staffordshire population¹¹, the 20 to 59 year age groups are over-represented in the victims of property crime population and those 20 to 54 over-represented in Stoke-on-Trent.

Some of the over-representations are quite noticeable. For example, in the 40 to 44 age group in Staffordshire, 12% of victims of property crime are in this age group compared to 8% of people being in this age group in the Staffordshire population.

Marked under-representation can be seen in the 70 to 74 and 75 to 79 age groups in Staffordshire, and in the 75 to 79 and 80 to 84 year old age groups in Stoke-on-Trent. For example, the 75 to 79 age group in Staffordshire accounts for 2% of the victims of property crime but 4% in the Staffordshire population.

In Stoke-on-Trent, the 80 to 84 age group show a marked under-representation accounting for 3% of the Stoke-on-Trent population but only 1% of the victims of property crime.

Figure 12: Age of Victims of Property Crime in Staffordshire

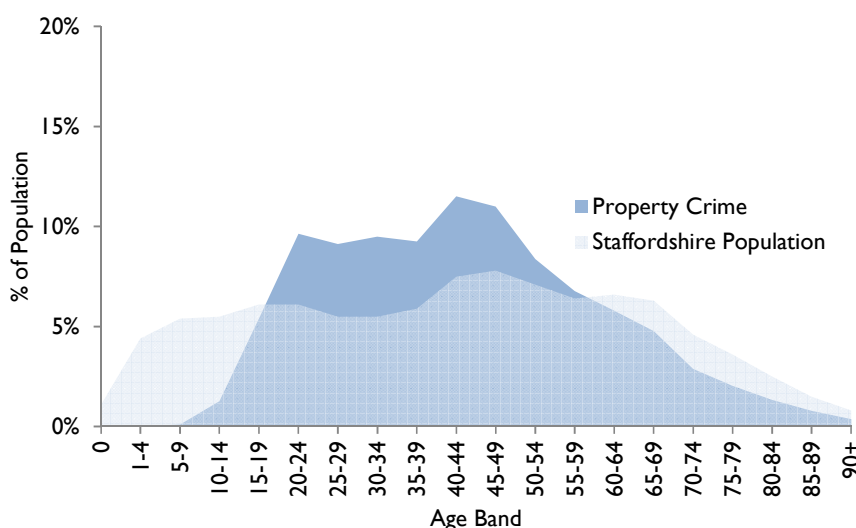
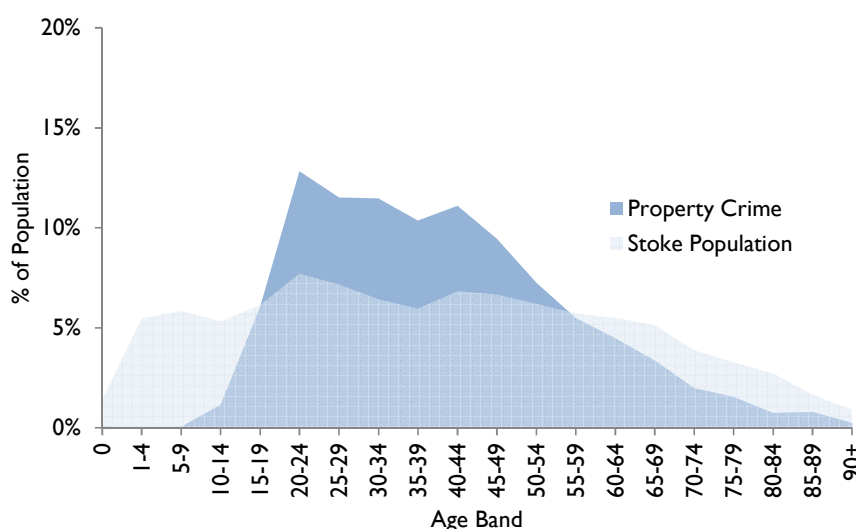


Figure 13: Age of Victims of Property Crime in Stoke-on-Trent



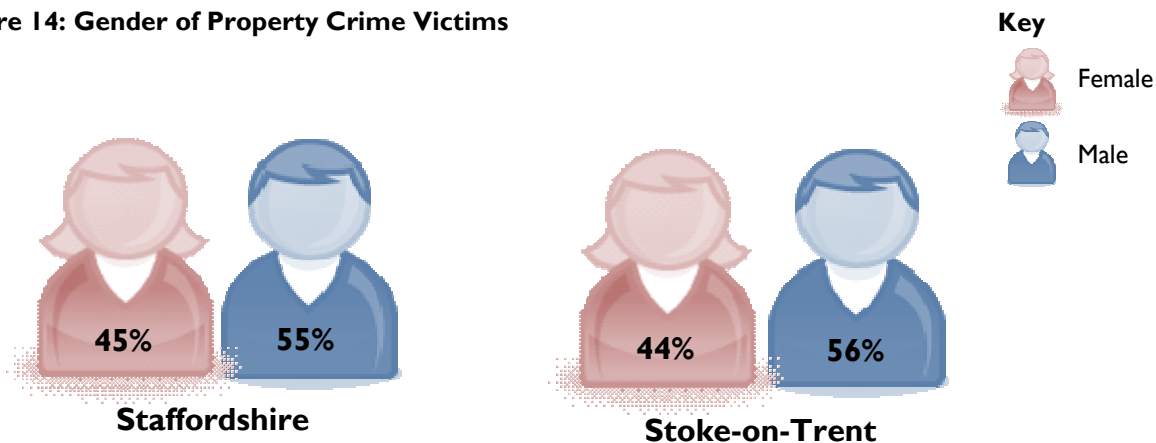
¹¹2012 Quinary age structure - mid-year population estimates, ONS

10.2 Gender

A larger proportion of males appear to be victims of property crime than females in both Staffordshire and Stoke-on-Trent. However it is important to note with regard to property crimes that there may be a number of people living in the household of different genders, but the victim is recorded as the person who reported the crime.

In the Staffordshire and Stoke-on-Trent population the proportion of males and females is equally split at 50%¹² so accounting for 45% of victims in Staffordshire, and 44% in Stoke-on-Trent, females are under-represented in the victims of property crime category.

Figure 14: Gender of Property Crime Victims



10.3 Ethnic Group

There is very little variation between the proportion of victims from each ethnic group and the Staffordshire population. The proportion of White-British victims (94%) is in line with the proportion of White-British people resident in Staffordshire (94%).

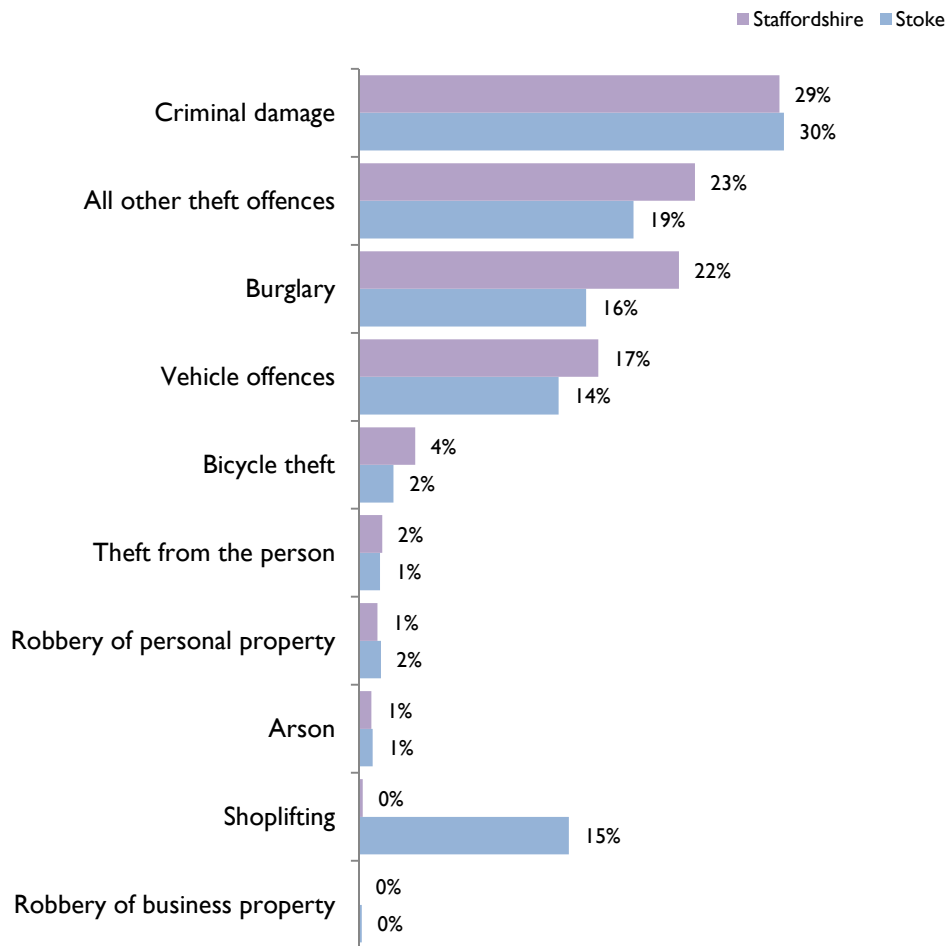
In Stoke-on-Trent, the proportion of residents in the Any Other Asian ethnic group are over-represented in the property crime victims population (3%) compared to the proportion of Stoke-on-Trent residents that are from the Any Other Asian ethnic group (1%). The proportion of White-British victims is slightly higher than the proportion in the Stoke-on-Trent population; 88% compared to 86%

¹² Mid-year population estimates 2012, ONS

10.4 Types of Property Crime

Criminal damage, other theft offences, burglary and vehicle offences accounted for the majority of property crimes that Staffordshire and Stoke-on-Trent residents were a victim of in 2012-13.

Figure 15: Proportion of Victims of each type of Property Crime Type



As can be seen in figure 15, 29% of property crime victims in Staffordshire, and 30% of property crime victims in Stoke-on-Trent were victims of criminal damage (5,066 and 2,852 victims respectively). 23% were victims of other theft offences in Staffordshire (4,048 victims) and 19% (1,843 victims) were victims of other theft offences in Stoke-on-Trent. 22% were victims of burglary in Staffordshire (3,855 victims) and 16% (1,524 victims) in Stoke-on-Trent. 17% were victims of vehicle offences (2,884 victims) in Staffordshire and 14% (1,339 victims) in Stoke-on-Trent.

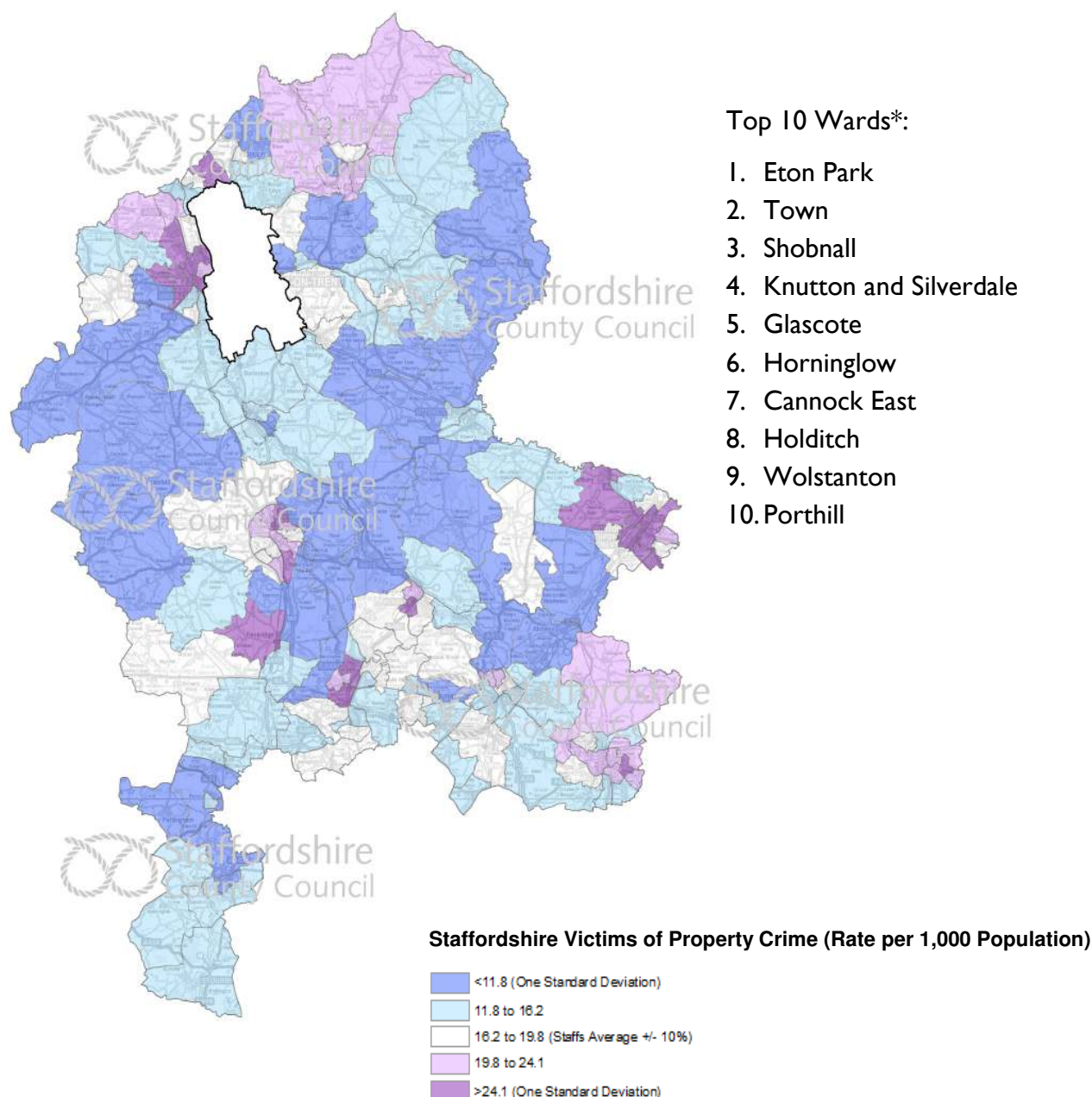
All other crimes within the property category accounted for a much smaller proportion of victims except for Shoplifting in Stoke-on-Trent, which accounted for 15% (1,408 victims) of property crime victims.

