

## PBNI VICTIM INFORMATION SCHEME SURVEY

### Background

One of the measurable actions of Strategic Priority 2 of the 2018/19 PBNI Business Plan (Prioritising Service Delivery on Perpetrators of Crime Against Vulnerable People) is to Commence on delivery on Action Plan Objectives following the Victims' Audit including a survey of registered victims.

The Audit focused on the quality of the service provided by the PBNI Victim Information Scheme.

### Key Findings

Overall findings are generally positive with a number of issues that can be implemented to improve the quality of the service offered.

61% of respondents were satisfied or very satisfied with the service offered

78% of respondents found their initial contact with the Victim Information Scheme (VIS) informative / helpful

91% of respondents felt the initial contact from the VIS clearly explained why they were being contacted

88% of respondents felt the information provided has been clear

48% of respondents felt they were kept up to date regarding recall / reach. This question was not applicable for 27% of respondents.

48% of respondents were satisfied with the response when concerns were raised. This question was not applicable for 24% of respondents.

26% of respondents were interested in participating in a service user group.

### Methodology

The survey was administered during August 2018 with a closing date of 31<sup>st</sup> August 2018.

The survey was posted to all registered victims with a postage paid return envelope included. The survey was also discussed (where appropriate) during face to face contact between registered victims and their Victim Liaison Officer. The survey was anonymous but registered victims will be given the opportunity to discuss any individual concerns they raise.

295 surveys were administered during the timeframe (the number of registered victims at that time). 37 responses were received which is a 13% response rate.

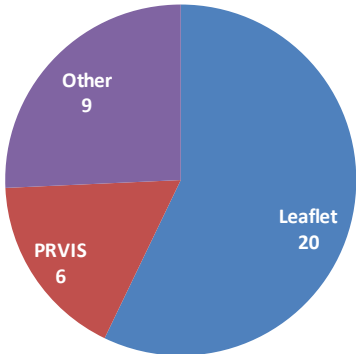
A number of returns were not entirely completed i.e. not all questions were answered in the survey; the response rate for each question is noted in the results section below along with the percentage response.

**Results**

The results for each question are outlined below.

**1. How did you hear about PBNI Victim Information Scheme? (35 out of 37 responses)**

**Figure 1: How did you hear about PBNI Victim Information Scheme?**



**Table 1: How did you hear about PBNI Victim Information Scheme?**

	Count	%
Leaflet	20	57%
PRVIS	6	17%
Online	0	0%
Other	9	26%
<b>Total</b>	<b>35</b>	<b>100%</b>

**2. Are you the victim of the crime or are you the victim’s representative? (37 out of 37 responses)**

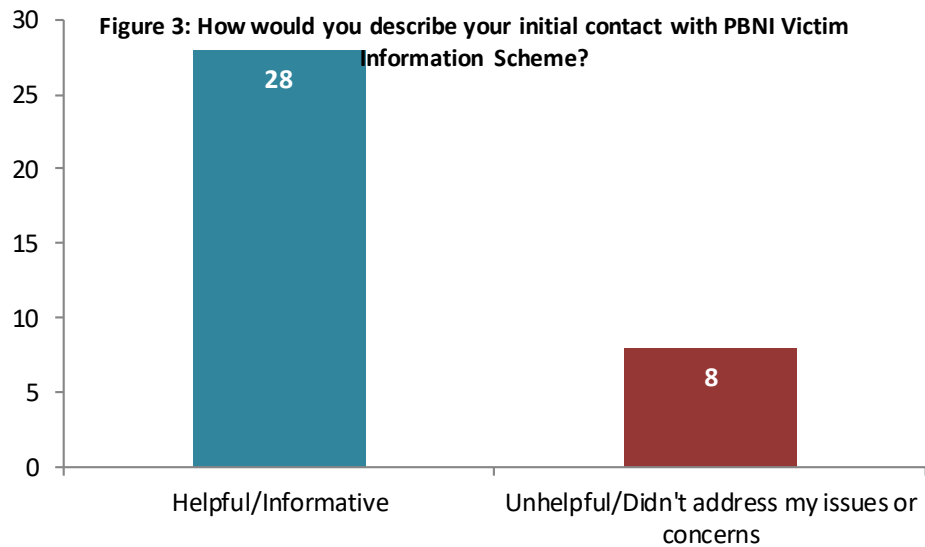
**Figure 2: Are you the victim of the crime or are you the victim's representative?**



