



Victim and Witness Satisfaction Survey

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Publication Date: September 11, 2015

Acknowledgements

The researchers would like to thank members of the steering group at the Crown Prosecution Service for their support and advice on the development of the approach to the survey and for their guidance in report writing. In particular, we would like to thank Nisha Patel, Fraser Mayet, Sarah Rahim, Hazel Rowe, Teresa Diaz, Matthew McGonagle and Martin Goldman. We would also like to thank Ramona Franklin at the Ministry of Justice for her guidance. Dedicated interviewers at IFF Research and NatCen Social Research conducted the survey interviews: they dealt professionally and compassionately with some very difficult situations. Finally, we would like to thank those who freely gave their time to share their experiences in the interests of creating valuable research.

Disclaimer

The views expressed are those of the author, not necessarily those of the Crown Prosecution Service (nor do they represent official policy).

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Foreword

When I became Director of Public Prosecutions I made clear that the service we provide to victims and witnesses must be central to everything we do.

The Crown Prosecution Service (CPS) has worked to improve this service, and we provide an excellent service in many cases. But the criminal justice system can be a very difficult place for victims and witnesses and I knew we needed to do more to make their experiences better.

Since I became DPP we have introduced dedicated Victim Liaison Units with trained staff, embedded the Victims' Right to Review scheme, and set out clear expectations about our service to victims and witnesses in our Casework Quality Standards.

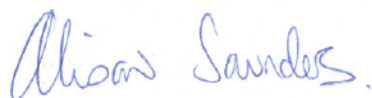
However, I also knew that we needed to listen to victims and witnesses we serve – to find out what they want and what makes a difference to them when they are involved in a criminal case. We already did that in many individual cases, but there was no up-to-date large-scale research into victims' and witnesses' experiences of the criminal justice system.

We commissioned this survey to address that gap and provide us with the information we need to further improve our service. The results reinforce that in many cases we are providing a good service, but they also show us where we need to do further work.

One key area highlighted in the report is the support we provide to victims and witnesses before and at court – where they clearly want us to do more. We have therefore developed new guidance for prosecutors to help them to do just that, which we will pilot and then implement across England and Wales. Prosecutors are rightly wary of being accused of 'coaching', but there is more we can and should do to legitimately prepare witnesses for the experience of giving evidence and being cross-examined. Our new guidance will allow that to happen.

The survey results also show us that the way victims and witnesses feel about their experience of the CPS is influenced by a number of factors. Some of those are within our direct control, such as the contact we have with victims and witnesses, whereas others – such as sentencing – are not. This reinforces our commitment to work across the criminal justice system to improve the overall experience for victims and witnesses.

This report provides us with a valuable assessment of our work so far, but more importantly it will guide us as we continue to strive to provide the best possible service to victims and witnesses.



Alison Saunders

Executive summary

Introduction

This survey was commissioned by the Crown Prosecution Service (CPS) as part of its strategic objective to ensure that its service to victims and witnesses is central to everything it does.

The survey sought to gather the views of victims and witnesses on their experience of the service they received from the CPS during a criminal case in which they were involved. As well as seeking information about the type of case and its outcome, the survey covered the victim's or witness's overall satisfaction levels and views on different stages of the prosecution process.

In considering the results, it is important to note that a range of organisations have an impact on a case as it moves through the criminal justice system. This survey sought to focus on the service provided by the CPS but some responses may reflect victims' and witnesses' total experience of the criminal justice process.

Methodology

The study involved a survey of a sample of victims and witnesses whose cases had been finalised between March and August 2014. Of 37,688 people approached, 7,723 were interviewed. Individuals were invited by letter to participate in an online survey and were subsequently contacted by telephone interviewers if they did not participate and did not opt out. Victims and witnesses of domestic violence (according to administrative records) were approached on an opt-in basis owing to the sensitivities associated with those cases. This resulted in a lower response rate and accordingly this group is not included in the weighted analysis in the report.

Where the opt-out telephone approach was taken, the adjusted response rate was 36 per cent for 'general' offences and 41 per cent for 'serious' offences. Data were weighted to be representative of the population of victims and witnesses in the 13 CPS Areas, excluding domestic violence cases.

Offences and enhanced status

Among the CPS cases in the period of the study, 70 per cent of the people involved were witnesses and 30 per cent were victims (or both witnesses and victims). They were from a diverse demographic background in terms of age, sex, and working status.

Surveyed victims and witnesses focused on the offence in the most recent finalised case in which they were involved. Violent crime, theft and burglary emerged as the most common types of offence.

Two groupings of offences were created for further analysis that aimed to identify victims and witnesses whose experience would be likely to have affected them more significantly on average than other offences, and towards whom CPS services might be expected to be directed. **Sensitive offences** related to 21 per cent of victims and nine per cent of witnesses and **serious offences** to 28 per cent of victims and 17 per cent of witnesses.

A further group important to the analysis was the group eligible for ‘**enhanced status**’ for the CPS (46 per cent of victims and 25 per cent of witnesses). Under the *Victim’s Code*, anyone who is a victim of a serious crime, is persistently targeted or is an intimidated victim is entitled to an ‘enhanced’ service in the criminal justice system.

The surveyed victims and witnesses were asked to what extent the case affected them emotionally. 43 per cent of victims and 17 per cent of witnesses were affected ‘a great deal’; in contrast, 15 per cent of victims and 47 per cent of witnesses were affected ‘not at all’.

Victim and witness engagement with, and understanding of, the case

Most commonly, the surveyed victims and witnesses said they understood a suspect had been charged but they did not go to court and did not give evidence. A minority attended a trial: 22 per cent of victims and 20 per cent of witnesses.

It was common for victims and witnesses to not know the eventual outcome of their case. This is significant, as analysis of the factors associated with satisfaction suggests the perception of the outcome of the case is important, with guilty pleas and verdicts associated with better satisfaction.

For 38 per cent of victims and 29 per cent of witnesses their understanding was that an offender entered a guilty plea or was found guilty for the offence. Comparisons with CPS-held administrative data suggested this was a significant under-estimate: 72 per cent of the cases victims were involved in resulted in a guilty plea according to the CPS records.¹

Satisfaction with the CPS

Overall satisfaction with the CPS was higher amongst witnesses than victims: 74 per cent of witnesses were ‘very’ or ‘fairly’ satisfied compared to 67 per cent of victims. Victims were also more likely to be dissatisfied: 11 per cent were ‘very dissatisfied’ compared to five per cent of witnesses.

Victims and witnesses were asked whether they would consent to being a witness in a criminal trial in future if they were asked to do so. 60 per cent of witnesses said they would, compared to 52 per cent of victims.

The *Victim’s Code* sets out that victims ‘should receive appropriate support to help them, as far as possible, to cope and recover and be protected from re-victimisation.’² The CPS is one part of the criminal justice system which has a role in delivering this objective. 37 per cent of surveyed victims said that the CPS had helped them cope and recover, compared to 29 per cent of witnesses.

Experiences of the decision to prosecute

Altered and stopped charges

The majority of victims and witnesses whose charges were altered or stopped could recall being given an explanation as to why this had happened. For both victims and witnesses, there appeared to be higher levels of explanations given in relation to charges being altered compared with charges being stopped (63 per cent of victims were given an explanation for

¹ These administrative statistics relate just to the survey sample. For full population statistics see <https://www.gov.uk/government/statistics/court-statistics-quarterly-april-to-june-2014>

² Code of Practice for Victims of Crime (2013), https://www.cps.gov.uk/publications/docs/victims_code_2013.pdf p. 1.

charges being altered and 58 per cent for charges being stopped; for witnesses the figures were 55 per cent and 48 per cent respectively).

Victims of hate crimes were particularly unlikely to recall being given an explanation for why charges were altered (34 per cent said they were) as were those who were persistently targeted (54 per cent).

Over four in five victims felt that when they were given an explanation for altered charges, that explanation was either 'very' or 'fairly' clear. However, vulnerable victims and witnesses were less likely to find explanations to be clear. Where explanations were given - and particularly where they were perceived to be clear - this had a positive impact on overall satisfaction with the CPS among victims.

Under the Victims' Right to Review Scheme, victims can seek a review of decisions to not charge, to discontinue or otherwise terminate all proceedings. In this context, the surveyed victims were asked whether they felt that it was fair that the original charges were later stopped. Over two thirds of victims (70 per cent) felt that this was unfair. A minority of these (10 per cent) went on to request a review of this decision. Among those who did not ask for a review, almost half (49 per cent) said they did not know the processes they needed to go through to get a review.

Contact with Victim Liaison Officers

The *Victim Liaison Scheme* (VLS) provides victims with the reasons that their case has been stopped or the charges altered when this happens. Formerly known as Direct Communication with Victims (DCV) it is a key commitment for CPS and timely delivery of this information is one of the organisation's commitments under the Victims Code. It is administered by Victim Liaison Officers (VLOs).

38 per cent of victims and 28 per cent of witnesses reported that they had had contact with a VLO. There may be some misidentification included here, with some victims and witnesses likely to be thinking of Witness Care Officers or Police Family Liaison Officers. Victims of sensitive offences were particularly likely to say that they had had contact with a VLO.

Where participants reported that there was contact with a VLO, this was felt to be helpful by the majority of both victims (82 per cent) and witnesses (88 per cent).

Satisfaction with final charges

A majority of both victims and witnesses were satisfied that the final charges were appropriate and reflected the offences committed. Victims were slightly less satisfied than witnesses (66 per cent compared with 71 per cent satisfied). Enhanced status victims were less likely to be satisfied with the final charges (59 per cent compared with 71 per cent not in this group).

Experiences of preparing for court and giving evidence

In 66 per cent of victims' cases and 60 per cent of witnesses' the offender went to trial in a court. 72 per cent of victims and 75 per cent of witnesses said that they were provided with a named contact before the trial who they could talk to about the case going to court.

Victims and witnesses were asked whether they were given any information or access to a DVD that explains the court process and what to expect. A total of 24 per cent of victims and 21 per cent of witnesses in this situation had received this. Among those belonging to the enhanced status group, a third of victims (31 per cent) and witnesses (29 per cent) said

that they had received information or a DVD. Those who were given the information or DVD found it helpful. The vast majority of victims and witnesses, 95 per cent and 96 per cent respectively, said it was 'very' or 'fairly' helpful. This is valuable learning on which the CJS can act.

Surveyed victims and witnesses were asked whether they were offered a pre-trial visit and if so, whether they took the opportunity to go. A third (34 per cent of victims and 35 per cent of witnesses) said that they were offered this. 15 per cent of victims and 12 per cent of witnesses visited court. The majority of those who took the opportunity to visit the court before the trial found it 'very helpful' (71 per cent of victims and 72 per cent of witnesses).

Special measures

'Special measures' are a number of provisions available to help vulnerable and intimidated witnesses give their best evidence to court, mostly by mitigating some of the stress associated with attending court and being cross examined.³

Putting a screen around the witness box to stop the defendant seeing the victim was most frequently mentioned as being offered and provided amongst victims. 11 per cent of victims and three per cent of witnesses were provided with this measure. Five per cent of victims and one per cent of witnesses were provided the opportunity to give evidence via video link or have it pre-recorded.

Screens around the witness box, evidence via video link, pre-recorded video statement and having the public gallery emptied were the special measures that were most often not offered but would have been wanted by the surveyed victims and witnesses.

Special measures helped those who were granted them. Putting a screen around the witness box was found to be helpful by 85 per cent of relevant victims.

Follow-up needs assessment by WCU

The Witness Care Unit should offer all witnesses who have been identified as vulnerable, intimidated or having special needs a full needs assessment to discuss any concerns about attending court.⁴ But only 47 per cent of victims and 40 per cent of witnesses within the enhanced status category stated that they had a follow-up needs assessment done before the trial.

Support given for cross-examination

91 per cent of victims and 92 per cent of witnesses who gave evidence said that they were cross-examined. When asked about whether they were given enough support before giving evidence, 49 per cent of victims and 62 per cent of witnesses were satisfied they were, whereas 49 per cent and 36 per cent respectively said that they were not. In the sensitive offences group, only 45 per cent of victims and 48 per cent of witnesses felt that they were given enough support.

Victim Personal Statement

In addition to giving a witness statement, victims are given the opportunity to give a Victim's Personal Statement (VPS). 35 per cent of victims gave a VPS. A further 34 per cent were not offered the chance to do this and 14 per cent said that they did not want to make one. Out of those who had made a VPS, 56 per cent of victims did not know whether their statement had been used in the case.