10.5 Where do Victims of Property Crime live?

Out of 26,832 victims of property crime, 24,916 records (93%) contained accurate post codes that could be mapped and related to geographical characteristics. This analysis therefore is based on these 24,916 victims only. In addition only 23,663 victims out of the 24,916 lived within Staffordshire or Stoke-on-Trent (95%), the remaining 5% living outside of Staffordshire and Stoke-on-Trent.

The map in figure 16 highlights wards across Staffordshire that record the highest rates of victims of property crime relative to the population of each area, with the top ten wards listed.

Figure 16: Victims of Property Crime in Staffordshire, rate per 1,000 population



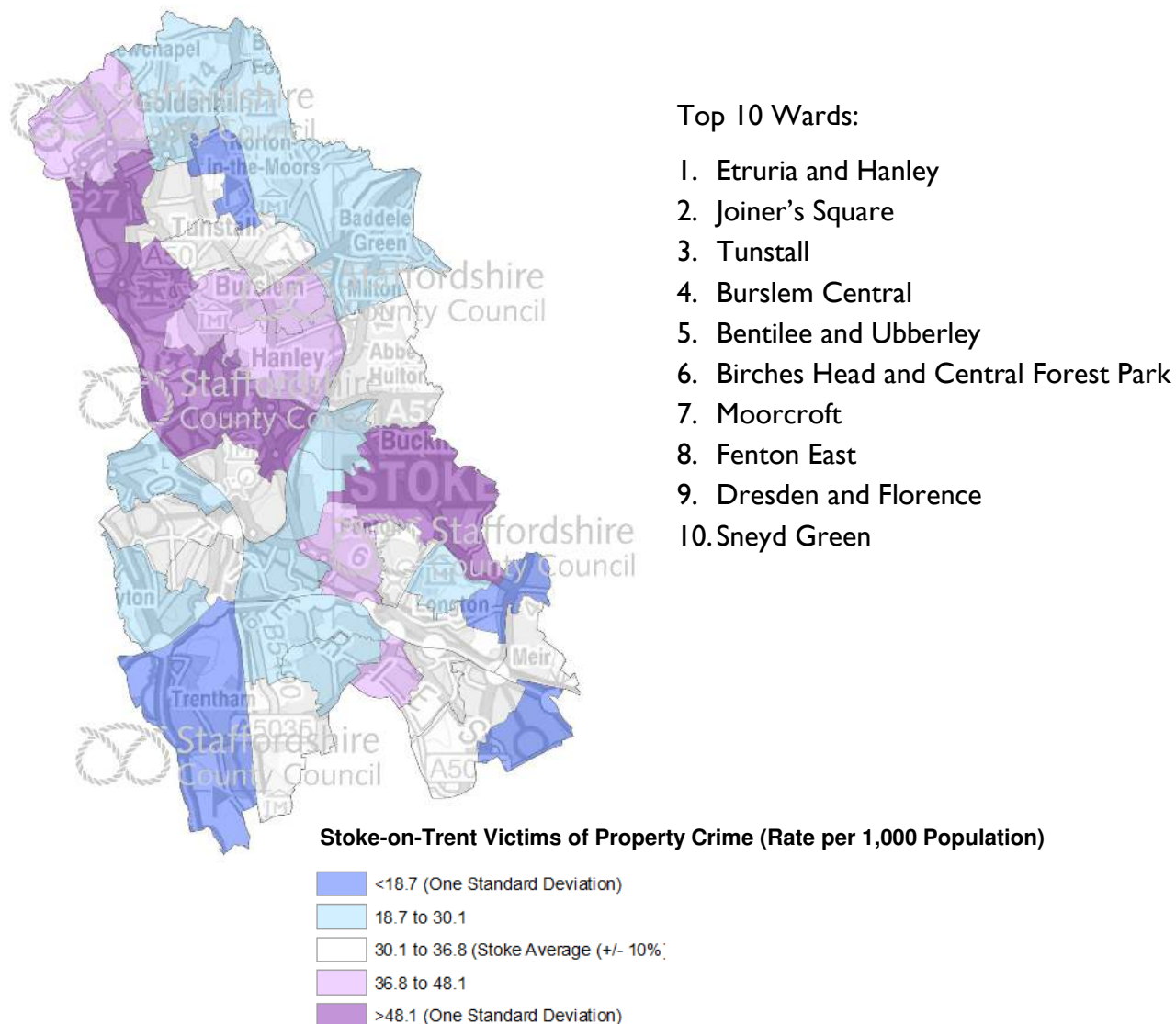
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Produced by Staffordshire County Council, 2014.



*Please note these maps are based on more up-to-date population estimates than in "Understanding Victims of Crime, 2012-13"

The map in figure 17 highlights wards across Stoke-on-Trent that record the highest rates of victims of property crime relative to the population of each area, with the top ten wards listed.

Figure 17: Victims of Property Crime in Stoke-on-Trent, rate per 1,000 population

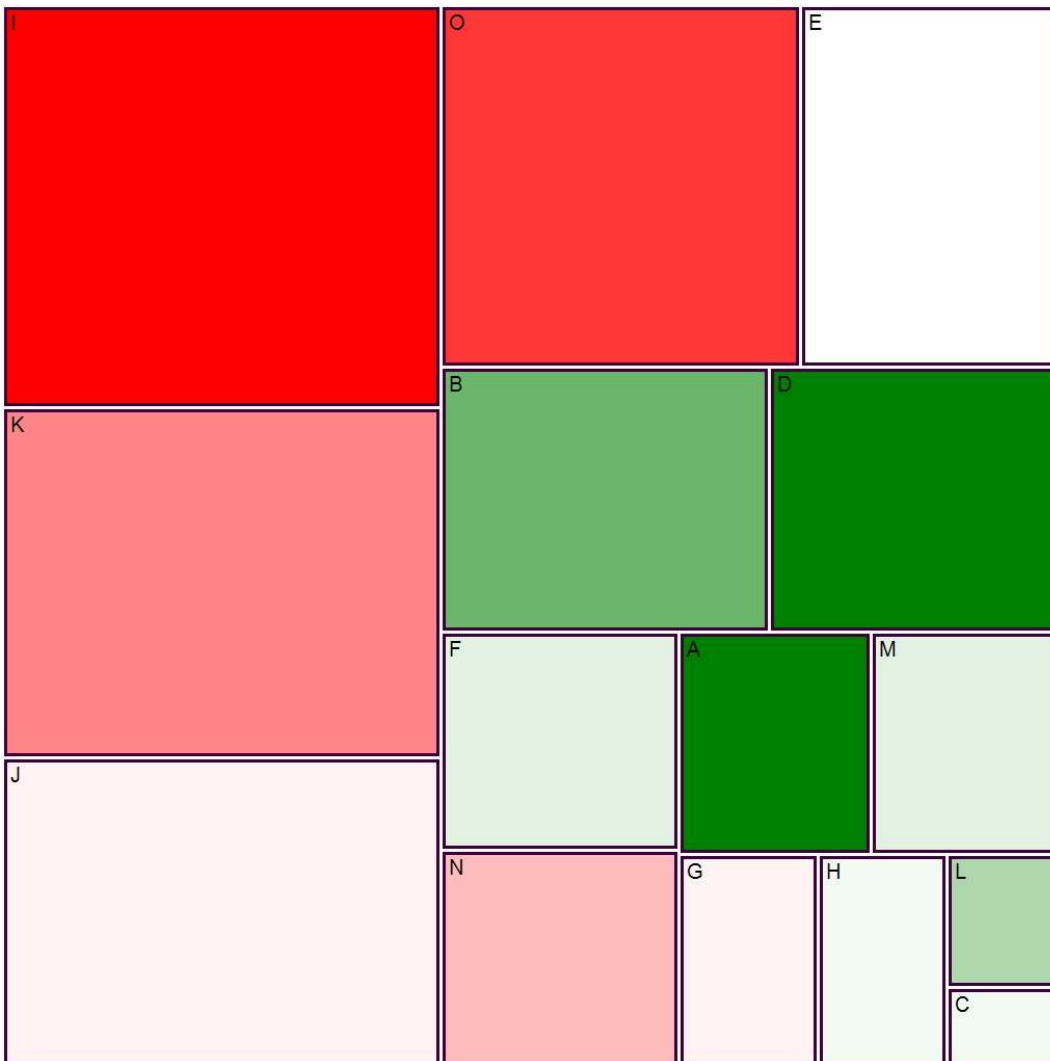


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 Produced by Staffordshire County Council, 2014.



Mosaic Public Sector is a social classification tool that can provide an understanding of the socio-demographic characteristics and lifestyle behaviours of all residents and communities, by allocating them to one of 15 Groups and 69 more detailed Types. The following treemap shows the Mosaic groups of victims of property crime in Staffordshire and Stoke-on-Trent according to their home postcode.

Figure 18: Victims of Property Crime by Mosaic Group (socio-demographic classifications)



Key:

A	Residents of isolated rural communities	I	Lower income workers in urban terraces in often diverse areas
B	Residents of small and mid-sized towns with strong local roots	J	Owner occupiers in older-style housing in ex-industrial areas
C	Wealthy people living in the most sought after neighbourhoods	K	Residents with sufficient incomes in right-to-buy social housing
D	Successful professionals living in suburban or semi-rural homes	L	Active elderly people living in pleasant retirement locations
E	Middle income families living in moderate suburban semis	M	Elderly people reliant on state support
F	Couples with young children in comfortable modern housing	N	Young people renting flats in high density social housing
G	Young, well-educated city dwellers	O	Families in low-rise social housing with high levels of benefit need
H	Couples and young singles in small modern starter homes		

Interpreting the Treemap in Figure 18

Legend:

	Above average rate of victimisation
	
	
	
	Below average rate of victimisation

The size of each box represents the number of victims within each mosaic group. The shading represents the difference from the population of Staffordshire and Stoke-on-Trent; a box shaded dark red means that there are many more victims of property crime within this Mosaic group than the population distribution would suggest, and a dark green box means that there are considerably fewer victims of property crime within this Mosaic group.

16% of victims of property crime live in areas described as 'lower income workers in urban terraces in often diverse areas'. This represents a notable disproportionality when compared with the population, as only 7% of residents live in these types of areas. These communities are characterised by residents who live in areas of densely packed terraced housing, some of which is owner-occupied and the rest rented. Residents are typified as having few qualifications and work in relatively menial routine occupations. The majority of residents are young, some are still single and others live with a partner.¹³

Group I: Lower income workers in urban terraces in often diverse areas



Key Features

- Few qualifications
- Routine occupations
- Young singles and couples
- Some young children
- Ethnic diversity
- Small homes
- Crowded
- Below average income
- Sport

Communication Preferences

Access Information

- SMS Test
- Interactive TV
- National and Local Papers
- Not Telephone

Service Channels

- None
- Not Post

Almost a sixth (14%) of Staffordshire and Stoke-on-Trent victims of property crimes in 2012-13 live in areas described as 'residents with sufficient incomes in right-to-buy social housing'. This is slightly higher than the percentage of the population that live within this group (10%) but represents the second largest proportion of property crime victims. These are communities that are often former council estates, ones which were comparatively well built, pleasantly laid out and where a large proportion of properties have been purchased under right-to-buy legislation.