**Table 2: Are you the victim of the crime or are you the victim's representative?**

	%
Victim	68%
Representative	32%
<b>Total</b>	<b>100%</b>

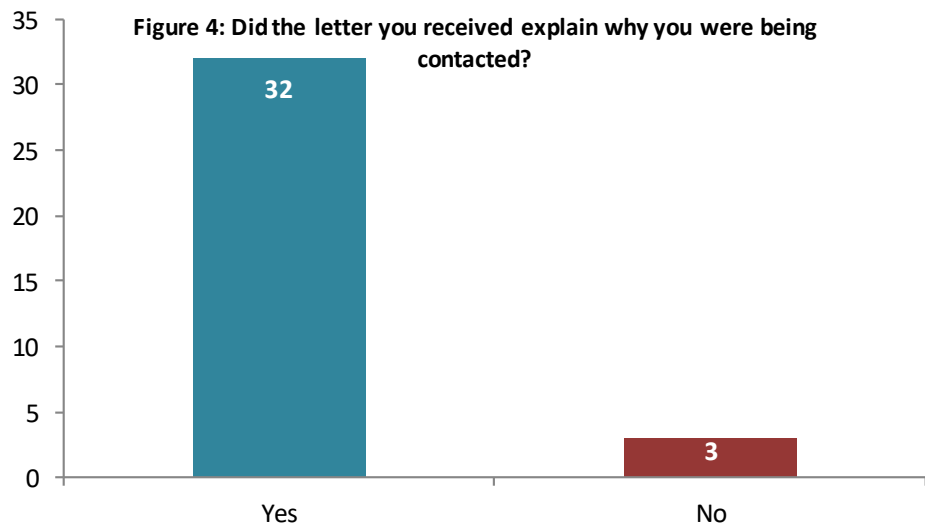
**3. How would you describe your initial contact with PBNI Victim Information Scheme? (36 out of 37 responses)**



**Table 3: How would you describe your initial contact with PBNI Victim Information Scheme?**

	%
Helpful / Informative	78%
Unhelpful / didn't address my issues or concerns	22%
<b>Total</b>	<b>100%</b>