³ CPS.gov.uk website, http://www.cps.gov.uk/legal/s_to_u/special_measures/

⁴ Ibid., p. 11.

Victim- and witness-centred approach

Needs assessments

Victims and witnesses asked to give evidence may have a needs' assessment carried out by a Witness Care Unit. The CPS aims to give a full needs assessment to all victims asked to give evidence and to witnesses with enhanced status.⁵ 50 per cent of victims and 60 per cent of witnesses were asked to give evidence in court. Of those asked to give evidence, 45 per cent of victims and 35 per cent of witnesses received a needs assessment from a Witness Care Unit. Among victims, those with enhanced status were no more or less likely to have been given a needs assessment by a Witness Care Unit.

Victims and witnesses were asked how satisfied they were that the CPS took their needs into account at every stage. 62 per cent of victims were satisfied that the CPS took their needs into account in this way, including 31 per cent who were very satisfied. However, 19 per cent were dissatisfied, including 10 per cent who were 'very' dissatisfied. Witnesses were more likely than victims to be very satisfied (37 per cent). Victims of serious and sensitive offences were more likely to be satisfied, but the enhanced status group were more likely to be dissatisfied on this measure.

Being treated with dignity and respect

Seven per cent of victims and four per cent of witnesses answered 'yes' when asked whether, during any part of the case, anyone treated them in a way that was disrespectful. Enhanced status victims and those who were victims of sensitive offences were more likely to report being treated disrespectfully.

Victims and witnesses most commonly felt treated in a disrespectful manner by a member of the police (50 per cent of victims who felt disrespected, 27 per cent witnesses), followed by a defence lawyer (22 per cent, 24 per cent respectively) or prosecution lawyer (nine per cent, 11 per cent).

Communication

Victims and witnesses were asked how satisfied they were that the CPS kept them informed at every stage. 64 per cent of victims were satisfied, including 32 per cent who were 'very' satisfied. However, 21 per cent were dissatisfied, including 11 per cent who were 'very' dissatisfied. Witnesses were more likely than victims to be very satisfied (37 per cent) and less likely to be dissatisfied (14 per cent).

Factors associated with satisfaction

For **victims**, the most important factors associated with being **more** likely to be satisfied with the CPS ('very' or 'fairly') are set out below. All factors here were found to be statistically significant and are numbered to indicate their place in the order of strength of association with satisfaction.

Verdict and case outcome

- 1. Perceiving the sentence to be 'fair' (or 'too severe').

⁵ Witness Charter (2013), https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/264627/witness-charter-nov13.pdf, p. 11. Also see 'Summary of key entitlements' Code of Practice for Victims of Crime (2013), https://www.cps.gov.uk/publications/docs/victims_code_2013.pdf.

- 4. Guilty conviction (either by plea or successful trial).

Communication from CPS

- 2. Where there was a trial, being given a contact name.
- 6. Where charges were stopped, having helpful contact from the VLO.
- 9. Explanation of the sentence.

Characteristics of the case

- 3. Not being emotionally affected by the case.⁶
- 12. Non-sensitive offences.⁷

Services delivered by the CPS

- 5. Being treated with respect.
- 7. Where a needs assessment was carried out
- 8. Being referred to victim support third party.
- 10. Having a Victim Personal Statement read out in court.
- 13. Being offered ability to provide evidence via video-link.

Demographics

- 11. Not being from a White ethnic background.
- 14. Being aged 65 and over, compared with age 25-34 and age 45-54.

Recommendations and conclusions

This survey of victims and witnesses found that the majority are satisfied with the service they have received from the Crown Prosecution Service (two-thirds of victims and three-quarters of witnesses). However, one in ten victims were 'very dissatisfied' with their experience.

The pockets of dissatisfaction identified within key groups, such as those eligible for enhanced measures, suggests that the CPS is right to focus its attention on their service to victims and witnesses. The analysis highlighted areas of good practice: evidence that special measures in trial processes and the roles designated for VLOs and other actors during a case are positively associated with both higher levels of satisfaction and assistance with recovering from traumatic experiences. Yet further progress can still be made.

Some specific observations, conclusions and recommendations are:

- The perceived outcome of the case was important to victim and witness satisfaction but there was considerable disparity between these perceptions and actual outcomes.
- Communication with victims and witnesses could be clearer, particularly for vulnerable groups.
- In particular, the wider provision of easily used information about court (e.g. DVDs) pre-trial could have a positive impact: only 24 per cent of victims and 21 per cent of

⁶ Compared to those who were affected a great deal, those who were not at all emotionally affected by the case were more likely to be satisfied with the CPS.

⁷ Victims of more sensitive offences (domestic violence, stalking, sexual offences) were less likely to be satisfied with the CJS.

witnesses received a DVD, but of those who did, 95 per cent and 96 per cent found them 'very' or 'fairly' helpful.

- Satisfaction improves with a named point of contact throughout the trial process.
- The Victim Liaison Officer role is important.
- Treating victims and witnesses with dignity and respect at all stages should remain a priority.
- Those most affected by their experiences are likely to feel that the CPS did not help them to cope and recover, but needs assessments are associated with more positive outcomes.
- Special measures are widely desired and have a positive impact on a victim or witnesses' experience.
- The factors important for satisfaction amongst those eligible for enhanced measures are similar to those for the wider victim population.

This report identifies the areas in which there is room to improve levels of satisfaction among victims and witnesses. It also suggests that the broad mechanisms that the CPS has identified to make these improvements are the right ones. Whether these innovations are extended and improved over time can be measured in future against the benchmark provided here.

1. Introduction

Policy background

Recent years have seen the interests of victims and witnesses given greater attention within both criminal justice policy and practice. One driving factor is a broad sense that victims have been overlooked in the state's responses to criminal activity, with high-profile media coverage of some prosecutions raising concern at how victims and witnesses may have been treated. A second factor has been more specific concerns that the system has marginalised or ignored particular sets of victims, especially those who are vulnerable.

Key organisations engaged in delivering criminal justice have recognised and responded to these concerns. The College of Policing and local forces have devised and implemented ways to improve frontline response to victims, especially those who are identified as vulnerable.⁸ The Home Office has prioritised improving the criminal justice system's treatment of victims and witnesses in its cross-departmental National Group on Sexual Violence against Children and Vulnerable People.⁹

The Ministry of Justice has issued a Code of Practice for Victims of Crime to state what victims should expect in terms of treatment, support and information as they go through the system and what agencies should be providing to them.¹⁰ It also revised the Witness Charter, outlining standards that should be met throughout witnesses' engagement with the criminal justice system.¹¹ Additional work to address victims and witnesses' interests was set out in the 2014 Criminal Justice Strategy and Action Plan, including monitoring the implementation of and compliance with the Victims Code and Witness Charter¹² and in planning to require additional training for prosecutors acting in sexual violence trials.¹³

The Crown Prosecution Service (CPS) has made a number of changes to its guidance and practice to improve the CJS experience for victims and witnesses. In late 2013, the incoming Director of Public Prosecutions Alison Saunders said: "*We must recognise that victims do not choose to be in the criminal justice system and it is a strange world for many. We need to do all we can with partners to make victims' experiences easier and better*".¹⁴ Some of the changes have focused on particular sets of victims and witnesses, for example those alleging sexual violence, but others aim to benefit victims and witnesses more broadly. Among the broader strategies undertaken are restating CPS's commitment to victims and witnesses in a framework for easier reference by prosecutors,¹⁵ creating a network of local Victim Liaison Units (VLU) to facilitate victims' contact with the CPS, and consulting on speaking to witnesses in court.¹⁶ Efforts which focus more on specific sets of

⁸ College of Policing website, <https://www.app.college.police.uk/app-content/investigations/victims-and-witnesses/>

⁹ Gov.uk website, <https://www.gov.uk/government/publications/sexual-violence-against-children-and-vulnerable-people-national-group>

¹⁰ Code of Practice for Victims of Crime (2013), <https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

¹¹ The Witness Charter (2013), <https://www.gov.uk/government/publications/the-witness-charter-standards-of-care-for-witnesses-in-the-criminal-justice-system>

¹² Ministry of Justice (2014), *Transforming the Criminal Justice System*. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/330690/cjs-strategy-action-plan.pdf

¹³ Gov.uk website, <https://www.gov.uk/government/news/a-bold-new-vision-for-the-treatment-of-victims>

¹⁴ CPS.gov.uk website, www.cps.gov.uk/news/latest_news/new_dpp_begins_term_with_promise_to_victims/index.html

¹⁵ CPS.gov.uk website, http://www.cps.gov.uk/legal/v_to_z/cps_commitments_to_victim_and_witnesses/

¹⁶ CPS.gov.uk website, https://www.cps.gov.uk/consultations/witnesses_2015_consultation_index.html

witnesses include initial steps to improve how early and accurately witnesses are assessed for vulnerabilities and the use of special measures during prosecutions, and clarification that witnesses and victims can access therapy before going to trial.

Background to the study

The introduction of the codes of practice mentioned above and the changes to guidance and practice have heightened the CPS's focus on improving the experiences of victims and witnesses. Expectations of public services – their responsiveness and tailoring – continue to rise, driven by service levels seen in the commercial sector. This report will examine the experiences of victims and witnesses and the factors most strongly associated with satisfaction with the CPS. It will also provide a benchmark for the performance of the CPS in future years.

A body of evidence exists surrounding the experiences of victims and witnesses in the criminal justice system. This has varied in the types of factors found to be most strongly associated with satisfaction, with case outcomes being the most important factor in some contexts, whilst processes experienced during the journey through the system has been more important elsewhere.

The CPS Victim and Witness Satisfaction Survey builds on that evidence, notably the Witness and Victim Experience Survey (WAVES) last carried out in 2010 by the Ministry of Justice and which looked at victims' and witnesses' experience of the broad criminal justice system (Franklyn, R. 2012). This study focuses on elements of the system for which the Crown Prosecution Service is responsible. Whilst the study does include measures relating to services delivered by actors such as the police, this is in order to understand the influence of those experiences on perceptions of the CPS.

Report structure and conventions

Statistical significance testing

Tests of statistical significance identify differences that are unlikely to have occurred by chance. All the differences cited in the text are statistically significant at the 0.05 level. This means that there is a one in 20 chance of an observed difference being solely due to chance. Any differences reported in the text are significant at this level. Unweighted bases, the number of participants who answered each question, are shown below the figure or in tables. The statistical significance of associations between variables was tested in SPSS using a logistic regression approach that took account of the complex sample designs (stratification and weighting).

Domestic violence analysis – unweighted data

Due to the opt-in approach to fieldwork with domestic violence cases (see next section), as expected, a very low response rate was achieved. Given that it is not possible to assess whether the achieved sample is representative of the wider domestic violence population, these cases were not included in the weighting scheme or in statistical testing. However, given their importance to the CPS and their specific experiences in the criminal justice process we have included analysis of the achieved sample based on unweighted data. Conclusions should be drawn from this analysis with care.

Conventions used in figures and tables

Table abbreviations

'0' indicates no response in that particular category or less than 0.5 per cent.

'n/a' indicates that the question was not applicable to that subgroup of participants.

'*' identifies instances where the unweighted base was less than 50.

'**' identifies instances where the unweighted base was less than 30.

Frequencies based on less than 30 cases are not robust and are not discussed in the report.

Unweighted bases

All percentages presented in the tables are based on data weighted to compensate for differential non-response and difference in the probability of being selected for interview. Tables show the unweighted base which represents the number of people interviewed in the specified group.

Percentages

The majority of tables and figures in the report relate to questions with mutually exclusive responses. In these tables the percentages will generally sum to 100; however, there may be some instances where percentages will not sum to exactly 100 per cent because of rounding. In addition, questions where participants could choose multiple responses answers will not add up to 100 per cent.

A percentage may be quoted in the text for a single category that is identifiable in the tables only by summing two or more component percentages. In order to avoid rounding errors, the percentage has been recalculated for the single category and therefore may differ by one percentage point from the sum of the percentages derived from the rounded numbers in the tables.

'No answers' (missing values)

All analyses exclude 'don't know' and refusal responses unless otherwise specified.

2. Methodology/Approach

Sample design

The aim of the sample design was to enable analysis of witnesses and victims separately in each of the 13 CPS Areas. It was intended that broadly equal numbers of victims and witnesses would be selected from each Area, and that these could be brought together to enable analysis of victims and witnesses as a whole.

