

Victims' Voices

Who are we and what are we doing?

This survey is carried out by leading social justice research charity IARS (Independent Academic Research Studies). We are conducting this research as part of the EU project Restorative Justice in Europe (see <http://rj4all.info/content/RJE>). The project aims to create a better evidence base for the application of restorative justice and safeguarding the rights and needs of victims.

Filling out the survey will take not more than 15 minutes.

We want your voice to be heard!

You have been invited to participate in our research because you have been a victim of crime. Your insights will be invaluable for helping us to find out how to improve the processes currently in place to help a victim deal with the aftermath of a crime. You will also help us find out what could improve victims' experience in the justice process. The information you provide will be used to develop protocols and guidelines for victims' safeguards, training programmes for professionals, and best practice guidance for the delivery of restorative justice across Europe.

Your participation in this research study is voluntary and confidential

You may choose not to participate or to stop at any time. You do not need to answer any question that you feel is inappropriate or non-applicable. All data is stored in a password protected electronic format. The results of this study will be used for research purposes only.

Prize draw.

We will have a prize draw at the closing date of this research (30/08/2013) and one lucky entrant will win a Cobra DC345 camera. Please note that to enter the draw you must leave your personal details so that we can get in contact. This data is confidential and will not be used in our results.

Any questions?

If you have any questions about this research, please contact: p.mckenna@iars.org.uk

Basic details

1. Gender

- Male
- Female
- Other

2. Age

- Under 16
- 16-17
- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-79
- 80 and over

3. In which part of the UK do you currently live?

Country (e.g. Wales)

County

Details of the crime

1. Where did the offence take place?

- UK
- Rest of Europe
- Rest of world

2. Which of the following best describes the offence that you were the victim of? (Select all appropriate)

- | | | |
|---|--|---|
| <input type="checkbox"/> Adults abused in childhood | <input type="checkbox"/> Gang crime | <input type="checkbox"/> Rape or sexual assault (men) |
| <input type="checkbox"/> Arson | <input type="checkbox"/> Gun crime | <input type="checkbox"/> Rioting |
| <input type="checkbox"/> Burglary | <input type="checkbox"/> Hate crime | <input type="checkbox"/> Robbery |
| <input type="checkbox"/> Cyber crime | <input type="checkbox"/> Knife crime | <input type="checkbox"/> Stalking and harassment |
| <input type="checkbox"/> Domestic abuse | <input type="checkbox"/> Murder (of a family member or close friend) | <input type="checkbox"/> Street crime |
| <input type="checkbox"/> Fraud | <input type="checkbox"/> Rape or sexual assault (women) | <input type="checkbox"/> Violent crime |

3. How long ago did the offence occur? (Approximate)

Year(s)

Month(s)

4. How were you affected by the crime? (Select as many as appropriate)

- Not at all
- Physically harmed
- Emotionally harmed
- Financially harmed

Please provide further details if you wish:

5. Sentence received by offender? (If known)

*6. Were you offered the chance to communicate with the offender (directly or indirectly)?

- Yes
- No

Details of victim-offender communication

1. At what stage of the criminal justice system were you offered to communicate with your offender? (Select all that are appropriate)

- Police diversion (i.e. did not go to trial)
- Before trial
- During trial
- In prison
- During probation
- Post-release
- Other (please provide further details)

2. Who asked you to participate in this direct/ indirect meeting (e.g. police officer, probation officer)?

3. Had you had previous contact with the person that asked you to participate?

- Yes
- No

4. What form of communication were you offered with the offender? (Select all applicable)

- | | |
|---|--|
| <input type="checkbox"/> Letter writing | <input type="checkbox"/> Online video call |
| <input type="checkbox"/> Telephone call | <input type="checkbox"/> Mediation (a meeting between you and the offender, facilitated by a mediator) |
| <input type="checkbox"/> E-mail | <input type="checkbox"/> Conferencing (a meeting between you, the offender and others connected to the crime, e.g. family members) |

5. How much time were you given to decide whether to participate?

6. Did you feel that you had enough time to decide if you wanted to take part?

- Too little time
- Enough time
- Too much time

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7. How were you given information about the process before taking part? (Select as many as appropriate)

- Phone
- Letter
- Face-to-face
- E-mail
- Other (please specify)

8. Was the method of approach satisfactory?

- Yes

No (please specify what method you would have preferred)

9. What information were you given?

10. What other information would you have found helpful?

*11. Did you take up the chance to participate?