**4. Did the letter you received explain why you were being contacted? (35 out of 37 responses)**

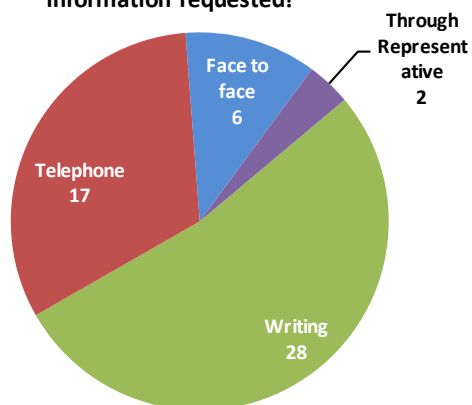


**Table 4: Did the letter you received explain why you were being contacted?**

	%
Yes	91%
No	9%
<b>Total</b>	<b>100%</b>

**5. How do you receive any information requested? (35 out of 37 responses)**

**Figure 5: How do you receive any information requested?**



**Table 5: How do you receive any information requested?**

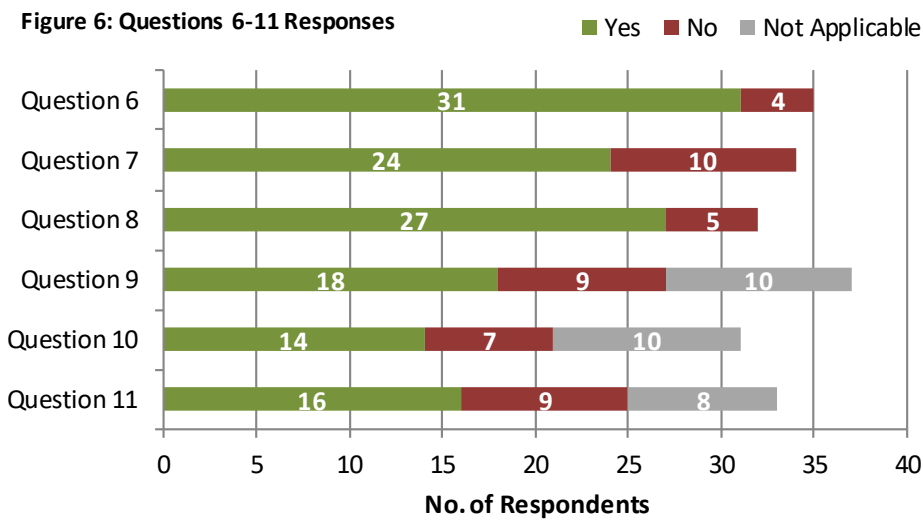
	%
Writing	80%
Telephone	49%
Face to Face	17%
Through Representative	6%
<b>Total</b>	<b>100%</b>

\*The results for questions 6 – 11 are outlined in figure 6 and table 6 below.

- 6. Has the information you have been provided with so far been clear? (35 out of 37 responses)**
  
- 7. Were you provided with details of other organisation’s who could help you? (34 out of 37 responses)**
  
- 8. Was this information helpful? (32 out of 37 responses)**
  
- 9. Where there have been changes in the offender’s order / licence, for example breach of Order, recall to custody, variation of licence conditions, have you been kept up to date by your Victim Liaison Officer? (37 out of 37 responses)**

**10. If the offender received an Extended Custodial Sentence, Indeterminate Custodial Sentence or Life Sentence, were you offered the opportunity to have a report completed to allow any concerns you might have about any form of release or the conditions on the offender's post release licence to be considered? (31 out of 37 responses)**

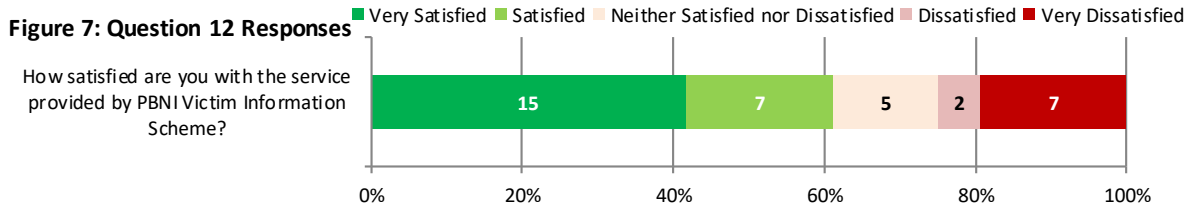
**11. If you have raised any concerns or requested information about the management of the offender, were you satisfied with the response? (33 out of 37 responses)**



**Table 6: Question 6-11 Responses**

	Yes	%	No	%	N/A
Q6: Has the information you have been provided with so far been clear?	31	88%	4	12%	
Q7: Were you provided with details of other organisations who could help you?	24	71%	10	29%	
Q8: Was this information helpful?	27	84%	5	16%	
Q9: Where there have been changes in the offender's order / licence, for example breach of Order, recall to custody, variation of licence conditions, have you been kept up to date by your Victim Liaison Officer?	18	49%	9	24%	10
Q10: If the offender received an Extended Custodial Sentence, Indeterminate Custodial Sentence or Life Sentence, were you offered the opportunity to have a report completed to allow any concerns you might have about any form of release or the conditions on the offender's post release licence to be considered?	14	45%	7	23%	10
Q11: If you have raised any concerns or requested information about the management of the offender, were you satisfied with the response?	16	48%	9	27%	8