These are people who often belong to families who have lived in the local area for many generations and have family living nearby.¹³

Group K: Residents with sufficient incomes in right-to-buy social housing



Key Features

- Council tenants
- Right to buy
- Comfortable lifestyles
- Few qualifications
- Hard workers
- Self reliant
- Little anti-social behaviour
- Value for money
- Catalogue mail order

Communication Preferences

Access Information

- Local Papers and Face to Face
- Not Magazines

Service Channels

- Face to Face
- Not Mobile Phone or Post

¹³ Mosaic Public Sector (© Experian)

12% of victims of property crime in 2012-13 live in areas described as ‘families in low-rise social housing with high levels of benefit need’. This is a substantial over-representation in comparison to the proportion of residents that live within this group (5%). These communities are typically home to the most disadvantaged people, including a significant number who have been brought up in families which have been dependent on welfare benefits for many generations. These people tend to live with their children in low rise estates of terraced and semi-detached houses. There tends to be high levels of unemployment, low wages and, combined with a wide range of social problems, often results in very high scores on indicators of multiple deprivation¹⁴.

Group O: Families in low-rise social housing with high levels of benefit need



Key Features

- Disadvantaged
- Low incomes
- Unemployment
- Long term illness
- Low rise council housing
- One parent families
- High TV watching
- Dependant on State

Communication Preferences

Access Information

- Face to Face
- Local Papers
- Not Internet

Service Channels

- Face to Face
- Not Mobile Phone, Internet,
- Telephone or Post

Understanding this information about victims, particularly their primary communication preferences, can help target messages to the priority groups with the aim of changing their behaviour.

¹⁴ Mosaic Public Sector (© Experian)

11. INTERDEPENDENCIES AND OTHER CONSIDERATIONS

It is important to understand the complexities of data relating to victims and some of the interdependencies and considerations that need to be made. For example, a victim of violence with injury could have been a victim of that crime as a result of domestic abuse, or a victim may be the victim of more than one crime possibly as a result of being a vulnerable member of society. This section highlights some of these interdependencies for consideration.

11.1 Business Crime

Business crime has a broad definition, defined by the Home Office as ‘all crime and disorder committed by or against businesses’. This would cover crimes such as employee theft, fraud, false accounting through to theft and vandalism.

The Home Office conduct a Commercial Victimisation Survey (CVS) to address a gap that exists in the reporting of crimes against businesses. The 2013 survey provides information on the volume and type of crime committed against businesses in England and Wales across the ‘agriculture’, ‘wholesale and retail’, ‘arts, entertainment and recreation’ and ‘accommodation and food’ sectors (the 2012 survey had the categories; ‘manufacturing’ and ‘transportation and storage’ instead of ‘agriculture’ and ‘arts, entertainment and recreation’).¹⁵

30% of the ‘agriculture’ sector, 45% of the ‘wholesale and retail’ sector, 45% of the ‘arts, entertainment and recreation’ sector and 42% of the ‘accommodation and food’ sectors being surveyed had experienced a crime in the last 12 months.¹⁵

Combined estimates from the 2012 and 2013 CVS showed there were 7.3 million crimes against businesses in the six sectors covered by the survey in a 12 month period compared to 8 million crimes against individuals and households estimated from the Crime Survey for England and Wales between October 2012 and September 2013. This highlights the substantial number of victims of these types of crime.¹⁵

In the report from the Office of the Police and Crime Commissioner in Staffordshire entitled; ‘Business Crime Matters’ it was estimated that every hour business crime costs Staffordshire (not including Stoke-on-Trent) £7,327 in theft, damage and consequential loss and yearly costs £64.1 million making business crime a key consideration.¹⁶

11.2 Hate Crime

The Home Office defines hate crime as:

“Any crime that is perceived (by either the victim, witness or anyone else) to be at least partially motivated by the victim’s perceived difference, be that their race, religion, sexuality, disability, the way they look or their gender¹⁷”

As a result any crime previously described as ‘personal’ or ‘property’ in this strategic assessment could be defined as a ‘hate crime’.

There were 786 reported hate crimes and 1,014 hate incidents in 2012/13 in Staffordshire and Stoke-on-Trent. Racially related hate crimes account for the largest proportion of hate crimes at 81% of all reported hate crimes in 2012/13, this was followed by hate crimes related to sexual orientation (10%) and then disability (7%).

Victims of a crime that was hate related may require different support to those experiencing the same

¹⁵ Crime against businesses: headline findings from the 2013 Commercial Victimisation Survey

¹⁶ Business Crime Matters, OPCC

¹⁷ Challenge it, report it, stop it. The government’s plan to tackle hate crime. March 2012

crimes but for non hate-related reasons.

Previous analysis of Hate Crime in Staffordshire and Stoke-on-Trent has been completed and is available in the report entitled: 'Trend Analysis of Hate Crime 2008/09-2012/13'¹⁸.

11.3 Domestic Abuse

The cross-government definition of domestic violence and abuse is:

“Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners of family members regardless of gender or sexuality. The abuse can encompass, but is not limited to: psychological, physical, sexual, financial and emotional abuse.”

This definition highlights the broad nature of domestic abuse. Individuals may have been the victim of violence or sexual abuse that was domestic in nature and their support needs might be very different from those victims experiencing these types of crime but that were not as a result of domestic abuse.

11.4 Vulnerable Children and Adults

The PCC in Staffordshire has highlighted the importance of protecting those who are more at risk of being a victim or a repeat victim because of vulnerabilities, and has proposed to put more effort in, to target support at these individuals.

The Department for Education (DfE) provides information about some of the vulnerable children in Staffordshire and Stoke-on-Trent. In 2013, DfE figures suggest that 1,435 children were looked after by either Staffordshire or Stoke-on-Trent local authority and 4,695 were assessed by children's social care to be in need of support services such as family support, adoption support or services for disabled children.

With regard to vulnerable adults, the Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership has been working to increase awareness of the abuse of vulnerable adults and the mechanisms in place for reporting potential abuse. The number of referrals has increased considerably from 2009/10 (1,593 referrals) to 2012/13 (3,962) and is projected to increase over the next ten years by up to as much as 11,600 by 2021/22^{19,20}. Not all of these cases of abuse will lead to the involvement of the police and victims services however, in 2013/13, 3% (94 individuals) had further action by the police and if the number of referrals is projected to increase over the next ten years, the number leading to further police action may also increase. This combined with the PCC's aim to support these individuals and the quite specialist victim services these individuals might need requires further consideration.

11.5 Witnesses

Witnesses provide support to victims and ensure that offenders are brought to justice, however if they witness a traumatic event, they themselves may also need additional support. Information held about witnesses is limited but they are a group of residents that needs consideration and for which further work might be necessary.

Estimates from the Staffordshire and Stoke-on-Trent, Feeling the Difference Survey²¹, suggest that 4% of residents surveyed had witnessed a crime in the last 12 months. Based on the population of Staffordshire and Stoke-on-Trent if the same picture was seen across the area, there would be over 41,000 witnesses a year in Staffordshire and Stoke-on-Trent.

¹⁸ Available on request from the Insight, Planning & Performance Team, Staffordshire County Council

¹⁹ Abuse of Vulnerable Adults Problem Profile, Staffordshire 2013

²⁰ Adult Protection Annual Report, Data Section 2012-13

²¹ Feeling the Difference, Survey, Wave 15

12. VIEWS AND PERCEPTIONS OF VICTIMS AND WITNESSES

This section explores findings from national and local (Staffordshire and Stoke-on-Trent) consultation and engagement. Combined, these provide an understanding of the experiences of victims and witnesses of crime and examine the types of support, information and advice which they need.

12.1 Experience of Crime

Across Staffordshire around 1 in 10 people have been a victim or witness of crime in the last 12 months. Wave 15 of Staffordshire and Stoke-on-Trent's Feeling the Difference survey suggests that 8% have been a victim of crime and 4% have been a witness of crime.

The majority of respondents were victims or witnesses of crimes which have previously been defined as low impact in their nature because no-one had been physically hurt. For example, three out of the four most common crime types cited were theft, burglary and damage to property. One of the four most common crime types, violent crime, was considered high impact. It is important to recognise that victims and witnesses of crimes defined as both high and low impact, may have needs for support, and these needs may differ depending on the individual and the support networks they have access to.

Staffordshire and Stoke-on-Trent's Feeling the Difference survey shows that the majority of the local population do tend to report crimes to the police (86%) and this is even more apparent for high impact crimes (91%). Victims and witnesses of low impact crimes are slightly less likely to say the crime was reported (80%). This high level of reporting suggests that the majority of victims and witnesses will be able to find out about options for support.

These results suggest that residents of Staffordshire and Stoke-on-Trent are more likely to report crimes than would usually be expected, with national data from the Crime Survey for England and Wales placing the reporting rate at 35% for all crime types. The reporting rate is calculated by dividing the number of Crime Survey incidents that victims state the police came to know about, by the total number of Crime Survey incidents²². The reporting methodology is generally regarded as providing a complete picture of the crime types that it covers²².

National data from the Crime Survey for England and Wales²² suggests that crimes go unreported for a number of reasons. Reasons include a concern that the crime is too trivial, or that the victim/witness did not care. In some cases, victims and/or witnesses did not report the crime because they were too embarrassed or because they did not feel the police would care. Consultation with Staffordshire and Stoke-on-Trent victims and witnesses of crime reinforces these messages and also suggests that some crimes go unreported because of a lack of trust or a fear of reprisal. Whilst victims and witnesses who do not report crime only make up a small proportion of the total victim population they may have unmet needs for support.

Source: Staffordshire and Stoke-on-Trent Victims and Witnesses Consultation, May 2014



"Friends don't trust the police to do anything and fear reprisals".

"Previous experience has taught me not to bother, nothing gets done".

"I worry that I wouldn't be taken seriously by the police".

²² Support for victims: Findings from the Crime Survey for England and Wales, Ministry of Justice, 2013

12.2 The Impact of Crime

The new local consultation conducted with victims and witnesses of crime has shown that 83% of those experiencing a crime in the last 12 months, regardless of the crime type, felt that it had, had an impact on them (very much - 43%, quite a lot - 40%). Whilst the nature of the impact on individuals varies (figure 19), national research from Britain Thinks²³ suggests that the impacts of crime are often personal or psychological in nature. There are occasional consequences for productivity and health, with for example, 9% of victims having time off work as a result of the crime.

Figure 19: The Impact of Crime, What Victims Really Think, Britain Thinks, April 2013



There is evidence that the impacts of crime, and consequently the need for support, can vary by crime type. For example the Crime Survey for England and Wales²⁴ indicates that requesting and receiving support is more common in incidents of burglary and violent crime. However, it must be recognised that every individual is different and individuals can potentially react differently to crime. Some people can have minimal support needs after major crimes and others will need support with relatively minor crimes. Therefore the impact that victims and witnesses will experience and the support they will require are likely to be varied.

12.3 The Needs of Victims and Witnesses of Crime

The new local consultation with victims and witnesses of crime has shown that 9 in 10 of those who witnessed or experienced a crime felt that they needed some level of support. National research by Britain Thinks²³ for Victim Support places this need slightly lower at 6 in 10. What is important to note is that not everyone who needs support receives support. In the Staffordshire and Stoke-on-Trent Victims and Witnesses Consultation, 38% of those who needed support felt they received what they needed. The most common types of support needed were information from the police, protection from further victimisation and someone to talk to. Figure 20 provides details of other support needs cited by participants.

Figure 20: Support Needed by Victims and Witnesses of Crime, Staffordshire and Stoke-on-Trent Consultation with Victims and Witnesses of Crime, May 2014



²³ What Victims Really Think, Britain Thinks, April 2013

²⁴ Support for Victims: Findings from the Crime Survey for England and Wales, Ministry of Justice, 2013

In terms of information from the police, an explanation of procedures, regular contact, being kept informed at key stages and keeping promises were suggested to be important issues. If a call back had been promised, victims or witnesses expected this to happen. Being called first rather than having to chase up information was also highly valued.