The sampling frame for the survey was the Witness Management System (WMS), a CPS administrative system that contains the contact details of all victims and witnesses. The initial selection of cases for the sample was carried out by CGI, who maintain the system, to a specification agreed with CPS.

Cases from which victims and witnesses were sampled were finalised between 1st March 2014 and 31st August 2014. One victim and one witness were selected from each sampled case where present. Further work carried out to clean the sample of duplicates and cases with inadequate contact information (neither a useable address nor a telephone number).

Excluded from the sample were:

- Professional witnesses such as police officers as their responses may be coming from a very different position and may be informed by other contexts; and
- Juveniles (under 18)

Beyond this, the survey aimed to be as inclusive as possible and so covered a wide range of crimes including cases of a serious nature such as offences that involved a fatality, sexual offences, and domestic violence cases. However, given the risks for victims, a different approach was taken to domestic violence cases and was expected to result in lower response among this group (see below).

Participants were asked in the survey whether they considered themselves to be a victim, witness or both. When comparing these results with the administrative data from CPS, at times discrepancies emerged between what had been recorded and how the surveyed participants viewed themselves. Fifteen per cent of those who identified themselves as victims were recorded as witnesses in the sample. In contrast, five per cent of those who said they were witnesses in the survey turned out to be victims in the administrative data. In some cases this will be due to survey participants referring to a different incident than the one the sample was based on. This report and the weighting approach prefers the participant's own classification over that in the administrative data, partly because different questions were directed at victims and witnesses in the questionnaire.

Questionnaire coverage and development

Relevant questions were extracted from the Witness and Victims Experience Survey (WAVES) that ceased in 2010, with the majority developed to meet the specific research aims and the focus on the CPS. NatCen worked closely with the CPS and IFF research teams in the finalisation of the questionnaire.

The questionnaire sought to ask questions about each step of the victim/witness journey:

- Reporting the crime;
- Decision to prosecute;
- Preparing for court;

- Going to court;
- Verdict and post-trial; and
- Services for victims

With this experience established, the questionnaire captured satisfaction with the service provided by the CPS.

Fieldwork approach

Fieldwork was shared between NatCen Social Research (40 per cent) and IFF Research (60 per cent). The approach was mixed mode – via web and telephone.

For most segments of the sample the approach was to offer a web interview initially and to follow up non-responders by telephone. However, for domestic violence cases there was concern that telephone calls regarding this case could pose a risk to victims still living with the perpetrator, and for this reason telephone interviews were only carried out where the victim or witness proactively contacted NatCen to carry out the interview in that mode. Their participation was therefore very low and largely limited to the online questionnaire.

Advance letters

All participants were sent an advance letter inviting them to take part in the survey and explaining what the survey entailed. These were tailored depending on the nature of the case: serious offences, domestic violence and other offences. As noted above, domestic violence letters were 'opt-in': they provided a web login but required participants to contact the fieldwork agency if they wished to participate by phone. A manned Freephone number was provided for participants to use if they wanted to take part in the survey. NatCen dealt with all serious offence and domestic violence cases.

All participants were given the opportunity to get in touch either to opt-in or out, to ask questions or raise concerns. Cases with no telephone number were also included in the study, with the web approach offered.

Web Survey

All participants had the choice to carry out the survey online and letters encouraged online completion. It was felt that an online option was important for some participants who may feel more comfortable talking about sensitive cases via this mode. The online survey was accessed through a URL provided in the advance letter and telephone interviewers also directed participants to the online survey where it was clear this was their preference.

Telephone Survey

Sample members who did not complete the survey online were included in the telephone survey sample (aside from domestic violence cases). CATI interviewing started one week after the launch of the online survey. The length of the CATI interview varied widely depending on the experiences of the participant but took approximately 19 minutes.

The use of a central location for data and for the online and telephone components meant that there was no risk of contacting a participant who had completed the online questionnaire – the sample was updated in real-time so online completion led to the immediate removal of a participant from the telephone sample records.

Of key concern for this study was the training and support requirements for interviewers. In addition to the expertise available within the CPS, NatCen was able to draw on considerable experience of fieldwork with victims of crime and their families. Experienced and well-trained

interviewers carried out the study and significant support was offered to them in order to ensure sensitive handling of interviews. The wellbeing of interviewers themselves was also considered, with opportunities to debrief during shifts and close supervision.

Incentives

A small donation was made to a selection of victim support charities as a thank you for participation.

Fieldwork response

The analysis in this report is based on 7,723 interviews with victims and witnesses. Response rates are presented in the table below. As noted above, the survey aimed to be as inclusive as possible, which in the case of domestic violence cases and those without telephone contact information meant that an opt-in approach had to be taken. The table provides response analysis for these different groups separately in order to provide a better indication of the fieldwork performance.

The overall adjusted response rate was 23 per cent. However, where an opt-out telephone approach was taken, the adjusted response rate was 36 per cent for 'general' offences (i.e. those where administrative information did not identify them as serious or domestic violence offences) and 41 per cent for 'serious' offences. The adjusted rate takes account of the level of ineligible cases that are estimated to be within the total sample (including those cases that could not be contacted during fieldwork). This level was comparable with the WAVES survey in 2010.

Comparisons of the achieved and issued samples were reassuring – relatively small differences were observed in relation to the case outcome, principal offence category and CPS Area. There was a somewhat larger difference for the proportion of victims in the sample relative to witnesses, although this was a key part of the weighting approach.

Table 1: Fieldwork response

	Total issued		General offences (with phone number)		Serious offences (with phone number)		Domestic violence (opt-in)		General / Serious (no phone)		Victims (admin data) (general / serious with phone number)		Witnesses (admin data) (general / serious with phone number)	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Issued sample	37,688		21,707		1,081		8,722		6,178		10,615		12,173	
% of issued														
Opt-outs	275	1%	224	1%	9	1%	0	0%	42	1%	90	1%	143	1%
Not called (non- responding opt-in sample)	14,601	39%	0	0%	0	0%	8,609	99%	5,992	97%	0	0%	0	0%
Called / responded online	22,812	61%	21,483	99%	1,072	99%	113	1%	144	2%	10,525	99%	12,030	99%
% of called														
Non-contact	11,108	49%	10,558	49%	548	51%	0	0%	2	1%	5,154	49%	5,952	49%
<i>Telephone number incorrect / unobtainable</i>	2,370	10%	2,250	10%	119	11%	0	0%	1	1%	1,022	10%	1,347	11%
<i>Telephone number disconnected</i>	1,540	7%	1,460	7%	79	7%	0	0%	1	1%	744	7%	795	7%
<i>Other non-contact</i>	7,198	32%	6,848	32%	350	33%	0	0%	0	0%	3,388	32%	3,810	32%
Total contacted	11,704		10,925		524		113		142		5,371		6,078	
Ineligible	1,122	10%	1,054	10%	40	8%	0	0%	28	20%	349	6%	745	12%
Refusal	2,361	10%	2,260	11%	66	6%	0	0%	35	24%	1,072	10%	1,254	10%
<i>Refusal from sample member</i>	2,243	10%	2,147	10%	61	6%	0	0%	35	24%	1,011	10%	1,197	10%
<i>Other refusal</i>	118	1%	113	1%	5	0%	0	0%	0	0%	61	1%	57	0%
Other non-response	498	2%	488	2%	10	1%	0	0%	0	0%	289	3%	209	2%
Completed interviews	7,723	34%	7,123	33%	408	38%	113	100%	79	55%	3,661	35%	3,870	32%
<i>Complete - online</i>	812	4%	615	3%	30	3%	95	84%	72	50%	317	3%	328	3%
<i>Complete - telephone</i>	6,911	30%	6,508	30%	378	35%	18	16%	7	5%	3,344	32%	3,542	29%
<i>Total assumed eligible (eligibility rate amongst contacted * total issued sample)</i>	34,075		19,613		998		8,722		4,960		9,925		10,681	
Response rate (of all cases)	20%		33%		38%		1%		1%		34%		32%	
Adjusted response rate (of estimated eligible cases)	23%		36%		41%		1%		2%		37%		36%	

Weighting

Analysis was required at the national level for the whole sample and separately for each CPS Area. Most analysis was to be of victims and witnesses separately. A national-level weight for the whole sample was required that included victims and witnesses in their relative proportions within the population. It was also important to ensure that the oversampling of some areas was accounted for.

Two-stage sampling was used to select the sample: cases were selected and then within each selected case, up to one victim and up to one witness were selected. However, despite the resulting unequal probability of selection, selection weights have not been used as the loss of efficiency they would introduce would be likely to outweigh any bias reduction.

The weighting was therefore done in one step using calibration weighting to adjust the responding sample to match population profile of all victims and witnesses. The population profile was obtained from aggregated population data for cases not involving domestic violence across the 13 CPS areas. Cases identified in the administrative data as domestic abuse cases were excluded from the weight (see below).

The population data set was created by importing the 26 files provided (two from each CPS area) into SPSS, merging them together, creating derived variables from the information therein and finally removing the victims and witnesses from cases flagged as domestic abuse. The calibration created weights to adjust the sample to population totals at the area, total victim and total levels for principal offence, verdict, enhanced status flags, gender, age and ethnicity. This data was not all available at all levels and contained substantial missing data.

The calibration weights were then scaled to have a mean of one. Two extreme/outlying weights were trimmed back to equal the third highest weight and finally the resulting weights were re-scaled again to have a mean of one.

Exclusion of domestic violence cases

The sub-group of domestic abuse (DA) cases as defined in the administrative data was left unweighted - weights were created exclusively for the sample *excluding* witnesses and victims from DA cases. Although a substantial proportion of the sample were DA cases – almost a quarter – the low response resulting from the opt-in approach meant we could not be confident about the representativeness of the sample achieved.

Weighted analysis is therefore representative of the victim and witness caseload for CPS *excluding* domestic abuse cases. However, they are clearly an important group and are analysed without a weight applied.

Note that some individuals identified themselves as being victims of domestic abuse as part of the interview despite not being flagged as such in the administrative data. These cases are included in the weighted analysis, but may not represent the wider domestic abuse population.

3. Research Findings

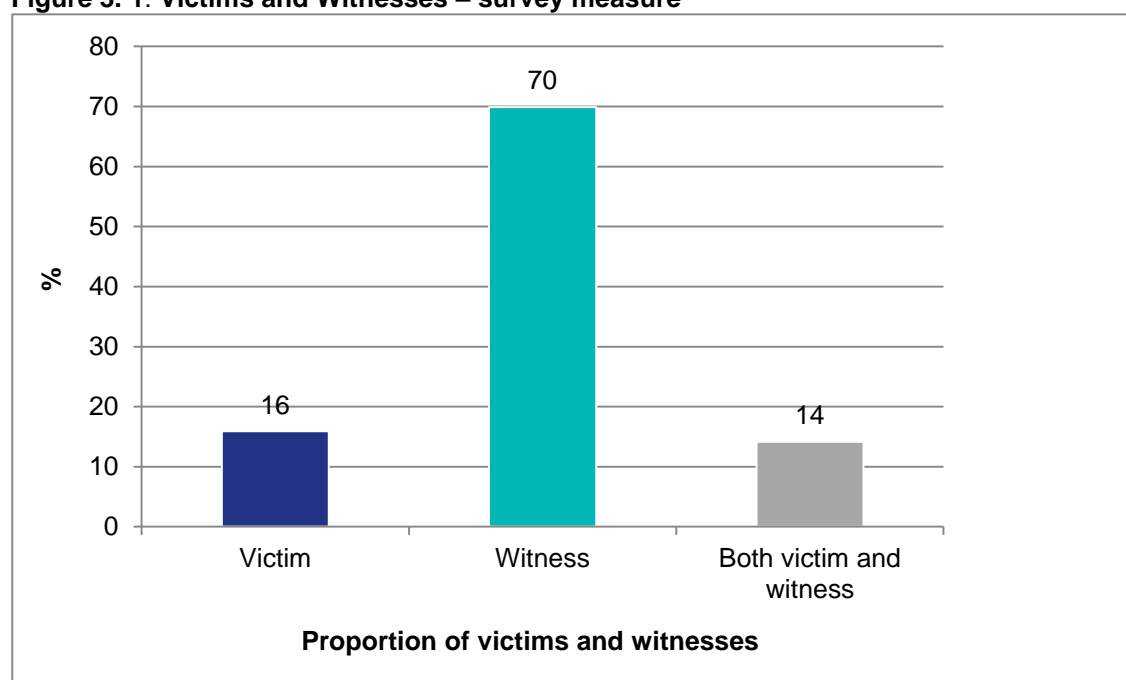
3.1 Profile of victims and witnesses

This section aims to provide readers with a profile of the population that will frame understanding of the subsequent analysis. It will also identify any key demographic subgroups that will be referred to in subsequent analysis.