**12. How satisfied are you with the service provided by PBNI Victim Information Scheme? (36 out of 37 responses) 1 = not at all / 5 = completely**

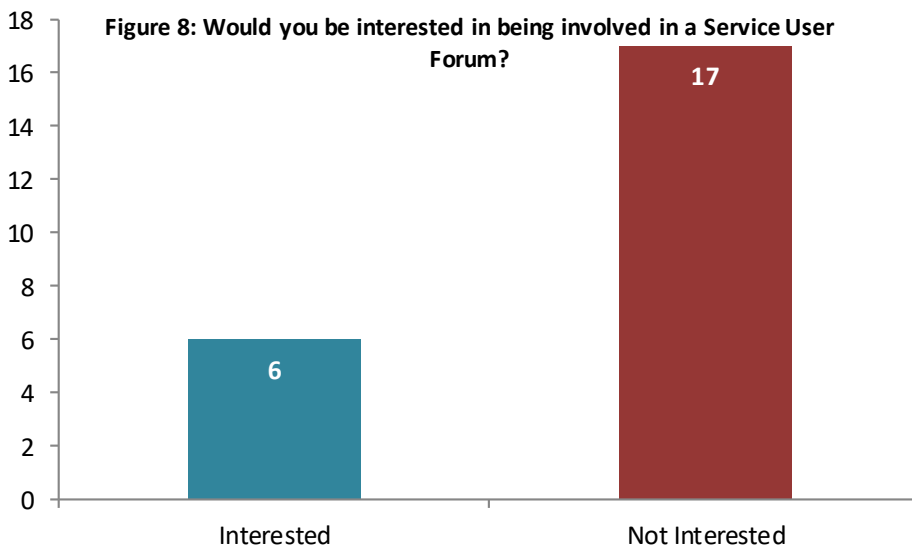


**13. Individuals who are subject to Orders and Licences supervised by PBNI are required to address the impact of their offending behaviour on victims. Are there particular issues you think should be addressed? (14 out of 37 responses)**

Comments included:

- Privacy and respect, Stalking
- Adhering to having no contact with victims
- Addressing alcohol / drugs
- General behaviour
- General mindset

**14. PBNI have recently launched a Service User Involvement Forum. Evidence shows that involving people with experience of services can help improve the services being delivered and provides the opportunity for service users to play a more active role in the services they use. Would you be interested in being involved in such a group? (23 out of 37 responses)**



**Table 7: Would you be interested in being involved in a Service User Forum?**

	<b>%</b>
Interested	26%
Not Interested	74%
<b>Total</b>	<b>100%</b>

## **Conclusions**

Overall the findings of the survey are largely positive. Where victims have raised concerns about not being kept up to date about changes in licence / order (Question 9), or concerns about the management of the 'offender' (Question 11), these concerns largely related to the fact that the victim was not informed about temporary release from custody and concerns passed on regarding the 'offenders' behaviour in custody has not resulted in breach or recall.

A number of gaps in the service offered to victims have been identified on foot of the survey for example, breach results were not always passed to the Victim Information Unit (VIU) in a timely manner and outcomes of oral hearings were not passed to VIU. Both gaps have now been addressed through Practice Standards 2018 and meetings with NIPS.

## **Action Plan**

**Address gaps identified in the service provided with NIPS – completed September 2018**

**Convene victims service user group to discuss the findings of the survey in detail and ascertain further detail – by December 2018**

**Ascertain victims views on the revised Victim Awareness Toolkit – by December 2018**

**Promote online registration with stakeholders and media – by January 2019**

**Complete media to raise profile of Victims and the remit of the Victim Information Scheme – by January 2019**