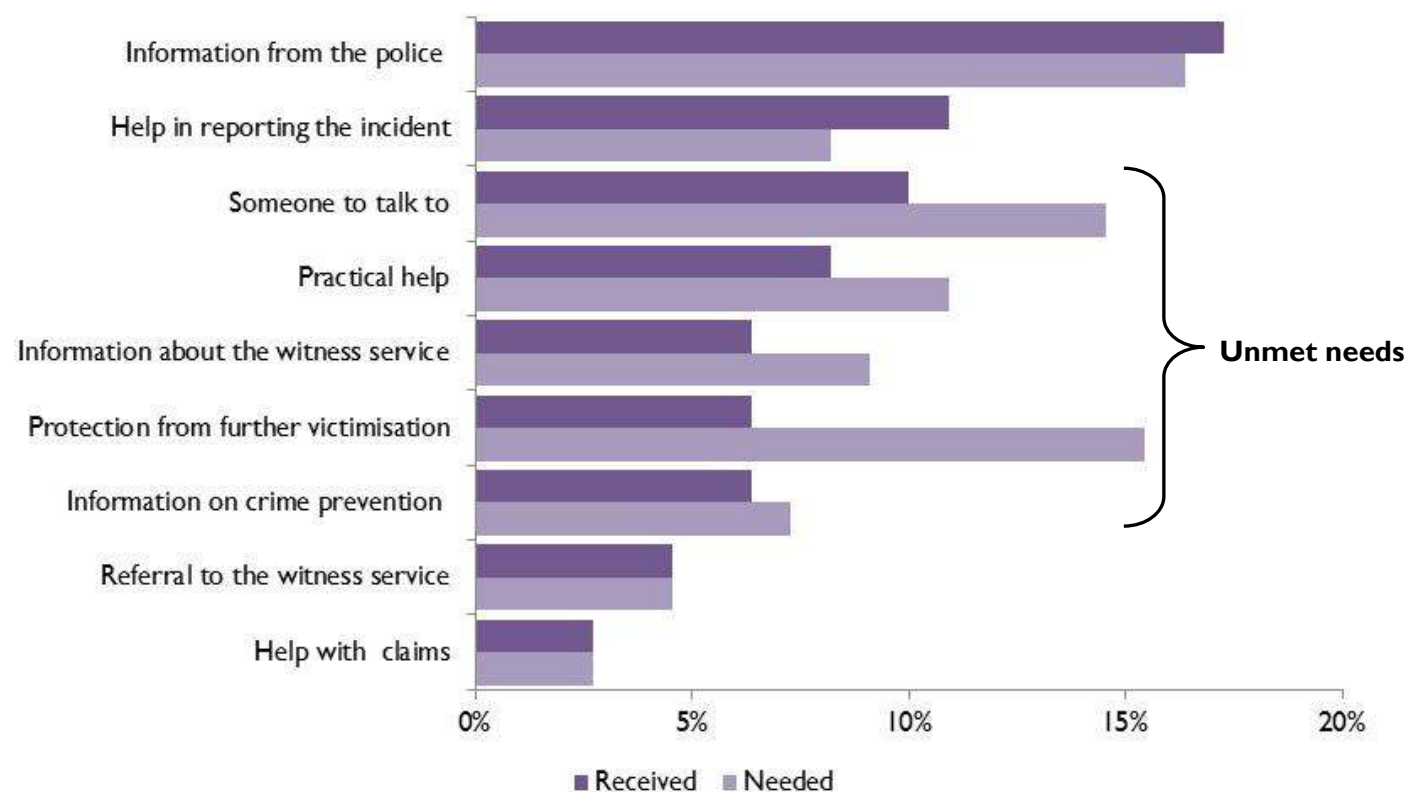
Regarding protection from further victimisation, respondents again highlighted the importance of promised contact being made. Contact cards for reoccurring matters were also considered important. Being updated at key points in time, about key information such as notification of bail and release dates were considered important too.

With regard to having someone to talk to, it was suggested that victims/witnesses needed someone who would listen, provide moral support and guidance and support them with reaching closure.

The consultation across Staffordshire and Stoke-on-Trent suggested that victims and witnesses were not consistently getting what they need, something also highlighted in the Crime Survey for England and Wales²⁵. In Staffordshire and Stoke-on-Trent, the greatest discrepancy between need and provision was in relation to protection from victimisation. Whilst 15% said they needed this, far fewer, 6%, actually received it. The next largest discrepancy was in relation to having someone to talk to. 15% identified this as a need but just 10% received it. Figure 21 illustrates levels of need in comparison to provision for a number of support needs.

Conversely, some victims/witnesses were receiving help and support which they did not feel they needed or wanted. Understanding the needs and wants of individuals, and balancing provision effectively will be important for effective and efficient commissioning.

Figure 21: Support Needed and Received by Victims and Witnesses of Crime, Staffordshire and Stoke-on-Trent Consultation with Victims and Witnesses of Crime, May 2014



²⁵ Support for Victims: Findings from the Crime Survey for England and Wales, Ministry of Justice, 2013.

12.4 Vulnerable Victims and Witnesses

Some victims and witnesses are likely to have higher support needs. The Crime Survey for England and Wales²⁶ indicates that these are more likely where the incident was perceived to be very serious or the incident was perceived to be motivated by religion, sexual orientation, age or disability. In cases where the offender was charged or cautioned and went to court, or where the offender was identified, support needs were likely to be higher.

12.5 The Needs of Victims and Witnesses of Crime Who Did Not Receive Support

Nearly two thirds of those responding to the victims and witnesses consultation in Staffordshire and Stoke-on-Trent did not receive support after the crime (65%). In all cases there was at least one or more needs for support with nearly three quarters (74%) wanting support for between one to four key needs. The top four support needs for those not receiving support were broadly the same as for those who had received support. They wanted information from the police, protection from further victimisation, someone to talk to and practical help.

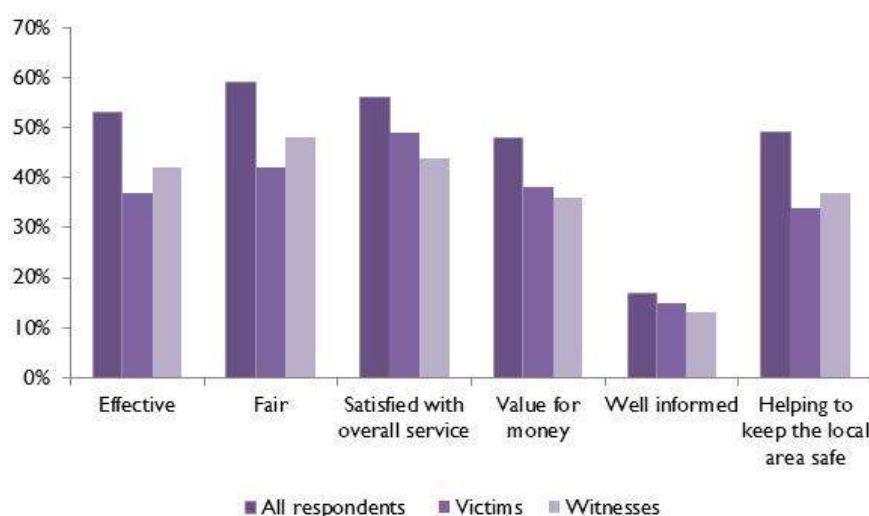
12.6 Victims Experience of Criminal Justice Agencies

The government is committed to supporting those victims of the most serious crimes to ensure people deal with the effects of crime and to ensure they participate in the Criminal Justice System.

Evidence from the Staffordshire and Stoke-on-Trent Police Courts Survey²⁷ suggests that the majority of Staffordshire and Stoke-on-Trent's victims and witnesses who have participated in the Criminal Justice System have found it to be a positive experience. In the survey, 61% of victims and witnesses felt that it was a positive experience, 16% said it was average and 23% found it negative and provided suggestions for improvements. The majority would consider giving evidence again (78%).

It is however apparent that victims and witnesses of crime are generally more negative about all aspects of the Criminal Justice System once they have been through the process than the Staffordshire and Stoke-on-Trent population overall. For example in the Staffordshire and Stoke-on-Trent Feeling the Difference survey, 57% of Staffordshire residents were satisfied with the Criminal Justice Agencies. Satisfaction declined substantially amongst those who had been a victim (49%) or witness (44%) of crime in the last 12 months.

Figure 22: Views on the Criminal Justice System, Feeling the Difference Survey, Wave 15



²⁶ Support for Victims: Findings from the Crime Survey for England and Wales, Ministry of Justice, 2013

²⁷ Staffordshire and Stoke-on-Trent Police Courts Survey, Staffordshire Police, 2012-2013

Staffordshire and Stoke-on-Trent's Feeling the Difference survey also shows that previous victims and witnesses of crime rate their quality of life as lower than those respondents who have not been a victim and/or witness of crime. For example 92% of Staffordshire residents were satisfied with their area as a place to live but this declined to 78% for victims and 71% for witnesses.

The Staffordshire and Stoke-on-Trent Police Courts Survey²⁸ provides evidence which suggests that victims and witnesses were offered support from the courts, for example the opportunity to become familiar with the court process. Many also had a chance to look around the court room (76%). One witness said that this really put their *"mind at rest about attending court"*.

There are however areas of unmet need; for example information about practical matters are important and these were not always easy to find. For example, *"the location of the court was impossible to find."*

Some victims and witnesses felt they needed better support when they arrived at court. Few were aware of, or were offered, the opportunity to see the JIGSAW (Justice Information Guide Supporting and Advising Witnesses) DVD (8%) whilst others commented that the support they were offered, for example the opportunity to look around the court room, was not the support that they needed. One witness of a violent crime commented in the Staffordshire and Stoke-on-Trent Victims and Witnesses consultation:

"I wanted to talk to someone who understood and had gone through what I was going through. My concerns, worries and feeling of vulnerability. I needed reassurance and support but none was offered."

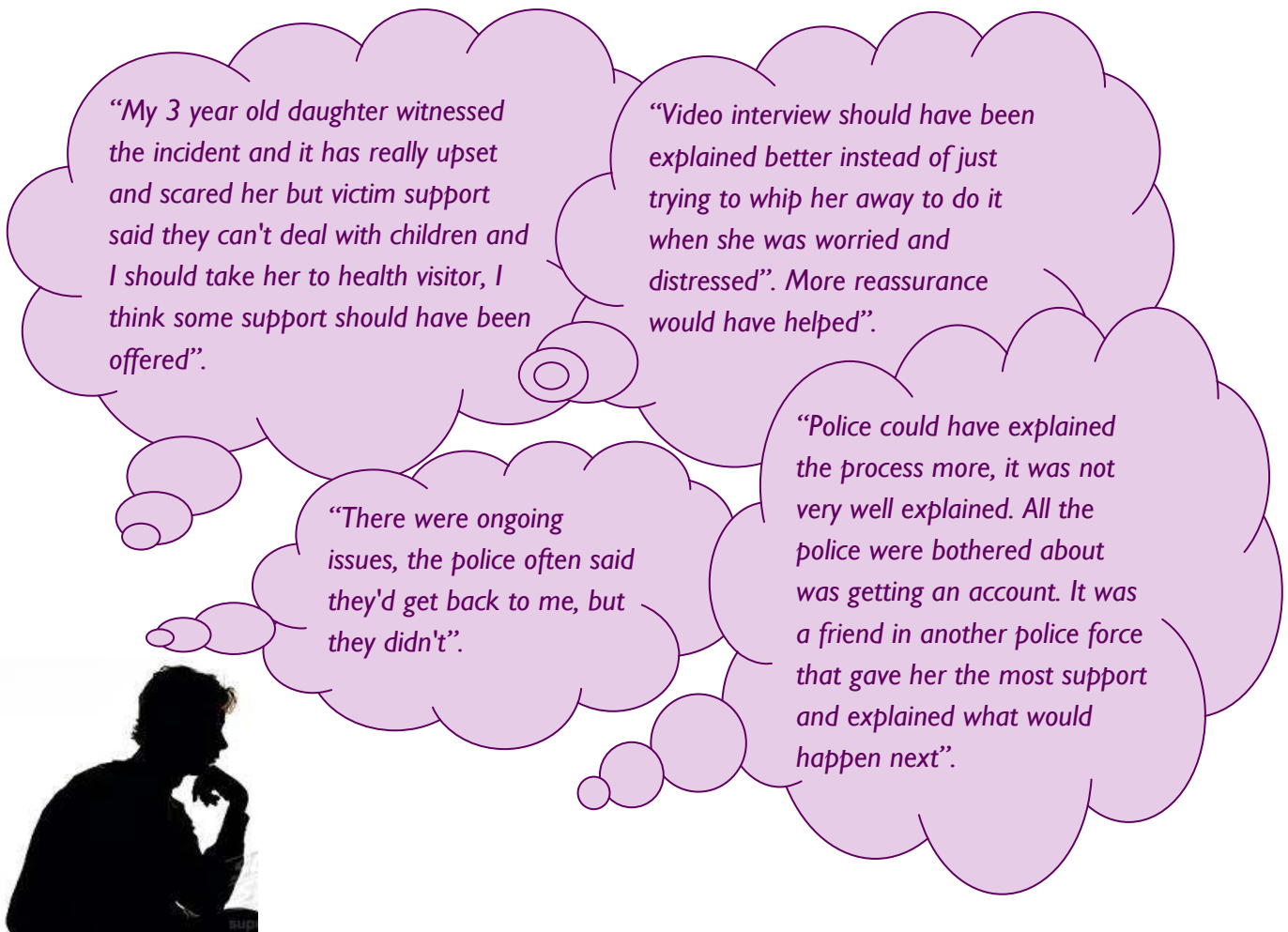
Others commented that they needed support to help them deal with the "stress" of the situation, for example coming into contact with the perpetrator whilst waiting to go into court and whilst they were in the court room. Being cross examined also made some feeling like they were being attacked, mocked or being made to feel like the criminal. Some also found it frustrating that they were unable to get their version of events across during cross examination. This was a particular issue for victims and witnesses with mental health issues. (At Risk, Yet Dismissed, The Criminal Victimisation of People with Mental Health Problems).