Number of victims and witnesses

Surveyed participants were first asked whether they were victims, witnesses or both in the most recent case they were involved in that had finished. 16 per cent of all participants identified themselves as victims and 70 per cent as witnesses. A further 14 per cent saw themselves as both (Figure 3. 1). Many victims will also be witnesses. For the purposes of meaningful analysis, those who identified themselves as both victim and witness in the survey are categorised first and foremost as victims. This self-defined measure will be used throughout the report to identify victims and witnesses. From this point onwards these two groups will be analysed separately.

Figure 3. 1: Victims and Witnesses – survey measure



Unweighted base: All victims and witnesses (n=7,610)

The surveyed victims and witnesses were asked about their prior experience with the CPS. Just under a third of victims (27 per cent) and just over a third of witnesses (35 per cent) had any prior experience with the CPS (Appendix A Table A.1).

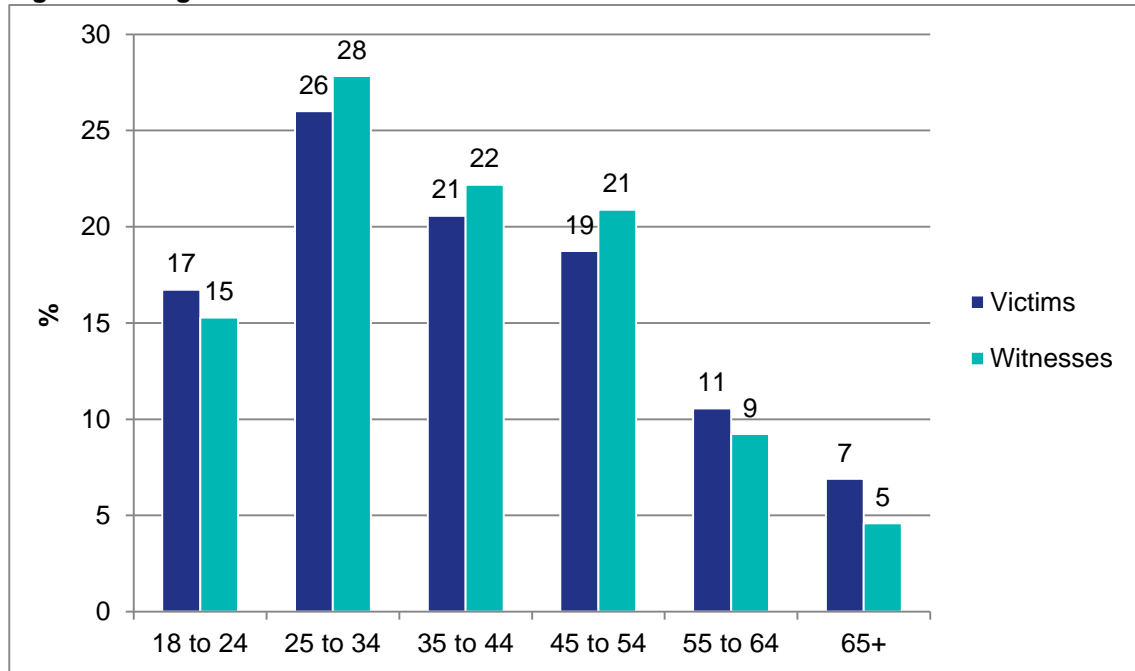
Demographics

The following presents a picture of the characteristics of victims and witnesses who took part in the survey. It focuses on aspects that are of particular relevance for the experience they have had with the CPS, such as age, gender, ethnicity, religion and sexuality.

Some of the key demographic characteristics of surveyed victims and witnesses are outlined below:

- **Age:** Overall the age composition of the survey participants was skewed towards the younger end of the scale. As Figure 3. 2 shows, 18 to 34 year olds formed 43 per cent of both victims and witnesses. 40 per cent of victims and 43 per cent of witnesses were aged 35 to 54 years. Those aged 35 to 54 made up 40 per cent of victims and 43 per cent of witnesses. In comparison 17 per cent of victims and 14 per cent of witnesses were over 55.

Figure 3. 2: Age of victims and witnesses



Unweighted base: All victims (n=4,472) and witnesses (n=3,104)

- **Gender:** Surveyed victims and witnesses were more likely to be men than women. Men made up 59 per cent of all victims and 60 per cent of all witnesses (Appendix A Table A.2).
- **Employment status:** 72 per cent of victims and 82 per cent of witnesses were employed either full-time or part-time (Appendix A Table A.3).
- **Ethnicity:** Surveyed victims and witnesses were mainly white with 83 per cent of victims and 86 per cent of witnesses falling into this ethnic category. The second largest ethnic group were Asian who made up nine per cent of victims and seven per cent of witnesses (Appendix A Table A.4).
- **Religion:** 37 per cent of victims and 42 per cent of witnesses said they did not follow any religion. Just over half of victims (51 per cent) and nearly half of witnesses (48 per cent) said they were Christian (Appendix A Table A.5).
- **First language:** 11 per cent of victims and witnesses did not speak English as their first language (Appendix A Table A.6).
- **Sexual orientation:** Three per cent of both victims and witnesses were gay, lesbian or bisexual (Appendix A Table A.7).

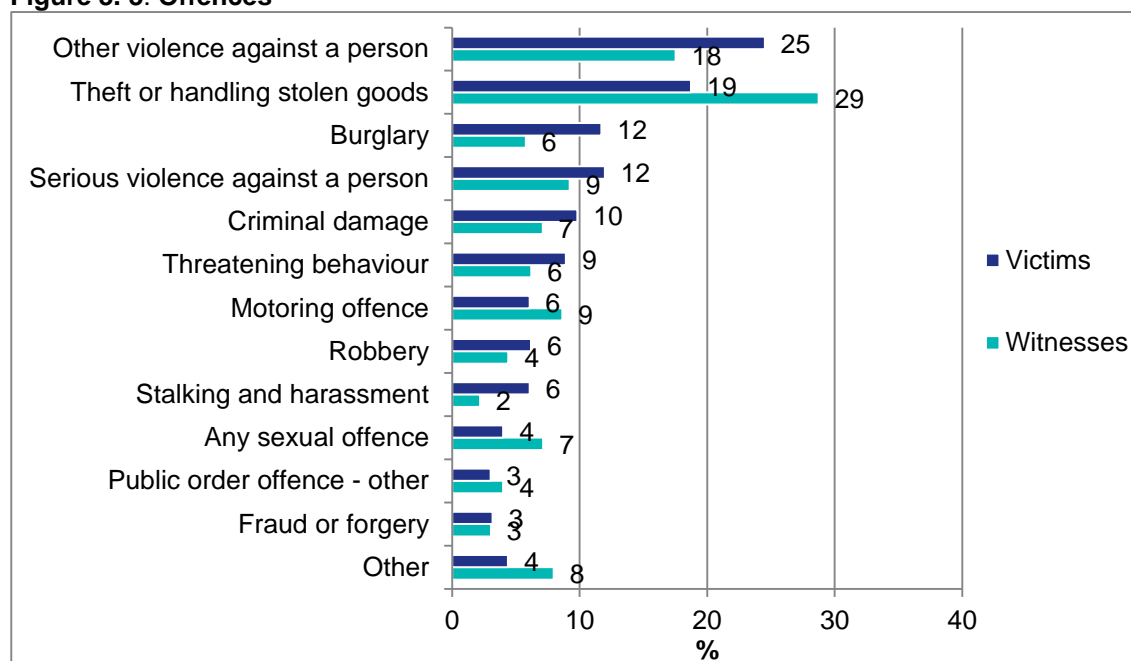
- **Marital status:** 36 per cent of victims and 41 per cent of witnesses said they were married. Over a third of victims (38 per cent) and a third of witnesses (33 per cent) said they were single. Sixteen per cent of victims and 18 per cent of witnesses said they were cohabiting (Appendix A Table A.8).
- **Children:** A quarter of victims (25 per cent) and just less than a quarter of witnesses (24 per cent) had children (Appendix A Table A.9).
- **Health conditions and impairments:** Being a victim or witness can be particularly stressful for disabled people.¹⁷ In the survey, 28 per cent of all victims and 17 per cent of all witnesses reported having a health condition of some kind. Most commonly this was either a health condition or long-standing illnesses (18 per cent of victims, 11 per cent of witnesses) or a mental health condition (11 per cent of victims and five per cent of witnesses mentioned this). Six per cent of victims and three per cent of witnesses said they have an impairment of some kind (Appendix A Table A.10).

3.2 Offences and enhanced status

Offences among victims and witnesses

Surveyed victims and witnesses focused on the offence in the most recent case they were involved in that had been finalised. Violent crime against a person, theft and burglary emerged as the most common types of offences amongst the victims and witnesses. Figure 3. 3 shows the full details of the proportions of different offences.

Figure 3. 3: Offences



Unweighted base: All victims (n=4,479) and witnesses (n=3,093)

Two groupings of offences were created for further analysis that aimed to identify victims and witnesses whose experience would be likely to have affected them more significantly on

¹⁷ CPS.gov.uk website, http://www.cps.gov.uk/legal/v_to_z/victims_and_witnesses_who_have_mental_health_issues_and_or_learning_disabilities_-_prosecution_guidance/

average than other offences and towards whom CPS services might be expected to be directed:

- **Sensitive offences:** The sensitive offences group covers any sexual offences, stalking and harassment, domestic abuse¹⁸ and hate crimes. A larger proportion of victims were within this group than of witnesses (21 per cent compared with nine per cent of witnesses; Appendix A Table A.11). This is an important grouping in the subsequent analysis, identifying cases with very specific needs and risks and for whom participation in the criminal justice system could be particularly traumatic.
- **Serious offences:** The serious offences group is made up of any offences resulting in death, those who are close relatives bereaved by criminal conduct, a victim of domestic abuse, hate crime, terrorism, sexual offences, human trafficking, attempted murder, kidnap, false imprisonment, arson with intent to endanger life and wounding or causing grievous bodily harm with intent. This group made up 28 per cent of all victims and 17 per cent of all witnesses (Appendix A Table A.12).

The offence categories referred to in this report are based on those stated by the survey participants. Administrative records also provide the principal offence category for the sampled cases, but these will not always match the survey data. In some cases this will be because the participant has a more recent offence to talk about to the one for which they were selected. In other cases it may be the result of a difference between a victim's experience of the incident and the offence with which the perpetrator was ultimately charged. For offences identified as 'serious violence' in the survey, 69 per cent were recorded as violence in the administrative records. The correspondence was 67 per cent for sexual offences.

Enhanced status

The following will highlight the CPS concept of 'enhanced status' and how it is meant to drive services within the criminal justice system and within CPS in particular. It will also identify key groups for subsequent analysis in the report.

The standards of service victims and witnesses should receive when they report crime are based on two codes of conduct created for criminal justice agencies. The *Code of Practice for Victims of Crime (Victims' Code)* governs the services to be provided to victims of crime that occurred in England and Wales. The *Witness Charter* sets out how witness to a crime or incident can expect to be treated by the police and if they are asked to give evidence in a criminal court.¹⁹ These codes set the minimum levels of support and entitlements that should be offered to both groups in the criminal justice system. The codes include different levels of service for victims and witnesses, and vary depending on the circumstances of the crime and person in question.

Under the *Victim's Code* anyone who is a victim of a serious crime,²⁰ is persistently targeted or is an intimidated victim is entitled to an 'enhanced' service in the criminal justice system.²¹ This enhanced service is also offered to victims whose quality of evidence is likely to be

¹⁸ The domestic abuse cases included here and in the serious offence group were those who were not identified as such in the administrative records but who categorised themselves in this way in the survey interview.

¹⁹ The Witness Charter (2013), <https://www.gov.uk/government/publications/the-witness-charter-standards-of-care-for-witnesses-in-the-criminal-justice-system>.