- Yes
- No

Participants' perceptions

1. Why did you decide to take part?

- To have your say and explain the impact of the offender's actions
- To ask the offender questions
- To bring closure
- To reduce your fear of the same crime happening to you again
- To reduce your fear of crime
- To hear offender's apology
- To feel that the offender is making up for the crime in some way
- To feel the offender was working to change their behavior and stop offending
- To stop it happening again to anyone else
- Other (please specify)

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2. How satisfied were you with the following?

	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied
Preparatory meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitator (e.g. mediator)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support given throughout the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-up support (meetings or referral to other services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The apology/ sincerity of the offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your communication with the offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The outcome agreement between you and the offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your physical safety (how safe you felt throughout the process)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The extent you could control the process (you were able to decide what would happen and were able to say what you needed to)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Venue (e.g. comfort, intimidation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience (timing and location)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial assistance (e.g. childcare, transport)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain your responses. What particular factors affected your experience?

3. Rank the three factors most important to you: (1 = most important)

	1	2	3
Preparatory meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitator (e.g. mediator)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support given throughout the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-up support (meetings or referral to other services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The apology/ sincerity of the offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The outcome agreement between you and the offender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your physical safety (how safe you felt throughout the process)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The extent you could control the process (you were able to decide what would happen and were able to say what you needed to)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Venue (e.g. comfort, intimidation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience (timing and location)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial assistance (e.g. childcare, transport)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How would you rate your overall satisfaction with the process?

- Very satisfied Quite satisfied Neither satisfied nor dissatisfied Quite dissatisfied Very dissatisfied

5. Would you recommend this process to other victims?

- Yes
 Don't know
 No

Further comments:

Non-participants' perceptions

1. Why did you decide not to take part? (Tick all applicable)

- Lack of information
- Inconvenience
- Physical safety concerns
- Too traumatic
- No need (no lasting damage from crime)
- No desire to meet offender
- Doubt offender's sincerity
- Other (please specify)

2. What would have made it more likely for you to take part?

Perceptions of victims not given choice

1. Would you have liked to have been offered the opportunity to meet your offender (directly or indirectly)

- Yes
- No

2. If you had been offered would you have taken part?

- Yes
- No
- Don't know

3. How would you like to have been asked? (Select all that are applicable)

- Over the phone
- Leaflet / letter
- Face to face
- Email
- Other (please specify)

4. If the case went to court, at what stage of the criminal justice system would it have been most helpful for the offer to be made to you? (Select all applicable)

- Before trial
- During trial
- Whilst offender in prison
- During offender's probation
- After offender's release from prison
- None
- Other, please explain - text box

Other (please specify)

5. Which of these factors might stop you meeting your offender (either directly or indirectly)? (Select all applicable)

- Physical safety concerns
- The Facilitator's expertise, skills and knowledge
- Too traumatic
- No desire to meet offender. I just want him punished.
- Doubt offender sincerity
- Space and time of the meeting
- Other (please specify)

6. What would have made it more likely for you to take part?

7. What is important to you in the justice process? (Select all applicable)

- To have your say and explain the impact of the offender's actions
- To ask the offender questions
- To bring closure
- To reduce your fear of the same crime happening to you again
- To reduce your fear of crime
- To hear offender's apology
- To feel that the offender is making up for the crime in some way
- To feel the offender was working to change their behavior and stop offending
- Other (please specify)

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8. As a victim, rank the three factors most important to you for getting a sense of justice: (1= most important)

	1	2	3
To have your say in the justice process and explain the impact of the offender's actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To ask the offender questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To see the offender put in prison	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To get closure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To reduce your fear of crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To hear the offender's apology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To receive monetary compensation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To feel that the offender is restoring what they have done to you and to their community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To feel the offender was working to change their behavior and stop offending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

Restorative justice

1. Have you heard of the term 'restorative justice'?

- Yes
- No

2. What do you understand by the term 'restorative justice'?

'Restorative justice' means any process whereby the victim and the offender are enabled, if they freely consent, to participate actively in the resolution of matters arising from the criminal offence through the help of an impartial third party

1. Can you think of any crimes when restorative justice would not be appropriate for victims?

- No
- Don't know
- Yes (please specify)

2. Do you think every victim should be offered the chance to take part in a process like this?

- Yes
- No
- Don't know

Please explain your response

3. Would you like more information on restorative justice?

- Yes
- No

4. How were you referred to this survey?

Who referred you to the survey? (e.g. Victim Support, IARS Facebook page)

5. Contact details - optional (only required if you wish to enter prize draw)

Name:	<input type="text"/>
Address 1:	<input type="text"/>
Address 2:	<input type="text"/>
City/Town:	<input type="text"/>
County:	<input type="text"/>
Postal Code:	<input type="text"/>
Country:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>