12.7 Experience of Victim Support

National satisfaction with Victim Support was high at 89% (Britain Thinks) with comments about the service including receiving *"a text message with a contact number"* and respondents appreciating *"having someone to talk to"*. This must be understood in the context of Victim Support estimating that they are only aware of 35% of all reported crime and that some people are more likely to be aware of and want support from them. The Crime Survey for England and Wales²⁹ indicates that those living in a higher income household, those from a white ethnic background, those aged 25 and over and those with a limiting long term illness were more likely to be aware of and therefore know how to access victim support services. Conversely it is likely that more vulnerable groups of people including those living in lower income households, Black and Minority Ethnic Groups and those under 25 years of age may have unmet needs for support. Additional unmet needs for support from the Victims and Witnesses Consultation in Staffordshire and Stoke-on-Trent are outlined in the graphic overleaf.

²⁸ Staffordshire and Stoke-on-Trent Police Courts Survey, Staffordshire Police, 2012-2013

²⁹ Support for Victims: Findings from the Crime Survey for England and Wales, Ministry of Justice, 2013



Source: Staffordshire and Stoke-on-Trent Victims and Witnesses Consultation, May 2014

12.8 Experience of Other Agencies

Some victims and witnesses of crime are currently receiving support from agencies other than Victim Support. More information on the number of victims and witnesses that agencies have supported in the last 12 months and the types of support they have provided is evidenced in Section 13.

8% of victims and witnesses in the Staffordshire and Stoke-on-Trent victim and witness survey indicated that they had received support from another organisation during the last 12 months; case studies of the types of support which victims received and any additional support which they felt should have been provided are outlined below.

Case Study 1: Victim of Domestic Violence, who received support from Staffordshire Police and Staffordshire Women's Aid

Support received: *"Consistently saw the same ISVA at SWA but the police kept changing and I didn't trust anyone because the perpetrator had convinced me he had many friends in the police".*

Additional support needed: *"From the police officer all the way through and someone that gets Domestic Violence and does not judge. Someone locally that I could trust when I felt scared".*

Case Study 2: Victim of Hate Crime who received support from the Sanctuary, Stoke and Staffordshire

Support received: *“Able to talk to someone else who was LGBT”.*

Additional support needed: *“Follow up if ongoing support is needed”.*

Additional comment: *“More people need to be trained to support specific crimes e.g. rape, hate crime, age, LGBT, disability, drugs, drink related”.*

Case Study 3: Victim of Domestic Violence, Theft and Antisocial Behaviour who received support from Staffordshire Women’s Aid

Support received: *“Support with emotional wellbeing and mental health”.*

Additional support needed: No additional support was requested.

The victims and witnesses consultation in Staffordshire and Stoke-on-Trent also indicated that some victims and witnesses have their own support networks and their needs for support are met through their friends and family. 5% indicated that they received support from someone else for example, family and friends.

It will be important to understand whether victims and witnesses can be fully supported through their own networks to ensure that commissioned services are targeted towards those who need them.

12.9 Current Support

Victims and witnesses felt that following on from the crime, to have a good experience, the “processes” which would follow should be “clearly explained” to “reassure people and to stop them from being worried or distressed”. Support from the same police officer the whole way through a case and support from “someone who gets the issues” (for example with domestic violence) were considered important. “Gender specific support” was requested by a minority and support from someone that victims or witnesses could “trust”.

Victims and witnesses of crime had different experiences of support from the police. Often describing their experiences in a positive manner when they had received the support that they needed and negatively where it did not meet their needs. Current experiences provide a useful understanding of expectations and key qualities which are important for victims and witnesses and which should form key requirements for future commissioning.

Figure 23: Positive and Negative Experiences of Contact with the Police.

✓	✗
<ul style="list-style-type: none">• The Police were helpful/friendly• The Police arrived quickly• There was good follow up from the Police• Confident in the abilities of the Police• Police were empathetic	<ul style="list-style-type: none">• Police did not turn up• Police did not know what they were doing• Inconsistency of staff and poor attitudes• Lack of information following the crime• Police were not understanding

12.10 Desired Qualities from a Support Organisation

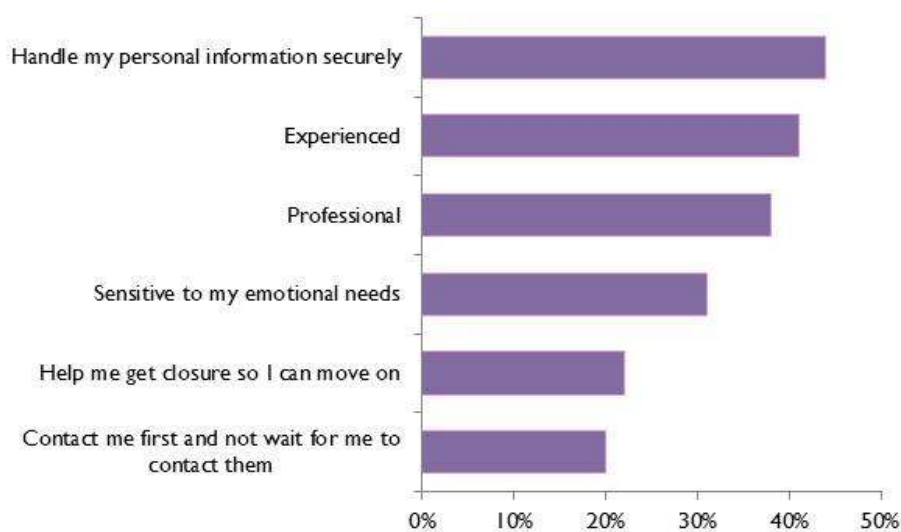
Victims and witnesses needs will vary and they may need support from the time the crime is committed, through to the investigation, court case and eventual release of the offender.

In its research in 2013, Britain Thinks³⁰ surveyed victims and witnesses on the qualities which they felt a support organisation should provide to them. Key qualities which were important in the provision of support are outlined below in figure 24. Handling information securely (44%), being experienced (41%) and professional (38%) were cited as the three most important qualities.

Practical information about what is going on with their case, and what help is on offer have also been identified as important from victims and witnesses in the Staffordshire and Stoke-on-Trent Consultation.

Contact by telephone followed by email were the most popular methods of contact after an incident.

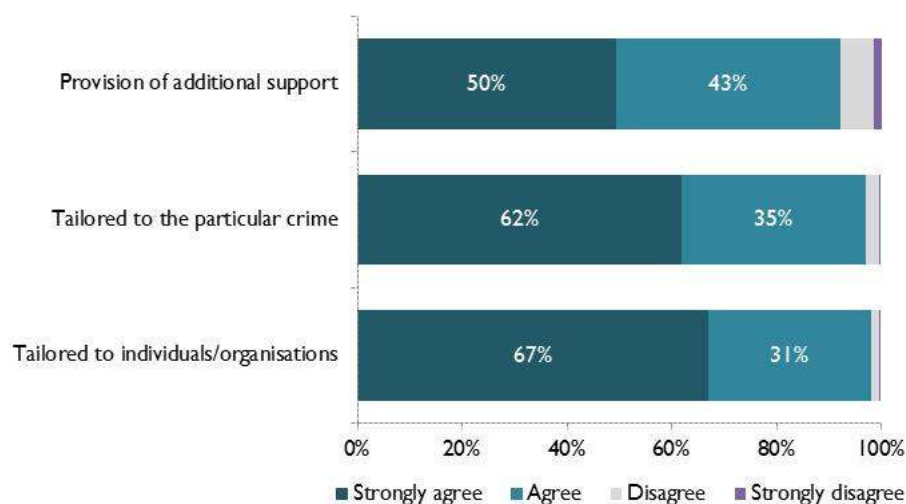
Figure 24: % who agreed the below were desired qualities from a support organisation, Britain Thinks, April 2013



12.11 Future Service Provision

Respondents to the victims and witnesses consultation in Staffordshire and Stoke-on-Trent agreed that there should be additional support in the future and that it should be tailored to the particular crime and to the needs of individuals/organisations.

Figure 25: Views on the Future Service Provision, Staffordshire and Stoke-on-Trent Consultation with Victims and Witnesses of Crime, May 2014



³⁰ What Victims Really Think, Britain Thinks, April 2013

12.12 Additional Support

Victims and witnesses of crime also raised some additional considerations:

- The support provided may depend on whether *“the victim has their own support network, if they don’t they may need more support. We need to ask them what they need in terms of support”*.
- *“Provision of counselling/individual therapeutic support - the impact of crime is long lasting and little is done to recognise the emotional/psychological needs of the victim. Peer support would be useful to help people overcome isolation”*.
- *“24/7 telephone support for people who are devastated by crime”*.
- *“Signposting to specialist agencies”*.
- *“Treating people with respect and taking them seriously even if they are nervous about giving evidence”*.
- *“Treat people with respect and tailor e.g. for people with mental health issues or learning disabilities”*.
- *“Support for children who may have witnessed the crime”*.
- *“Individual case offices for serious or personal crimes where there is a threat of retaliation”*.

13. VIEWS AND PERCEPTIONS OF ORGANISATIONS

13.1 Organisations Providing Support

15 organisations providing support services to individuals/businesses responded to the new local consultation. These were; Arch Domestic Violence Services, Assist, Brighter Futures, Challenge North Staffs, East Staffordshire Rights and Equality Council, Sanctuary Stoke & Staffordshire, LGBT Hub Staffordshire/ Sanctuary Stoke & Staffordshire, Lichfield District Council, Restart, Staffordshire North and Stoke-on-Trent Citizens Advice Bureau (SNSCAB), Staffordshire Women's Aid, Staffordshire Youth Offending Service, The Dove Service, Wolverhampton Domestic Violence Forum and Victim Support.

All of these organisations currently provide support to victims of crime. Six additionally provide support to witnesses. Those providing support to witnesses were: Arch Domestic Violence Services, Brighter Futures, Lichfield District Council, Restart, The Dove Service and Victim Support.

Organisational responses provide an indication of support which is currently available. It must be recognised that there are organisations who did not respond to the consultation and organisations which are currently unknown. It is recommended that further work is undertaken to gain a clearer overview of support currently available to victims and witnesses of crime.

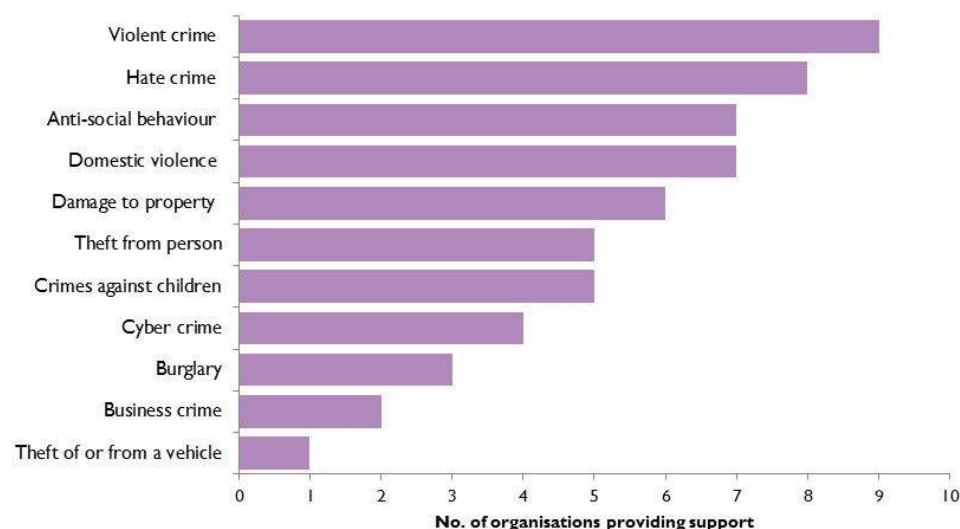
In the last year, the responding organisations have supported over 6,889³¹ victims and witnesses of crime across Staffordshire and Stoke-on-Trent. 200 of these were victims and/or witnesses of business crime. Three of the four most common crime types supported were high impact (violent crime, hate crime and domestic violence). The fourth, anti-social behaviour can be described as low impact.