²⁰ Offences resulting in death, close relative bereaved by criminal conduct, domestic abuse, hate crime, terrorism, sexual offences, human trafficking, attempted murder, kidnap, false imprisonment, arson with intent to endanger life or wounding or causing grievous bodily harm with intent.

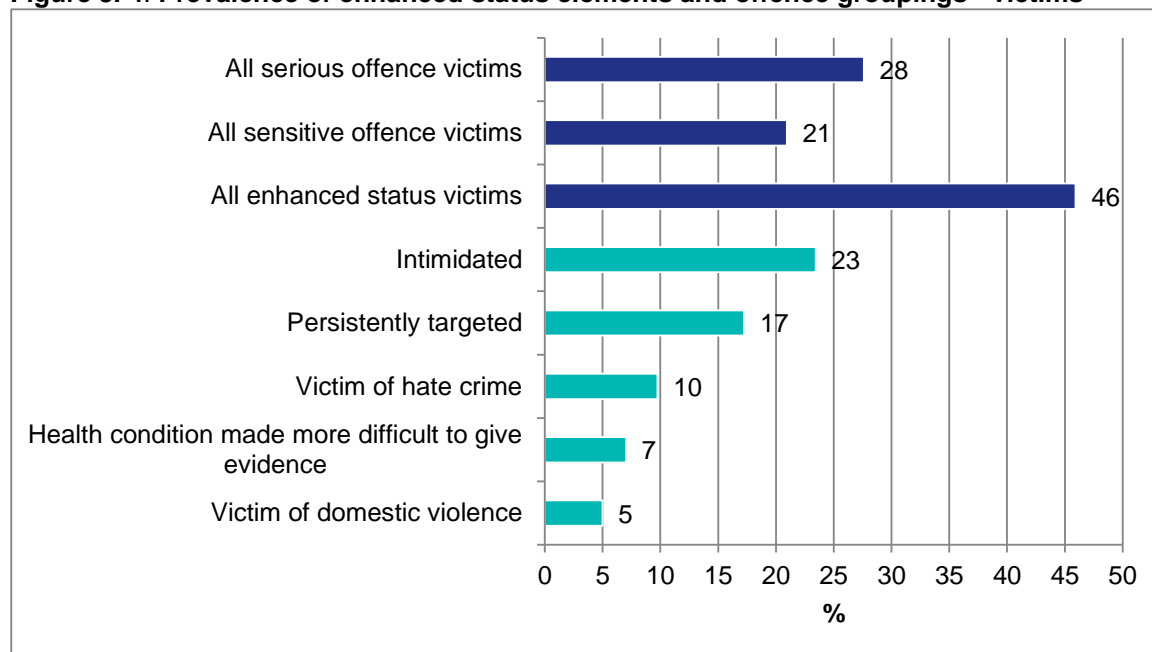
²¹ Code of Practice for Victims of Crime (2013),

https://www.cps.gov.uk/publications/docs/victims_code_2013.pdf p. 9.

affected due to mental disorder, who have significant impairment of intelligence or who suffer from a physical impairment.

Questions were asked in the survey about the nature of victim's experience to approximate the measures in the Code in order to establish whether they belonged to this enhanced status category (Figure 3. 4). 46 per cent belonged to this group compared to 25 per cent of witnesses (Appendix A Table A.13)

Figure 3. 4: Prevalence of enhanced status elements and offence groupings - victims



Unweighted base: All victims (n=4,304)

Persistently targeted victims are those who have been targeted repeatedly over a period of time or victims of a sustained campaign of harassment or stalking.²² These types of victims made up 17 per cent of all victims in the enhanced category.

A hate crime incident 'is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender.'²³ 10 per cent of all victims said they were victims of hate crime. When asked about the type of hate crime of which they were a victim, the majority of victims of hate crime (77 per cent) reported it to be racist, either to do with ethnicity (51 per cent) or nationality (26 per cent) of the victim. The CPS defines a racist incident as 'any incident which is perceived to be racist by the victim or any other person.' Racist crimes can be particularly hurtful for victims as they are directly related to victim's identity.²⁴ 15 per cent of hate crimes were linked with gender and seven per cent with sexual orientation. Age-related reasons for hate crime were mentioned by nine per cent of victims of hate crime. Hate crimes to do with religion formed eight per cent of all hate crimes according to victims' experiences. A further seven per cent said to have been a victim of a hate crime to do with disability (Appendix A Table A.14).

The CPS considers a victim vulnerable if the quality of their evidence is likely to be affected because they suffer from mental disorder, or they have a significant impairment of intelligence and social functioning; or if they have a physical impairment or are suffering

²² *Ibid.*, p. 10.

²³ CPS.gov.uk website, http://www.cps.gov.uk/northeast/victims_and_witnesses/hate_crime/

²⁴ CPS.gov.uk website, <http://www.cps.gov.uk/publications/prosecution/rpbcbook.html>

from a physical disorder.²⁵ Seven per cent of participants said that they have one of these health conditions which made it difficult for them to give evidence (Appendix A Table A.15).

Domestic abuse offences are regarded as particularly serious by the CPS due to the abuse of trust involved in the cases of this nature. They require sensitive and careful handling and heightened levels of support.²⁶ Previous studies, such as WAVES and Witness Experience Survey commissioned by Ministry of Justice, have not involved victims or witnesses of domestic abuse due to the sensitive nature and largely because a telephone methodology was not deemed to be an appropriate way to approach victims of domestic abuse.²⁷ However, more recently the Government has made tackling domestic abuse one of the top priorities²⁸ and it was felt for this study that these victims should be given the opportunity to give feedback regarding their experiences of the services.

Although domestic abuse cases represent over a quarter of victims in the CPS population, an opt-in approach was adopted for this group that meant a very low response rate was achieved. They are not included in the weighted data as a result, but given their importance unweighted analysis is included in the report.

Enhanced status in relation to disability

The prevalence of disabilities within the enhanced status group was only slightly higher than amongst all the surveyed participants. Amongst the victims of hate crime, 14 per cent of participants said they had an impairment. The same figure for persistently targeted victims was 12 per cent, and 10 per cent of intimidated victims (Appendix A Tables A.16, A.17 and A.18).

Emotional impact

The surveyed victims and witnesses were asked to what extent the case affected them emotionally (Figure 3. 5). Overall, victims of a crime were far more likely to be emotionally affected than those who witnessed one. 43 per cent of victims were affected 'a great deal' compared with 17 per cent of witnesses. By contrast, 15 per cent of victims and 47 per cent of witnesses were 'not at all' affected emotionally by the case. In addition to that, a further 28 per cent of victims said that they were affected by it 'a little', compared with 20 per cent amongst witnesses.

- 43 per cent of victims were affected 'a great deal' by their case. This compared to 17 per cent of witnesses.

Those in the sensitive offences group were most likely to be emotionally affected by the case with 89 per cent of victims and 82 of witnesses saying that they were affected by it 'a great deal' or 'a little'. In comparison, 82 per cent of victims and 56 per cent of witnesses in the serious offences group said they were affected. Victims across both offence groups and the enhanced status group were more often affected emotionally than witnesses (Appendix A Table A.19).

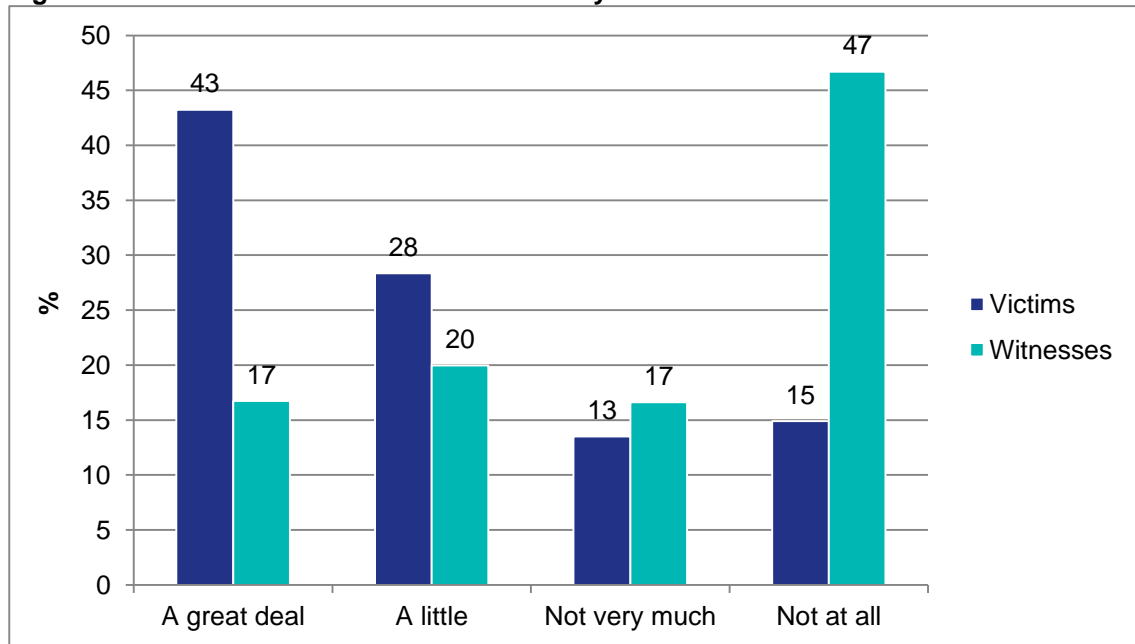
²⁵ Code of Practice for Victims of Crime (2013),
https://www.cps.gov.uk/publications/docs/victims_code_2013.pdf

²⁶ CPS.gov.uk website,
http://www.cps.gov.uk/legal/d_to_g/domestic_abuse_guidelines_for_prosecutors/

²⁷ WAVES, p. 3.

²⁸ Ministry of Justice (2014), *Transforming the Criminal Justice System*
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/330690/cjs-strategy-action-plan.pdf p. 23.

Figure 3. 5: To what extent affected emotionally



Unweighted base: All victims (n=4,450) and witnesses (n=3,088)

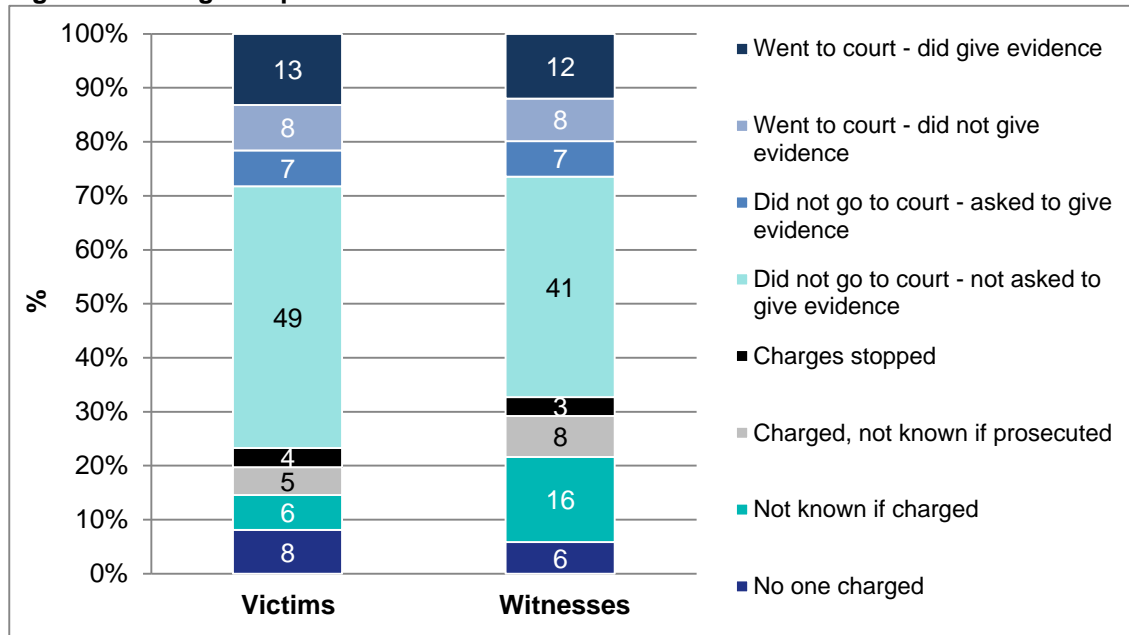
3.3 Overall case experience

This section sets out a summary of the experience that victims and witnesses have had of the CPS in terms of the extent of their journey through the prosecution and court system. This is useful context for understanding the extent of contact with the CPS and therefore interpreting the levels of satisfaction.

Figure 3. 6 displays the different stages experienced in relation to CPS elements. At the bottom of the bars, eight per cent of victims are shown to have understood that no one was charged in relation to the offence, with a further six per cent being uncertain about this (leaving 85 per cent who understood that charges had been brought, the equivalent figure for witnesses being 78 per cent). The two categories at the top of the bars indicate that in total 22 per cent of victims and 20 per cent of witnesses attended a trial. Most commonly, the surveyed victims and witnesses said that someone was charged but they did not go to court and did not give evidence. Further discussion of the extent of experience of aspects such as charges being stopped is discussed in subsequent sections.

These results are based on individuals' recollection of the events, which might at times mean that the experience is remembered differently to what may be recorded in administrative systems.

Figure 3. 6: Stages experienced in relation to CPS elements



Unweighted base: All victims (n=4,492) and witnesses (n=3,117)

Figure 3. 7 shows the different case outcomes victims and witnesses reported. Frequently the outcome was not known to them and analysis later in the report suggests there is some confusion about the nature of outcomes such as where cases are stopped.²⁹ However, the later section on the factors associated with satisfaction suggests the perception of the outcome of the case is important.

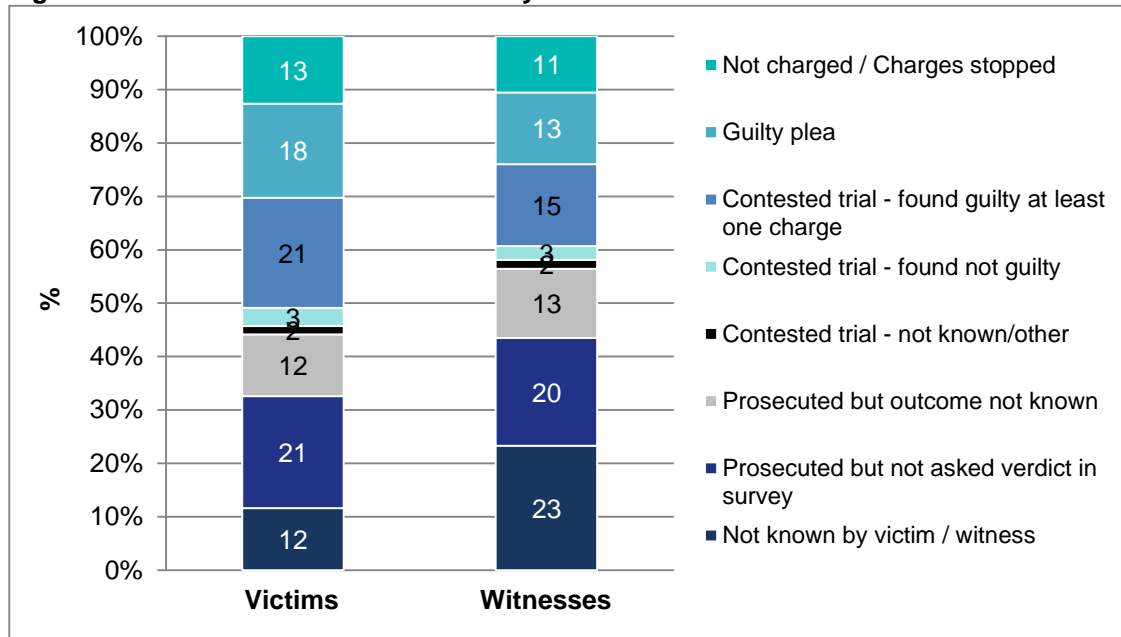
For 38 per cent of victims and 29 per cent of witnesses their understanding was that an offender entered a guilty plea or was found guilty for the offence. Comparisons with the administrative data suggest this is a significant under-estimate: 72 per cent of the cases victims were involved in resulted in a guilty plea according the CPS records – the level was high even for those who thought the case was stopped or where there was no prosecution (43 per cent).³⁰

Some of the discrepancy here may relate to different cases being referred to and cases with multiple offenders, but at the very least there is evidence of considerable uncertainty for victims and witnesses. Given the importance of the verdict for satisfaction (described in the next section) this may be an important area of communication on which the CPS should continue to focus.

²⁹ There was a group of victims and witnesses in the survey in whose case a person was prosecuted but who did not go to the trial. Subsequently they have not been asked about the verdict.

³⁰ These administrative statistics relate just to the survey sample. For full population statistics see <https://www.gov.uk/government/statistics/court-statistics-quarterly-april-to-june-2014>

Figure 3. 7: Case outcomes as recalled by victims and witnesses



Unweighted base: All victims (n=4,492) and witnesses (n=3,117)

3.4 Satisfaction with the CPS

This section introduces measures to examine victims' and witnesses' satisfaction with the CPS, their willingness to be involved in cases in the future in principle and their perception of the role of the CPS in helping to cope and recover from their experience.

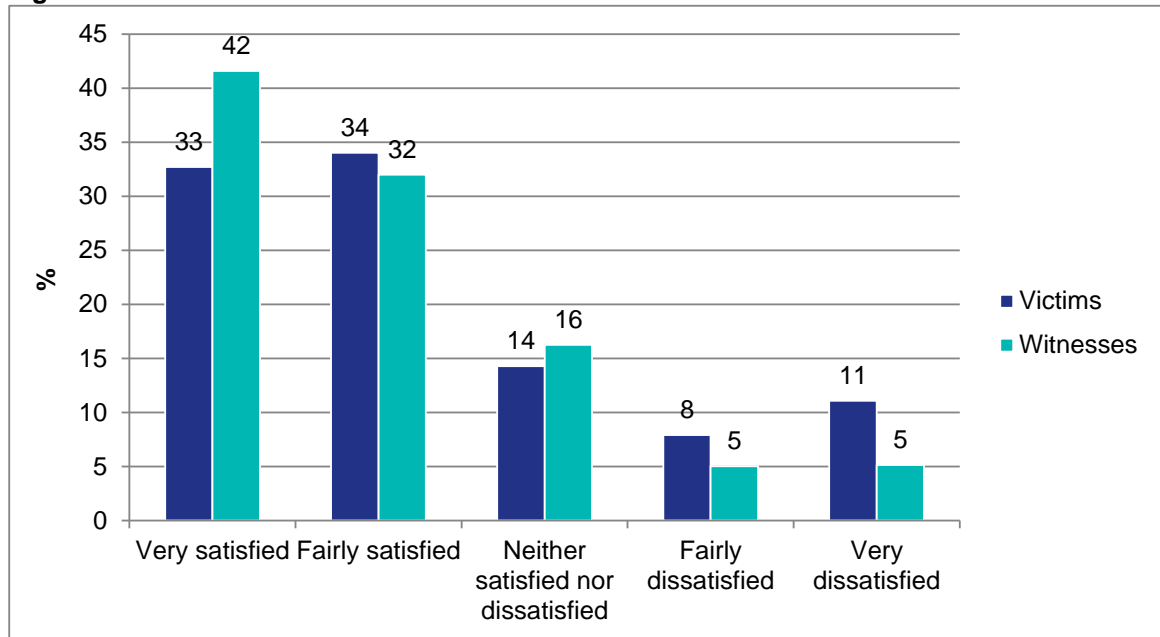
Overall satisfaction

The survey contained several questions that were designed to capture victims' and witnesses' satisfaction with their experience of the CPS, both overall and in relation to specific key aspects of service. Surveyed victims and witnesses were asked to think of their entire experience throughout the case and to evaluate how satisfied they were with the CPS overall. In their response to this question, participants were asked to define whether they were 'very' or 'fairly' satisfied, 'neither satisfied nor dissatisfied' or 'very' or 'fairly' dissatisfied. For further sub-group analysis, 'very' and 'fairly' were combined into single categories to form three groups of 'satisfied', 'neither satisfied nor dissatisfied' and 'dissatisfied'.

- 67 per cent of victims and 74 per cent of witnesses were 'very' or 'fairly' satisfied with the CPS overall.

Overall, satisfaction was slightly higher amongst witnesses than amongst victims. 67 per cent of victims and 74 per cent of witnesses were satisfied with CPS whereas 19 per cent of victims and 10 per cent of witnesses expressed dissatisfaction. Victims were more likely to be dissatisfied; those who said that they were 'very dissatisfied' formed 11 per cent of victims, compared with five per cent of witnesses. 14 per cent of victims and 16 per cent of witnesses were neither satisfied nor dissatisfied (Figure 3. 8).

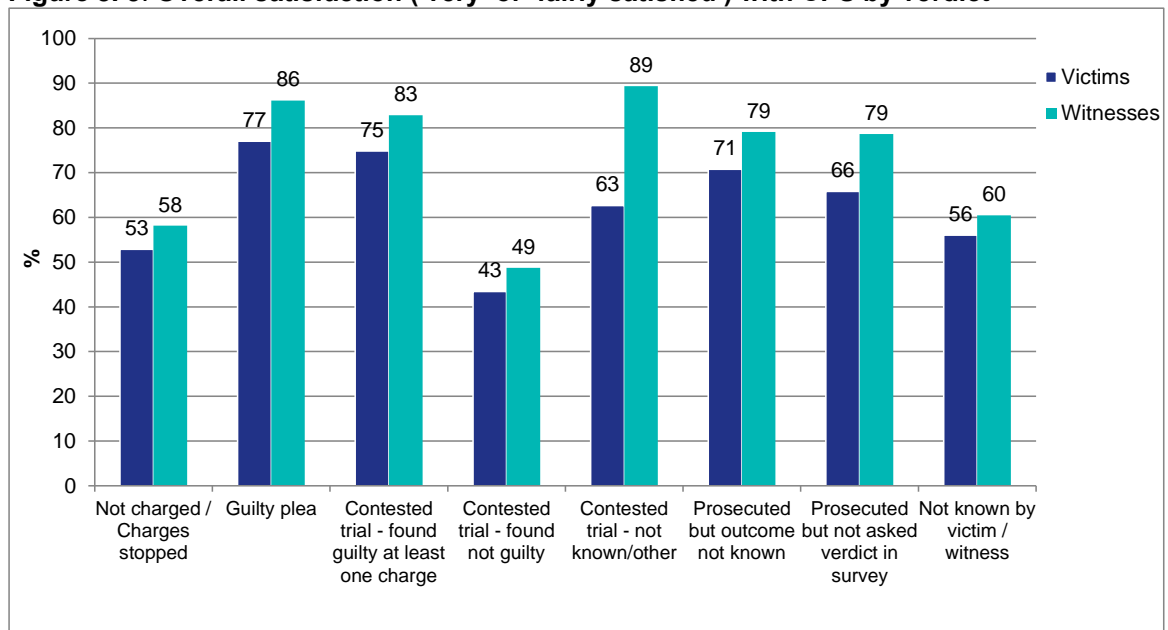
Figure 3. 8: Overall satisfaction with CPS



Unweighted base: All victims (n=4,408) and witnesses (n=3,039)

Satisfaction was linked with the perceived case outcome. Those who understood that the guilty plea had been entered were most likely to be satisfied across both victims and witnesses. In comparison, satisfaction was lower in cases where the trial was contested and the offender was not found guilty, charges were stopped or where the outcome was not known to the participant (Figure 3. 9).