The majority of organisations offered moral support/someone to talk to (14 organisations), followed by help in reporting the incident to the police (13 organisations), help with obtaining information from the police (12 organisations) and practical help (9 organisations).

The proportion of victims and witnesses approaching organisations who had actually reported the crime, was substantially lower than would have been suggested from consultation with victims and witnesses. The Feeling the Difference Survey, Wave 15, suggests that the majority of victims and witnesses across Staffordshire and Stoke-on-Trent do report crimes whereas views from organisations were far more

mixed. 53% of organisations said the victims and witnesses who contacted them were unlikely to report the crime, whilst 47% thought that that they would. Victims and witnesses who had contacted an organisation and not reported the crime were more likely to have approached support organisations about high impact crimes including violent crime and hate crime.

Figure 26: Crime Types which Organisations Support



³¹This figure excludes those helped by Victim Support as data from Victim Support is national and covers England and Wales. Victim Support made 68 000 visits, 434 000 phone calls and helped 204, 871 people in court in England and Wales over the last 12 months. Data included above is specific to Staffordshire and Stoke-on-Trent.

All organisations agreed that they do make referrals and said this is key to avoid duplication and ensure the provision of support is efficient and effective. These were considered particularly important where victims and witnesses had additional needs, outside an organisations area of expertise or where victims and witnesses had particularly high levels of support need.

13.2 Funding

Two thirds of the organisations responding to the victims and witnesses consultation in Staffordshire and Stoke-on-Trent did receive funding to support victims and witnesses of crime.

They were receiving support for hate crime, anti-social behaviour, domestic violence, sexual violence and homicide. For some organisations, funding for domestic violence and hate crime has been reduced in recent years.

13.3 Support Organisation Strengths

When asked about what worked well with the support that organisations offered, most said that their specialist skills and being a separate independent organisation was of benefit to victims and witnesses of crime. They provided a listening post and were able to give clear and realistic advice and options to people.

They provided a *“listening ear”* and victims often accepted advice about *“moderating their behaviour”* because organisations were *“on their side”*. Organisations felt they were more likely to be *“trusted by the community”*, especially hard to reach groups.

Being able to get people to see another perspective was also something that worked well and recognising (and getting victims or witnesses to recognise) that there may be two versions of events was considered an important role of supporting agencies.

“Keeping the channels of communication open” was something that organisations considered themselves to be good at. This encouraged victims and witnesses to approach them for support in the longer term, where they needed to. In the shorter term organisations played a valuable role in communicating with agencies as appropriate and *“voicing views”* on behalf of victims and witnesses who felt unable to do this themselves.

Partnership working was mentioned by several as very important and something they were able to do effectively. One mentioned particularly that because they were able to support victims and witnesses it helped to *“support police and statutory authorities”* and relieved some of their workload.

13.4 What Would Improve Services?

Support organisations felt more promotional work would be helpful so that victims and witnesses knew about the support services available before they become a victim or witnessed a crime.

Reporting and recording of crime was an area of concern for some organisations. It was felt that the police made decisions about necessary support based on crime type rather than listening to what victims had to say. Organisations suggested that the right to be heard and dealt with empathetically was important and better recording and reporting procedures were supported. It was felt that police training, in this area, needed improving to encourage vulnerable people to report crimes.

Some organisations felt that the police were not always helpful and supportive of what they were doing. It was felt that the police should be involved in more community projects and awareness training which would hopefully lead to better social cohesion and a reduction in crimes, such as hate crime.

13.5 What Gaps are there in Service Provision?

Funding was cited as a gap by many of the responding organisations. Continuing shrinking budgets were impacting on services and many organisations were finding that it was becoming increasingly impossible to provide a continued level of service on their own. Some organisations relied completely on volunteers and it was felt that there was an expectation that organisations could effectively function with voluntary staff but not everyone can afford to be a volunteer and not all organisations have the money to pay for their training.

Other gaps in service provision varied by organisation and were largely individual to their organisation. Suggested gaps in provision have been summarised below:

- Develop targeted awareness raising which highlights the risks and identifies options for support.
- Conduct additional work with some communities where under reporting is at a serious level for example LGBT, learning disability, hard to reach ethnic groups and young people. This has declined in recent years. Two or three years ago there was more proactive work in schools.
- Develop group support options and neighbourhood mediation services to strengthen community engagement.
- There is a requirement for more ASB champions across Staffordshire. Currently, these are only funded in Stoke-on-Trent.
- Provide specialist support for children and young people affected by domestic and sexual violence.
- An automatic offer of therapeutic support for all people bereaved by homicide/suicide, or who experience a violent crime. This is currently adhoc and needs to be properly commissioned.

13.6 Recognition

Many organisations had received wide recognition for their work from partners, victims and expert organisations. Examples of specific commendations are outlined below:

- Commended for promoting intercultural dialogue by Awards for Bridging Communities.
- Advice quality standards from the Assessment Network Ltd.
- Recognised by CAADA as good practice.
- Avon and Marie Claire National Award for campaigning against domestic violence.
- Excellent Volunteer Award from Staffordshire County Council.
- Contributed to the BBC 'Inside Out' programme on hate/mate crime— because of the expertise that the Reach project had around group advocacy for those with learning disabilities.
- Investors in People' and QPM trademark in Advocacy Quality Services.

13.7 The Future of Services

There was overwhelming support for future services to be tailored to the needs of individuals/ organisations and the crime experienced. The majority also agreed that additional support for victims and witnesses of crime would be beneficial in the future. In the main, it was felt that additional support should be for victims of crime. However, there was a recognition that where appropriate, support should be available for extended family and friends of victims.

14. VIEWS AND PERCEPTIONS OF THE GENERAL PUBLIC

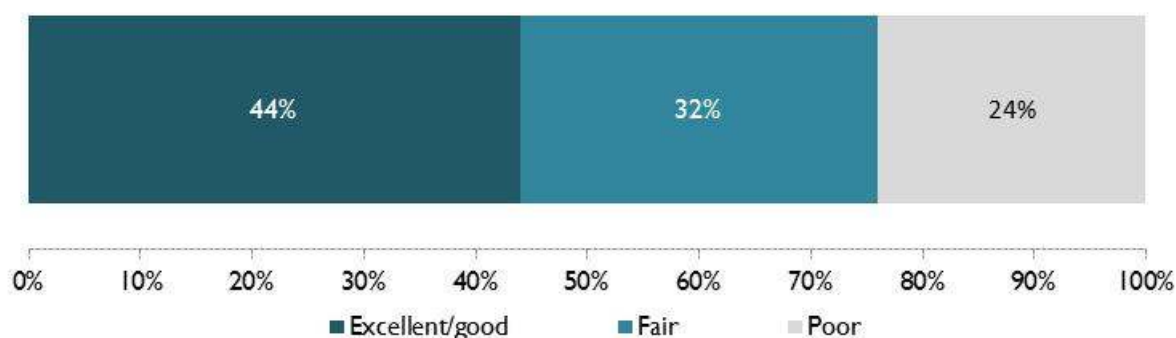
44% of Staffordshire and Stoke-on-Trent residents surveyed were aware of the existing services which were available whilst 56% were unaware. This section summarises their views and perceptions of support for victims and witnesses.

14.1 Views on Existing Services

The majority of respondents declined to comment on existing services, with 63% feeling that they did not know enough to be able to comment. Of those who did comment, 44% felt the service was excellent or good, 32% felt it was fair and 24% felt it was poor.

Half did not feel that they were knowledgeable enough to comment on whether services should be improved. Of those who did comment, 87% felt that they did need to be improved.

Figure 27: Views on existing service provision from general residents in the Staffordshire and Stoke-on-Trent Consultation with Victims and Witnesses of Crime, May 2014



14.2 Views on Future Services

There was overwhelming support for future services to be tailored to the needs of individuals/organisations affected by crime (98% agreed) and to the particular crime which had been experienced (97% agreed). The majority (72%), felt that additional support should be provided in the future. The police were viewed as key in the future delivery of services and a key first point of contact, the majority of the time. It was felt that the police should be able to signpost to specialist agencies who were able to meet key needs for high level/specialist support and victims and witnesses should also be able to contact specialist and independent agencies directly where this meets key needs. Figure 28 highlights other groups and organisations who it was felt should provide information, advice and support.

Figure 28: Who Should Provide Information, Advice and Support in the Future? Staffordshire and Stoke-on-Trent Consultation with Victims and Witnesses of Crime, May 2014



15. APPENDIX

15.1 Existing Victim and Witness Support

Known providers of victim and witness support have been documented below. Please be aware that there may be other organisations which are currently unknown and have therefore not been included in this list.

Service	Provision	Area covered
Staffordshire Police	The police work to the Ministry of Justice's 'Achieving Best Evidence in Criminal Proceedings' protocol to direct their response to children and young people who have been a victim or witnesses to crime. This guidance covers practical issues regarding initial contact with children victims and witnesses, consent, follow-on interviews.	Staffordshire and Stoke-on-Trent
Witness Care Unit	Manages the care of victims and witnesses from charging the defendants through to the conclusion of the case including being a single point of contact for victims and witnesses, conducting a needs assessment and regular updates through the case/trial.	Staffordshire and Stoke-on-Trent
Witness Support Service	Provides confidential emotional support pre and post trial.	Staffordshire and Stoke-on-Trent
Are you OK - Young People's Service	Support to children and young people who have been a victim or witness of crime. Provides a website for young people.	Staffordshire and Stoke-on-Trent
NSPCC Staffordshire	Offers pre-trial therapy/counselling for young people who have been sexually abused but will also provide other therapy and counselling based on a CAHMS assessment	
Sexual Assault Referral Centre (SARC)	Provides a service for children and adults who are primarily victims of serious sexual assault.	Staffordshire and Stoke-on-Trent
Mind/Younger Minder	Offer emotional support and counselling services.	Stoke-on-Trent, North Staffordshire including Staffordshire Moorlands
Savana	Offer support services and information to those who have encountered or experienced sexual assault or violence.	Stoke-on-Trent
SARAC	Offer support to those who have been affected by rape, sexual abuse and domestic abuse.	Based in Burton-Upon-Trent
Sexual Abuse Support Helpline (Emerge)	Offer support and counselling.	Stafford and Cannock.
Restorative Justice Services	Involves contact between the victim and the offender, giving the victims of crime the opportunity to tell the offender about the effect of the crime they have suffered and to ask questions about the offence.	Staffordshire and Stoke-on-Trent
Seven Step Approach to anti-social behaviour, domestic abuse and hate crime.	Supports victims, ensuring they are kept updated and those with additional needs or who are vulnerable are given necessary additional support.	Staffordshire and Stoke-on-Trent
Staffordshire North and Stoke-on-Trent Citizens Advice Bureau (SNCAB)	They provide a "victim centred" advocacy service and contact all those who report incidents to them and offer casework support. They work with the victim to agree their chosen outcome and then appropriate agencies to achieve the outcome.	North Staffordshire and Stoke-on-Trent