Figure 3. 9: Overall satisfaction ('very' or 'fairly satisfied') with CPS by verdict



Unweighted base: All victims from 'Contested trial – not known/other' (n=72 (lowest)) to 'Prosecuted but not asked verdict in the survey' (n=947 (highest)) and witnesses from 'Contested trial not known/other' (n=**46' (lowest)) to 'Not known by victim/witness' (n=623 (highest))

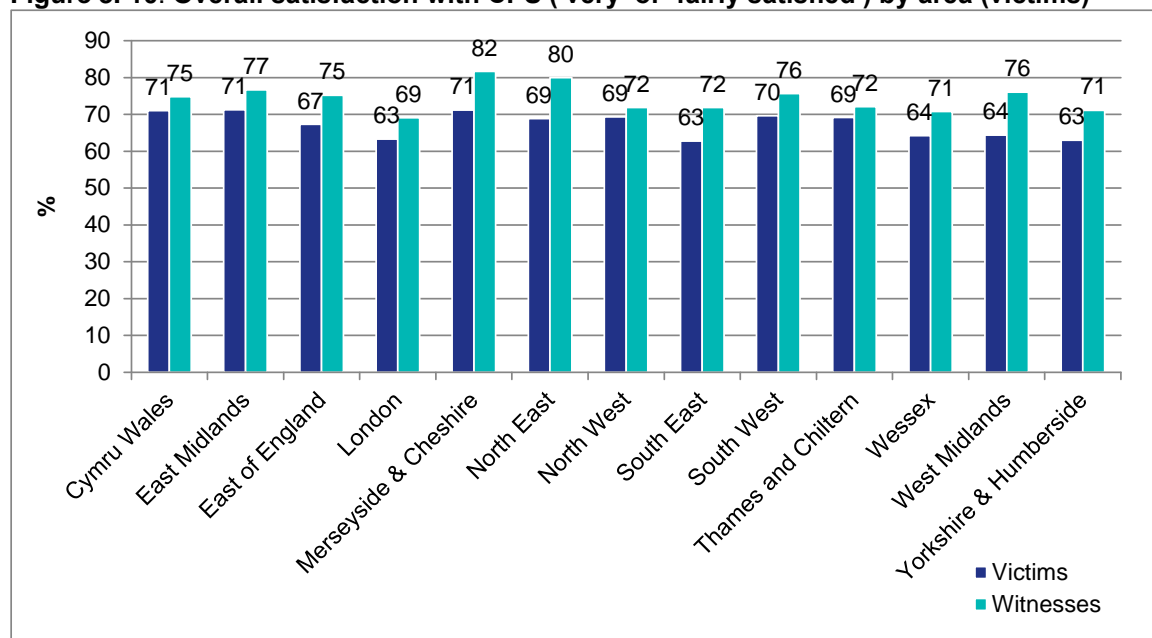
Looking at how case experience interacts with satisfaction, those victims and witnesses whose charges were stopped were particularly likely to be dissatisfied with their experience of the CPS. Within this group, only 44 per cent of victims and 61 per cent of witnesses said that they were satisfied. The highest levels of satisfaction were reported by those who did not go to court and were asked to give evidence. Within this group, 72 per cent of victims and 81 per cent of witnesses were satisfied with their experience with the CPS (Appendix A Table A.20 and A.21).

There were no statistically significant differences in the level of satisfaction with the CPS within any of the key offence groups.

Satisfaction by CPS Areas

Figure 3. 10 shows the percentages of victims and witnesses who were 'very' or 'fairly' satisfied by each CPS Area. Overall, differences between CPS Areas were not statistically significant.

Figure 3. 10: Overall satisfaction with CPS ('very' or 'fairly satisfied') by area (victims)



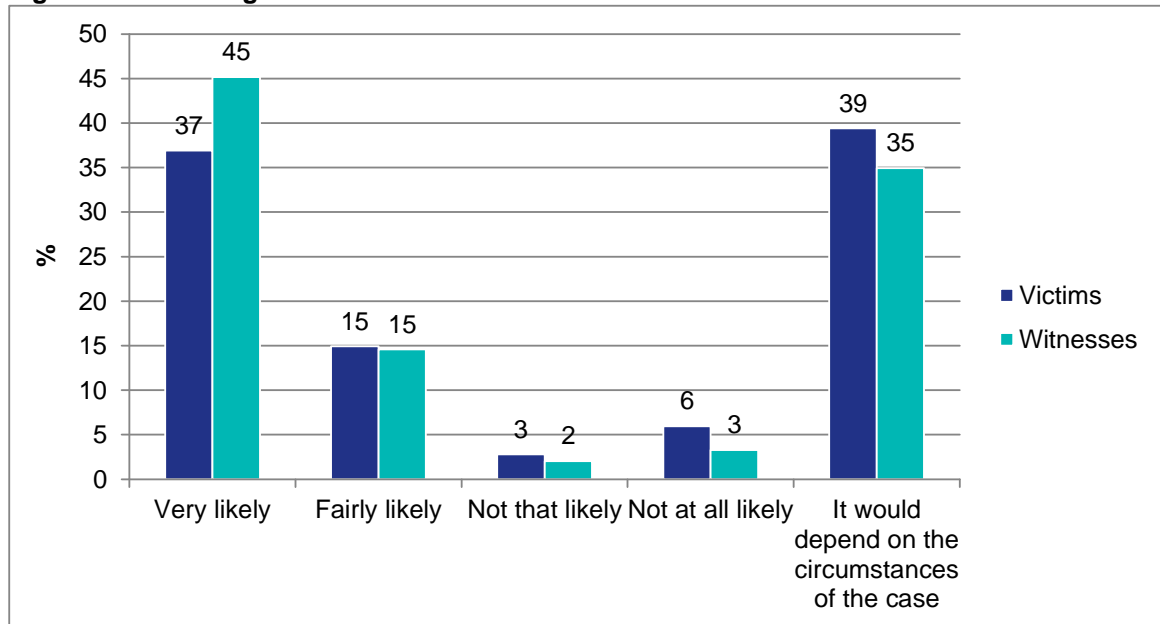
Unweighted base: All victims from North West (n=226 (lowest)) to Yorkshire & Humberside (n=394 (highest)) and all witnesses from London (n=128 (lowest)) to West Midlands (n=281 (highest))

Willingness to be a witness in future

Victims and witnesses were asked whether they would be likely to be a witness in a criminal trial in future if they were asked to do so. Overall, witnesses were slightly more likely to agree, with 60 per cent of witnesses saying they would in comparison to 52 per cent of victims. Nine per cent of victims and five per cent of witnesses said that they would not be likely, whereas over a third of victims (39 per cent) and witnesses (35 per cent) said that it would depend on the circumstances of the case (Figure 3. 11)

- 60 per cent of witnesses and 52 per cent of victims reported that they would consent to being a witness in a criminal trial in the future.

Figure 3. 11: Willingness to be a witness in future



Unweighted base: All victims (n=4,475) and witnesses (n=3,111)

Victims and witnesses involved in cases that resulted in guilty pleas were more likely to want to be a witness in a criminal trial in the future. 57 per cent of victims and 68 per cent of witnesses were either ‘very’ or ‘fairly’ likely compared with 39 per cent and 47 per cent (respectively) of those cases where the trial was contested and no-one was charged (Appendix A Table A.22 and Table A.23).

Those witnesses who did not go to court and did not give evidence were most likely to say that they would be likely to give evidence in the future (Appendix A Table A.24). No statistically significant relationship was observed with victims’ case experience or different offence groups and willingness to be a witness in the future.

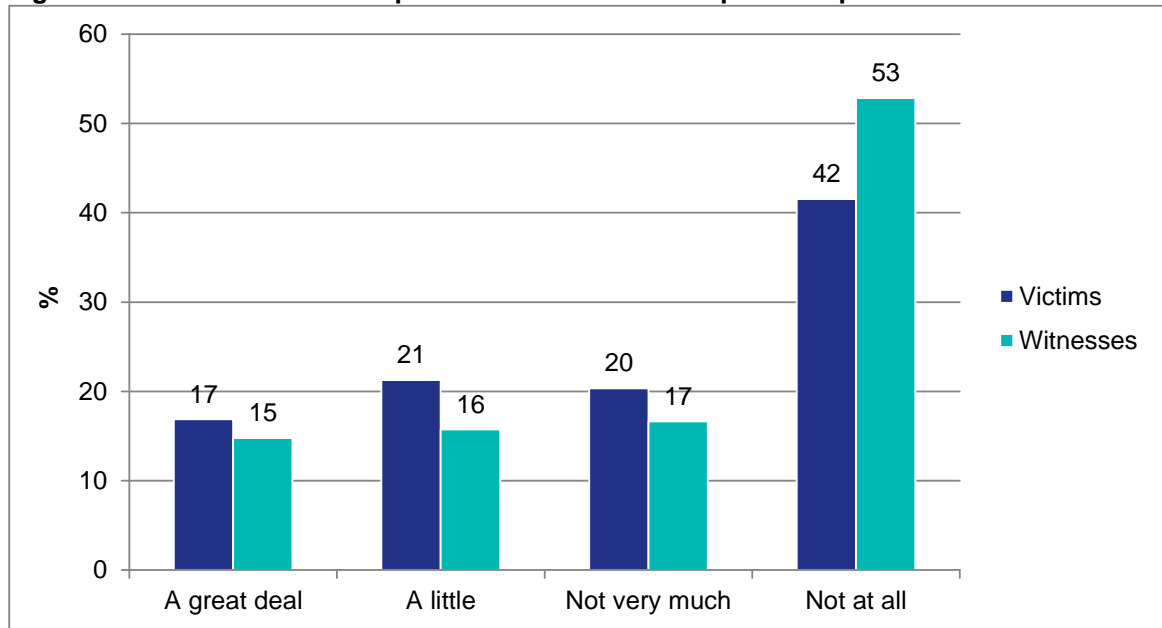
CPS role in helping to cope and recover

The *Victim’s Code* sets out that victims ‘should receive appropriate support to help them, as far as possible, to cope and recover and be protected from re-victimisation.’³¹ The CPS has a role in helping victims and witnesses to recover. In relation to this, surveyed victims and witnesses were asked to what extent their experience with the CPS helped them to cope and recover. Overall, victims were more likely to say that it did, with 37 per cent saying this compared with 29 per cent of witnesses. However, 42 per cent of victims and 53 per cent of witnesses said that the experience did not help them to cope and recover at all (Figure 3. 12).

- 37 per cent of victims and 29 per cent of witnesses felt CPS helped them to cope and recover.

³¹ Code of Practice for Victims of Crime (2013), https://www.cps.gov.uk/publications/docs/victims_code_2013.pdf p. 1.

Figure 3. 12: To what extent experience with the CPS helped to cope and recover

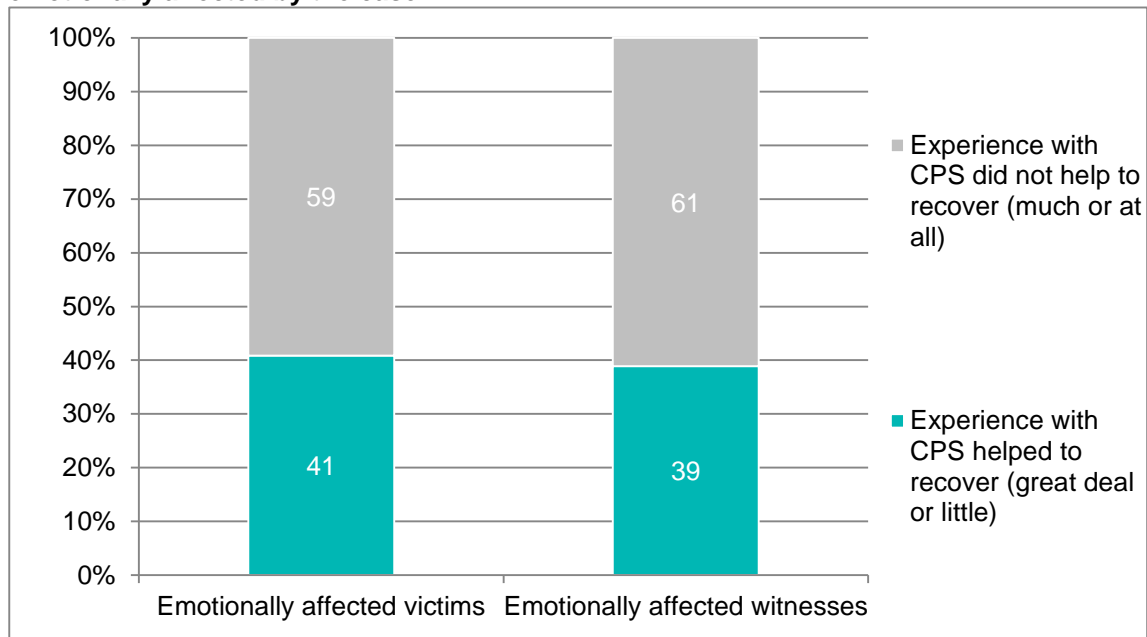


Unweighted base: All victims (n=4,357) and witnesses (n=2,919)

One interpretation of the high levels of 'did not help at all' might be that this relates to cases where victims and witnesses were not emotionally affected and did not need such support. However, looking at those emotionally affected by the case, they were less likely to be satisfied with the extent the experience with the CPS helped them to cope and recover. As Figure 3. 13 below shows, 59 per cent of victims and 61 per cent of witnesses who were emotionally affected 'a great deal' by their case said that the CPS did not help them much or at all.