Service	Provision	Area covered
Partnership Hubs	Anti-Social Behaviour Incidents which are report to the Police, or other agency, can be taken to the local Partnership Hub and discussed where agencies are then tasked with providing support and or taking action.	Staffordshire
Local Council Support	Police are not always the first point of contact for a victim of anti-social behaviour so district, borough and Stoke-on-Trent City Council will also be sources of contact and support for victims. Each local council includes information on their website about anti-social behaviour and how to report it and an outline of services for victims and witnesses.	Staffordshire and Stoke-on-Trent
Victim and Witness Champion	Commissioned by Stoke-on-Trent through victim support.	Stoke-on-Trent
Arch	An outreach service to listen, support and give information	Stoke-on-Trent
Karma Nirvana	Support for people who have experienced honour based violence or forced marriage	Staffordshire and Stoke-on-Trent
Independent Sexual Violence Advisors (ISVA)	Support victims of sexual violence and abuse.	Staffordshire and Stoke-on-Trent
Child Exploitation and Missing Young Person's Service	Works with children and young people who are, or who are at risk of being, sexually exploited.	Stoke-on-Trent
Independent Domestic Violence Advisor (IDVA)	Support victims of domestic violence	Staffordshire and Stoke-on-Trent
Staffordshire Woman's Aid	Domestic abuse support service.	Cannock, Staffordshire and South Staffordshire
Home Group (Stonham)	Domestic abuse support service.	East Staffordshire
Pathway	Domestic abuse support service	Lichfield and Tamworth
Arch North Staffs	Domestic abuse support service.	Newcastle and Stoke-on-Trent
CACH (Chase Against Crimes of Hate)	Hate Crime	Stafford Borough, Cannock and South Staffordshire
PACH (Partners Against Crimes of Hate)	Hate Crime	Burton-on-Trent, Uttoxeter, Tamworth and Lichfield
Challenge North Staffs	Hate Crime	Stoke-on-Trent, Newcastle and Staffordshire Moorlands
Victim Support	Support for victims of crime, and those affected by a crime committed against someone they know.	Staffordshire and Stoke-on-Trent

Service	Provision	Area covered
The Haven	Supporting Women and Children affected by domestic abuse and homelessness	
Mankind	Support for make victims of domestic abuse and domestic violence	Staffordshire and Stoke-on-Trent
Broken Rainbow	Domestic violence helpline that provides LGBT confidential support to communities, families, friends and agencies supporting people.	Staffordshire and Stoke-on-Trent

15.2 Personal Crimes

Violence Against the Person	Homicide	(1) Murder (4.1) Manslaughter
	Violence with injury	(2) Attempt Murder (4.4) Causing Death Or Serious Injury By Dangerous Driving (4.6) Death By Careless Driving - Drink Or Drugs (4.8) Causing Death By Careless Or Inconsiderate Driving (4.9) Causing Death By Driving: Unlicensed, Disqualified Or Uninsured Drivers (5D) Assault With Intent To Cause Serious Harm (5E) Endangering Life (8N) Assault With Injury (8P) Racially Or Religiously Aggravated Assault with Injury
	Violence without injury	(36) Kidnapping Etc (104) Assault On A Constable (105A) Common Assault (105B) Racially Aggravated Common Assault (11A) Cruelty To Children/Young Persons (3B) Threats To Kill (8L) Harassment (8M) Racially Aggravated Harassment
Sexual Offences	Other sexual offences	(21) Sexual Activity Involving A Child Under 13 (23) Familial Sexual Offences (70) Sexual Activity Etc. With A Person With A Mental Disorder (71) Abuse Of Children Through Prostitution And Pornography (73) Abuse Of Trust - Sexual Offences (17A) Sexual Assault On A Male Aged 13 And Over (17B) Sexual Assault On A Male Child Under 13 (20A) Sexual Assault On A Female Aged 13 Or Over (20B) Sexual Assault On A Female Child Under 13 (22A) Causing Sexual Activity Without Consent (22B) Sexual Activity Involving A Child Under 16 (88A) Sexual Grooming (88C) Other Misc Sex Offences (88E) Exposure And Voyeurism
	Rape	(19C) Rape Of A Female Aged 16 And Over (19D) Rape Of A Female Child Under 16 (19E) Rape Of A Female Child Under 13 (19F) Rape Of A Male Child Aged 16 And Over (19G) Rape Of A Male Child Under 16 (19H) Rape Of A Male Child Under 13

I5.3 Property Crimes

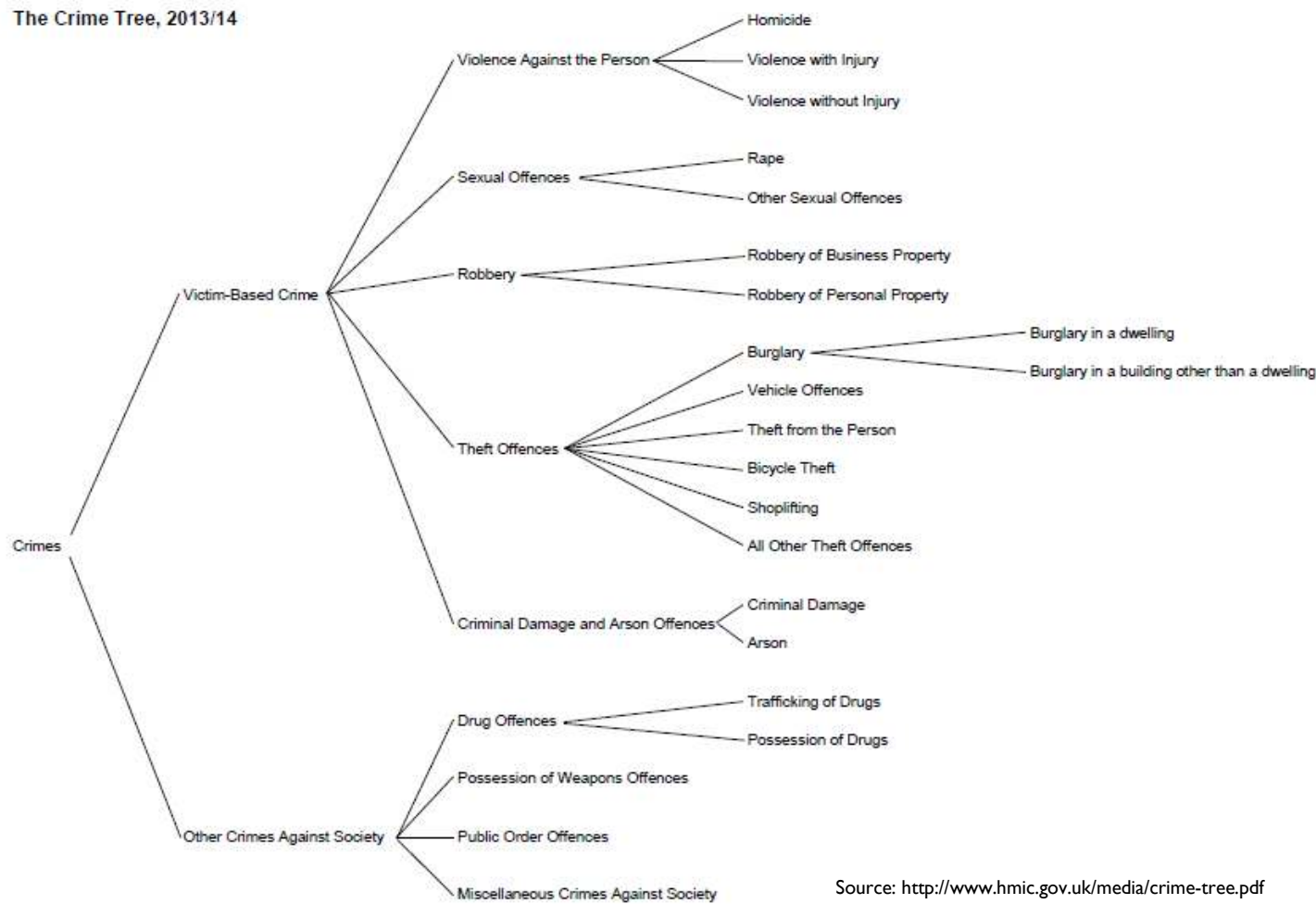
Robbery	Robbery of business property	(34A) Robbery Of Business Property
	Robbery of personal property	(34B) Robbery Of Personal Property
Theft Of-fences	Burglary	(29) Aggravated Burglary In A Dwelling (31) Aggravated Burglary In A Building Other Than A Dwelling (28A) Burglary In A Dwelling (28B) Attempt Burglary Of A Dwelling (28C) Distraction Burglary In A Dwelling (28D) Attempt Distraction In A Dwelling (30A) Burglary In A Building Other Than A Dwelling (30B) Attempt Burglary In A Building Other Than A Dwelling
	Vehicle offences	(37.2) Aggravated Vehicle Taking (45) Theft From Vehicle (48) Theft Or Unauthorised Taking Of Motor Vehicle (126) Vehicle Interference
	Theft from the person	(39) Theft From The Person Of Another
	Bicycle theft	(44) Theft Of Pedal Cycle
	Shoplifting	(46) Theft From A Shop
	All other theft offences	(35) Blackmail (40) Theft In A Dwelling Other Than From Automatic Machine Or Meter (41) Theft By An Employee (42) Theft Or Unauthorised Taking From Mail (43) Abstracting Electricity (47) Theft From Automatic Machine Or Meter (49) Other Theft Or Unauthorised Taking (49A) Theft Making Off Without Payment
Criminal Damage and Arson Offences	Arson	(56A) Arson Endanger Life (56B) Arson Not Endanger Life
	Criminal Damage	(58A) Criminal Damage- To Dwellings (58B) Criminal Damage - To Other Buildings (58C) Criminal Damage - To Vehicles (58D) Criminal Damage - Other (58J) Racially And Religiously Aggravated Criminal Damage

15.4 Other Crimes

Other Crimes Against Society	Drug Offences	(92D) Possession Of Controlled Drugs (Excluding Cannabis) (92A) Trafficking In Controlled Drugs
	Possession of weapons offences	(10A) Possession Of Firearms With Intent (10C) Possession Of Other Weapons (10D) Possession Of Blade Or Point
	Public order offences	(66) Other Offence Against The State Or Public Order (9A) Public Order (9B) Racially Aggravated Public Order
	Miscellaneous crimes against society	(33) Going Equipped For Stealing, Etc (54) Handling Stolen Goods (59) Threat Or Possession With Intent To Commit Criminal Damage (60) Forgery Or Using Prescription (61) Other Forgery Etc (79) Perverting The Course Of Justice (86) Obscene Publications Etc. (99) Other Notifiable Offence (802) Dangerous Driving (33A) Making Supplying Or Possessing Articles For Use In Fraud (61A) Possession Of False Documents
Fraud	Fraud	(51) Fraud By Company Director, Etc (52) False Accounting (53B) Other Frauds (53C) Fraud By False Representation Cheque, Plastic Card And Online Bank Accounts (Not Ebay Or Pay Pal) (53D) Fraud By False Representation And Other Frauds (53F) Abuse Of Position

15.5 HMIC Crime Tree 2013-14

The Crime Tree, 2013/14



Source: <http://www.hmic.gov.uk/media/crime-tree.pdf>

15.6 Key Demographics of Respondents to the Victims and Witnesses Consultation, Staffordshire and Stoke-on-Trent

Gender

	Victims / Witnesses	All respondents
Male	50%	44%
Female	50%	56%

Ethnicity

	Victims / Witnesses	All respondents
White	87%	94%
Mixed / Multiple	2%	0.8%
Asian / Asian British	2%	0.8%
Black, African, Caribbean, Black British	0%	0.4%
Other	6%	2.7%
Prefer not to say	4%	1.6%

Age

	Victims / Witnesses	All respondents
Under 18	2%	1%
18-24	13%	5%
25-34	9%	8%
35-44	24%	20%
45-54	28%	22%
55-64	13%	20%
65+	11%	25%

Sexual orientation

	Victims / Witnesses	All respondents
Bisexual	2%	4%
Gay man	4%	1%
Gay women/lesbian	0%	1%
Heterosexual/straight	85%	86%
Prefer not to say	9%	9%

Religion

	Victims / Witnesses	All respondents
Buddhist	2%	0.5%
Christian	43%	56%
Hindu	0%	0%
Jewish	2%	1%
Muslim	4%	1%
Rastafarian	0%	0%
Sikh	0%	0%
Other	6%	5%
None	35%	30%
Prefer not to say	9%	8%

Disability

	Victims / Witnesses	All respondents
Yes	24%	22%
No	76%	78%

Type of disability

	Victims / Witnesses	All respondents
Social/communications impairment	5%	1%
Deaf or hearing impairment	15%	22%
Blind/visual impairment	0%	0%
Long standing illness	20%	17%
Mental health condition	15%	13%
Learning Difficulty	5%	3%
Physical impairment	25%	32%
Prefer not to say	15%	13%

15.7 Key Demographics of Victims and Witnesses supported by Organisations in Staffordshire and Stoke-on-Trent

Gender

	No's.	%
Male	15	100%
Female	15	100%
Transgender	14	93%

Age

	No's.	%
Under 18	14	93%
18-24	15	100%
25-34	15	100%
35-44	15	100%
45-54	15	100%
55-64	15	100%
65+	14	93%

Ethnicity

	No's.	%
White	14	93%
Mixed / Multiple	14	93%
Asian / Asian British	13	87%
Black, African, Caribbean, Black British	14	93%
Other	5	33%

Sexual orientation

	No's.	%
Lesbian	15	100%
Gay	14	93%
Bisexual	15	100%

Disabilities

	No's.	%
Social / communications impairment	14	93%
Deaf or hearing impairment	13	87%
Blind / visual impairment	10	67%
Long standing illness	13	87%
Mental health condition	15	100%
Learning Difficulty	14	93%
Physical impairment	14	93%

Religion

	No's.	%
Buddhist	12	80%
Christian	15	100%
Hindu	13	87%
Jewish	12	80%
Muslim	15	100%
Rastafarian	14	93%
Sikh	13	87%



News from the Commissioner

Police and Crime Commissioner for Staffordshire
Matthew Ellis



Putting crime victims and witnesses first in Staffordshire and Stoke-on-Trent

Police and Crime Commissioner (PCC) Matthew Ellis has called for a radical rethink of support services for victims and witnesses across Staffordshire and Stoke-on-Trent.

The PCC has set out a clear vision which will achieve: "Better service and support for victims and witnesses by improving the complicated system and making sure it's effective and more joined up."

To achieve this, it is really important that we understand the views of both victims and witnesses, and our residents in general. Please take a few minutes of your time to help us understand what you think of current services and how these should be provided in the future. All responses will be treated as strictly confidential. Please return your survey to us by **Friday 30th May 2014**.

Victims/witnesses of crime

Thinking about the last 12 months, have you been...

- ...a victim of crime ☐
- ...a witness of crime ☐
- ...family/friend supporting a victim/witness of crime ☐
- ...None of the above ☐

Thinking about the last time you were a victim/witness or family/friend providing support, what type of crime was it? (please state all that apply)

- ☐ Violent crime (physical or sexual assault)
- ☐ Theft from person (e.g. being mugged or robbed in the street)
- ☐ Hate crime (e.g. hostility or prejudice because of disability, race or ethnicity, religion or belief, sexual orientation or transgender identity)
- ☐ Domestic violence
- ☐ Anti-social behaviour
- ☐ Burglary
- ☐ Damage to property (e.g. vandalism, graffiti)
- ☐ Theft of or from a vehicle
- ☐ Business crime
- ☐ Cyber crime (e.g. online fraud, social media)
- ☐ Other (please tell us below)

Overall, how much were you/they affected by the incident. Were you/they affected...

- ☐ Very much
- ☐ Quite a lot
- ☐ Just a little
- ☐ Not at all

Reporting the crime to the police or an associated agency

Do you know if the crime was reported to the police or an associated agency, for example Action Fraud?

- ☐ Yes, it definitely was
- ☐ Yes, I think it was
- ☐ No
- ☐ Not sure/Don't know

Please tell us why the crime wasn't reported to the police or an associated agency?

Support for victims/witnesses

Did you feel that you or the person affected wanted to be provided with information, advice or support after the incident?

- Strongly agree ☐
- Tend to agree ☐
- Tend to disagree ☐
- Strongly disagree ☐

Was information, advice or support provided after the incident?

Strongly agree	<input type="checkbox"/>
Tend to agree	<input type="checkbox"/>
Tend to disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>

Please tell us about the information, advice or support a) needed and b) received after the incident? (please state all that apply)

	a) Needed	b) Received
Someone to talk to/moral support	<input type="checkbox"/>	<input type="checkbox"/>
Information from the police	<input type="checkbox"/>	<input type="checkbox"/>
Practical help	<input type="checkbox"/>	<input type="checkbox"/>
Information on security and crime prevention	<input type="checkbox"/>	<input type="checkbox"/>
Help with insurance /compensation claims	<input type="checkbox"/>	<input type="checkbox"/>
Protection from further victimisation	<input type="checkbox"/>	<input type="checkbox"/>
Help in reporting the incident/dealing with the police	<input type="checkbox"/>	<input type="checkbox"/>
Information about the witness service	<input type="checkbox"/>	<input type="checkbox"/>
Referral to the witness service	<input type="checkbox"/>	<input type="checkbox"/>
Other (please tell us below)	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us who provided information, advice or support? (please state all that apply)

<input type="checkbox"/>	The Police
<input type="checkbox"/>	Victim Support
<input type="checkbox"/>	Another organisation (please state who below)
<input type="checkbox"/>	Someone else (please state who below)
<input type="checkbox"/>	Another organisation (please state who below)

Someone else (please state who below)

How far do you agree or disagree that the information, advice or support met yours or the victims/witnesses needs?

<input type="radio"/>	Strongly agree
<input type="radio"/>	Tend to agree
<input type="radio"/>	Tend to disagree
<input type="radio"/>	Strongly disagree

Please tell us, what worked well with the information, advice or support received.

Please tell us how the information, advice or support could be improved.

Please tell us about any additional information, advice or support which you felt was needed.

Victims who did not receive support

What type(s) of information, advice or support do you feel should have been offered? (please state all that apply)

- ☐ Someone to talk to/moral support
☐ Information from the police
☐ Practical help
☐ Information on security and crime prevention
☐ Help with insurance
☐ Protection from further victimisation
☐ Help in reporting the incident
☐ Information about the witness service
☐ Referral to the witness service
☐ None of the above
☐ Other (please tell us below)

Views on current service provision

There are a range of services currently available to support victims/witnesses of crime.

Are you aware of the services which are available for victims/witnesses?

- ☐ Very aware
☐ Fairly aware
☐ Fairly unaware
☐ Very unaware

How would you rate the current services which are available for victims/witnesses?

- ☐ Excellent
☐ Good
☐ Fair
☐ Poor
☐ Very poor
☐ Don't know/Not sure

Please tell us the reason for your answer

How far do you agree or disagree that current services for victims/witnesses need to be improved?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree
☐ Don't know/Not sure

Please tell us how they need to be improved in the space provided below.

Future service provision

Thinking about services for victims/witnesses in the future...

Should these be tailored to the needs of individuals/organisations affected by crime?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree

Should these be tailored to the particular crime that has been experienced?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree

Should any additional support be provided?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree

Please tell us what additional support you feel should be provided in the space provided below.

Do you have a clear idea of who should provide information, advice or support in the future?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree

Please tell us who you think should provide information, advice or support in the future.

About you

In this section, we would like to know a bit about you so we can fully understand different people's views and experiences. This section is optional and please be assured that any personal details you choose to share will be treated strictly confidentially.

Gender

- ☐ Male
☐ Female

Ethnicity

- ☐ White (British, Irish, Other)
☐ Mixed / Multiple Ethnic Group
☐ Asian / Asian British
☐ Black / African / Caribbean / Black British
☐ Prefer not to say
☐ Other (please tell us)

Age group

- ☐ Under 18
☐ 18-24
☐ 25-34
☐ 35-44
☐ 45-54
☐ 55-64
☐ 65+

How would you describe your sexual orientation?

- ☐ Bisexual
☐ Gay man
☐ Gay women/lesbian
☐ Heterosexual/straight
☐ Prefer not to say

What is your faith/religion?

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

Do you consider yourself to have a disability?

- ☐ Yes
☐ No

If you consider yourself to have a disability, which of the below do you consider yourself to have? (please state all that apply)

- ☐ Social/communications impairment, e.g. Asperger's or Autism
☐ Deaf or hearing impairment
☐ Blind/visual impairment
☐ Long-standing illness or health condition, e.g. Leukaemia or Epilepsy
☐ Mental health condition, e.g. Depression, Anxiety or Schizophrenia
☐ Learning difficulty, e.g. Dyslexia
☐ Physical impairment or mobility issue
☐ Prefer not to say

Please tell us your postcode

Thank you very much for taking the time to complete this survey.

Please click on submit to return your response to us.

15.9 Questionnaire to Providers of Services for Victims and Witnesses

What types of support do you provide for victims/witnesses of crime? (please state all that apply)

- ☐ Someone to talk to/moral support
- ☐ Information from the police
- ☐ Practical help
- ☐ Information on security and crime prevention
- ☐ Help with insurance/compensation claims
- ☐ Protection from further victimisation
- ☐ Help in reporting the incident/dealing with the police
- ☐ Information about the witness service
- ☐ Referral to the witness service
- ☐ Other (please tell us below)

Please provide a brief description of the support that your organisation provides to victims/witnesses of crime.

Victims/witnesses you have supported

In the last year, how many individuals/businesses has your organisation worked with who were victims/witnesses of crime? (please state how many)

Do you agree that the individuals/businesses you have worked with are likely to report the crime to the police?

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

Please give reasons for your answer in the space provided below.

News from the Commissioner



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Matthew Ellis



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The PCC has set out a clear vision which will achieve: "Better service and support for victims and witnesses by improving the complicated system and making sure it's effective and more joined up."

To achieve this, it is really important that we understand what services you offer and how you think these should be provided in the future. As such we would really appreciate you taking a few minutes of your time to help us understand what services you offer and how you think these should be provided in the future. All responses will be treated as strictly confidential. Please return your survey to us by Friday 30th May 2014.

Service provision

Do you provide services for... (please state all that apply)

- ☐ ...victims of crime?
- ☐ ...witnesses of crime?

What types of crime have you supported individuals/businesses with in the last 12 months? (please state all that apply)

- ☐ Violent crime (physical or sexual assault)
- ☐ Theft from person (e.g. being mugged or robbed in the street)
- ☐ Hate crime
- ☐ Domestic violence
- ☐ Anti-social behaviour
- ☐ Burglary
- ☐ Damage to property (e.g. vandalism, graffiti)
- ☐ Theft of or from a vehicle
- ☐ Business crime
- ☐ Cyber crime (e.g. online fraud, social media)
- ☐ Crimes against children
- ☐ Other (please tell us below)

Referrals

Do you ever refer victims/witnesses of crime onto other organisations?

- ☐ Yes
☐ No

If yes, what were the main areas of need that you hoped to meet through the referral process?

Funding

Is your organisation funded to support victims/witnesses of crime?

- ☐ Yes
☐ No

If yes, are you able to indicate what types of crime you are funded for in the space provided below, (for example, hate crime).

Reflections of the service your organisation provides

Thinking about the service which your organisation provides for victims/witnesses of crime, please tell us about....

...anything that you think works really well?

...anything that you think needs to be improved?

...any gaps in the service provision which you feel need to be filled?

...any recognition your organisation has received for the work it has undertaken?

How far do you agree or disagree that members of your staff and/or volunteers in your organisation understand the impact of crime on victims/witnesses?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree

How far do you agree or disagree that members of your staff and/or volunteers in your organisation have been trained to work with victims/witnesses of crime?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree

Future services

Thinking generally about services for victims/witnesses in the future...

Should these be tailored to the needs of the individual/business?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree

Should these be tailored to the particular crime that has been experienced?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree

Should any additional information, advice or support be provided?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree

Please tell us what additional information, advice or support should be provided in the space provided below.

Do you have a clear idea of who should provide information, advice or support in the future?

- ☐ Strongly agree
☐ Tend to agree
☐ Tend to disagree
☐ Strongly disagree

Please tell us who you think should provide information, advice or support in the future.

Your comments

Please use this space for any additional comments you have about how your organisation works with victims/witnesses and any thoughts you would like to share regarding commissioning services for victims/witnesses in the future.

About your organisation and the people you support

Organisation name

Organisation address and postcode

Organisation email address

Which age group(s) do you work with? (Please state all that apply)

- ☐ Under 18
☐ 18-24
☐ 25-34
☐ 35-44
☐ 45-54
☐ 55-64
☐ 65+

Do you work with victims/witnesses who are.... (Please state all that apply)

- ☐ ...male?
☐ ...female?
☐ ...trans/transgender?

What ethnic groups do you work with? (Please state all that apply)

- ☐ White (British, Irish, Other)
☐ Mixed / Multiple Ethnic Group
☐ Asian / Asian British
☐ Black / African / Caribbean / Black British
☐ Other (please tell us)

Do you work with victims/witnesses who are.... (Please state all that apply)

- ☐ ...lesbian?
☐ ...gay?
☐ ...bisexual?

Do you work with victims/witnesses who are...(Please state all that apply)

- ☐ Buddhist
☐ Christian
☐ Hindu
☐ Jewish
☐ Muslim
☐ Rastafarian
☐ Sikh

Do you work with victims/witnesses who have any of the disabilities listed below ?
(Please state all that apply)

- ☐ Social/communications impairment, e.g. Asperger's or Autism
☐ Deaf or hearing impairment
☐ Blind/visual impairment
☐ Long-standing illness or health condition, e.g. Leukaemia or Epilepsy
☐ Mental health condition, e.g. Depression, Anxiety or Schizophrenia
☐ Learning difficulty, e.g. Dyslexia
☐ Physical impairment or mobility issue

Thank you very much for taking the time to complete this survey.

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