- 59 per cent of victims affected a great deal were not helped to cope and recover by the CPS.

Figure 3. 13: To what extent experience with the CPS helped to cope and recover by those emotionally affected by the case



Unweighted base: All victims (n=3,072) and witnesses (n=1,103) who were emotionally affected

3.5 Experiences of the decision to prosecute

This section looks at the extent to which original charges were later altered or stopped and the frequency and clarity with which explanations were provided to victims and witnesses for these changes. It then discusses cases where victims requested a review of the decision made to stop the case and contact with Victim Liaison Officers among both victims and witnesses. Finally, it covers levels of satisfaction that the final charges were appropriate and reflected the offences committed.

Extent of altered and stopped charges

The majority of victims and witnesses reported that someone was formally charged in their case. 85 per cent of victims and 78 per cent of witnesses reported that formal charges were made (Appendix A Table A.25).

In the case of victims, the charges were later altered in some way in 10 per cent of cases and stopped completely in six per cent. Witnesses were less likely than victims to report that charges were altered (six per cent), but just as likely as victims to have experienced charges being stopped (seven per cent).

Victims with enhanced status were more likely to report that the charges in their case were altered than those without this status (Appendix A Table A.26). Fourteen per cent of those with enhanced status said that their charges were altered. Within victims with enhanced status, the following groups were particularly likely to have their charges altered:

- Persistently targeted victims (16 per cent compared with nine per cent among victims who were not persistently targeted);
- Those who felt threatened as a result of their involvement in the case (16 per cent compared with eight per cent of victims who were not);
- Those with health conditions (13 per cent compared with nine per cent without); and
- Those whose health condition had an impact on giving evidence (14 per cent compared nine per cent without).

Further sub-groups of victims who reported altered charges included:

- Victims of serious offences (15 per cent); and
- Victims of sensitive offences (12 per cent).

Similarly, witnesses with enhanced status were particularly likely to report that the charges in their case were altered (Appendix A Table A.27). 10 per cent said that this had happened. Of the witnesses with enhanced status, the following groups were particularly likely to say that their charges were altered:

- Those who felt threatened as a result of their involvement in the case (nine per cent compared six per cent who did not); and
- Those with health conditions (eight per cent compared with six per cent without).

Further sub-groups of witnesses more likely to report altered charges were:

- Witnesses to serious offences (11 per cent compared with five per cent who were not); and
- Witnesses to sensitive offences (13 per cent compared with five per cent who were not).

Enhanced status witnesses were also more likely to report that charges were stopped (nine per cent compared with six per cent among witnesses who were not in this group). Within witnesses with enhanced status, those who felt threatened as a result of their involvement in the case were more likely to report that charges were stopped (13 per cent compared with six per cent among those who did not). There was little variation among victims in the proportions reporting stopped charges.

Charges being stopped or altered was also associated with a lack of satisfaction. Victims dissatisfied with the CPS at an overall level were more likely to have been involved in cases with stopped charges (13 per cent compared with four per cent among those who were satisfied) or altered charges (16 per cent compared with eight per cent among those who were satisfied). The same pattern was found among witnesses (Appendix A Table A.28).

Explanations around altered and stopped charges

Around half of victims and witnesses whose charges were altered or stopped could recall being given an explanation as to why this had happened. For both victims and witnesses there appeared to be higher levels of explanations given in relation to charges being altered compared with charges being stopped (63 per cent of victims were given an explanation for charges being altered and 58 per cent for charges being stopped; for witnesses the figures were 55 per cent and 48 per cent respectively) (Appendix A Table A.29 and Table A.30).

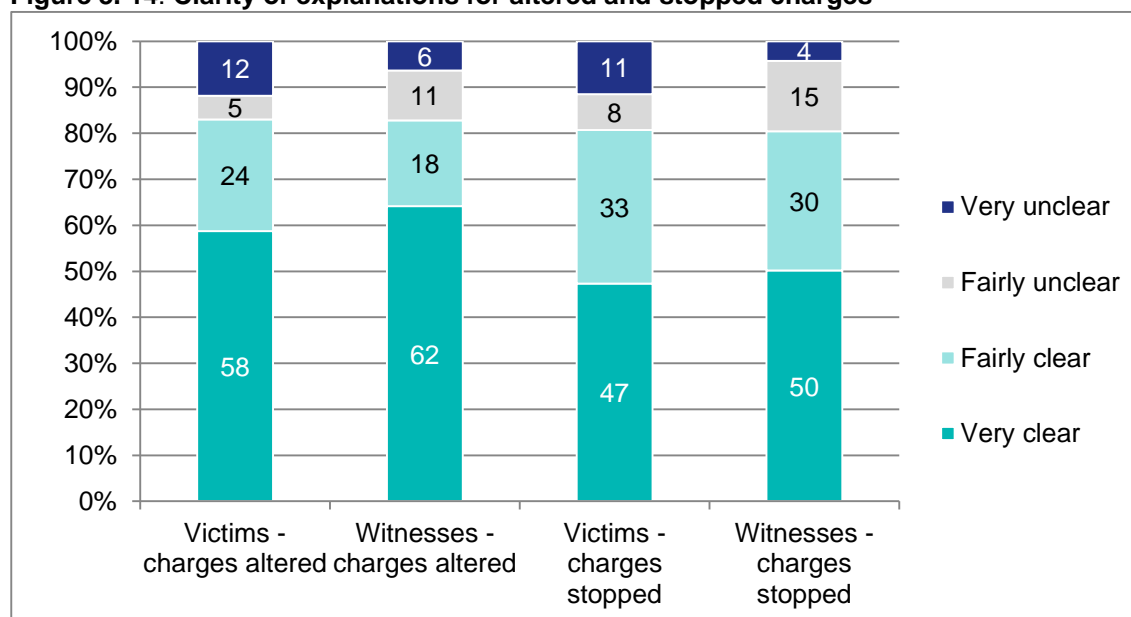
- Among those experiencing altered charges, 63 per cent of victims and 55 per cent of witnesses recalled receiving an explanation.
- Among those experiencing stopped charges, 58 per cent of victims and 48 per cent of witnesses recalled receiving an explanation.
- Explanations were generally clear. 82 per cent of victims provided with an explanation for *altered* charges and 81 per cent of victims provided with an explanation for *stopped* charges found the explanation either 'very' or 'fairly' clear.

Victims of hate crimes were particularly unlikely to recall being given an explanation for why charges were altered (34 per cent compared with 67 per cent not) as were those who were persistently targeted (54 per cent compared with 68 per cent not). This suggests that an

increased focus on providing explanations to these groups in these circumstances would be beneficial.

Victims and witnesses were more likely to recall having received an explanation when charges were altered rather than stopped. Further, victims and witnesses who were given an explanation for altered or stopped charges said that explanations were clearer when charges were altered than when they were stopped. As Figure 3. 14 shows, 58 per cent of victims and 62 per cent of witnesses whose charges were altered said that the explanations were ‘very clear’ in comparison to 47 per cent of victims and 50 per cent of witnesses whose charges were stopped.

Figure 3. 14: Clarity of explanations for altered and stopped charges



*Unweighted base: Charges altered: All victims (n=226) and witnesses (n=95)
Charges stopped: All victims (n=115) and witnesses (n=80)*

Over four in five (82 per cent) victims felt that the explanation they were given for altered charges was either ‘very’ or ‘fairly’ clear. 58 per cent of them felt it was very clear. However, 17 per cent of victims still felt that the explanation they received was not clear. Similar proportion of victims felt that the explanation they were given for why charges had been stopped was clear (81 per cent) although this is made up of a smaller proportion feeling it was very clear (47 per cent). This difference in perception *may* be driven by higher expectations among victims in cases where charges are stopped rather than reflecting an actual difference in the clarity of explanations given.

Perceptions of clarity about why charges were stopped or altered were similar across victims and witnesses.

Within both victims and witnesses, there was a suggestion that some vulnerable groups were more likely to struggle to understand explanations, although base sizes were small. Persistently targeted victims were more likely to have felt the explanation they were given as to why charges had been altered was unclear (26 per cent compared with 14 per cent of victims not in this group) as were witnesses who had felt threatened as a result of their involvement in the case (45 per cent compared with 12 per cent not in this group).

Where explanations were given, and particularly where they were perceived to be clear, this had a positive association with overall satisfaction with the CPS among victims, as follows:

- Given any explanation about why the charges were altered (69 per cent of those who were satisfied compared with 56 per cent of those who were dissatisfied);
- Given a clear explanation about why the charges were altered (92 per cent of those who were satisfied compared with 49 per cent of those who were dissatisfied);
- Given an explanation about why the charges were stopped (71 per cent of those who were satisfied compared with 39 per cent of those who were dissatisfied);
- Found the explanation about why the charges were stopped clear (93 per cent of those who were satisfied compared with 59 per cent of those who were dissatisfied).

Among witnesses, being given a clear explanation – rather than any explanation – was particularly associated with higher satisfaction. Among those who were satisfied with the CPS overall, 90 per cent found the explanation about why the charges were stopped to be clear, compared with 33 per cent of those who were dissatisfied.

These associations highlight the importance of providing clear explanations where charges are altered or stopped.

Reviews of stopped charges

Under the Victims Right to Review Scheme, victims can seek a review of decisions not to charge, to discontinue or otherwise terminate all proceedings.³² In this context, the surveyed victims were asked whether they felt that it was fair that the original charges were later stopped. Over two thirds of victims (70 per cent) felt that this was unfair (Appendix A Table A.31). However, only 10 per cent went on to request a review of this decision.

- 70 per cent of victims felt the stopped charges were unfair. Of these, 10 per cent requested a review of the decision but 49 per cent did not know how to.
- 81 per cent of those requesting a review were dissatisfied with the way in which their request was handled.

Victims who were more likely to request a review included those who had enhanced status (15 per cent compared with six per cent who did not) (Appendix A Table A.32). Looking at groups of victims in more detail,³³ the following were more likely to request a review:

- Victims of sensitive offences (22 per cent compared with eight per cent not in this group);
- The persistently targeted (28 per cent compared with eight per cent not in this group);
- Those who felt threatened as a result of their involvement in the case (18 per cent compared with eight per cent not in this group);
- Those with health conditions (23 per cent compared with five per cent without);
- Those with a health condition that affected their ability to give evidence (25 per cent compared with nine per cent not in this position).

Of the victims who asked for a review, just over four in five (81 per cent) were 'very dissatisfied' with how their request was handled, with a further six per cent 'fairly dissatisfied'.

³² Although it should be noted that not all cases qualify for the scheme: see http://www.cps.gov.uk/victims_witnesses/victims_right_to_review/

³³ Low base sizes should be noted here (persistently targeted 38, intimidated during the case 56, victims of sensitive crimes 40).

Among those who did not ask for a review, almost half (49 per cent) did not know the processes they needed to go through to get a review.

Where it was felt to be unfair that charges were stopped, this was associated with lower overall satisfaction with the CPS. Among victims in cases where charges were stopped, those dissatisfied overall with the CPS were more likely to feel that charges being stopped was unfair (96 per cent compared with 44 per cent of those who were satisfied) and more likely to request a review of this decision (20 per cent compared with four per cent satisfied). Where a review was not requested, those dissatisfied with the CPS at an overall level were more likely to be unsure how to get a review (71 per cent compared with 36 per cent of those satisfied).

Efforts to make the review process straightforward must bear in mind that those requesting a review were more likely to be in vulnerable groups and to already be dissatisfied that the charges have been stopped. However, such efforts if successful could prevent further dissatisfaction.

Contact with Victim Liaison Officers

The Victim Communication and Liaison (VCL) scheme has replaced the old Direct Communication with Victims (DCV). The scheme reflects the CPS's approach to targeting services on those victims in greatest need and takes account of the revised Code of Practice for Victims of Crime (Victims' Code). Under the VCL scheme the CPS is responsible for communicating to victims their decisions not to prosecute (where the CPS does not hold a charging consultation in accordance with the Director's guidance), to discontinue, withdraw or to substantially alter a charge and the reasons for doing so.³⁴

Victims and witnesses were told that under VCL, VLOs are responsible for informing victims of decisions to stop a case or significantly change charges' and were asked whether they had had any contact with a VLO with regards altered or stopped charges. On this basis, 38 per cent of victims and 28 per cent of witnesses (significantly fewer than victims) reported that they had had contact with a VLO (Appendix A Table A.33). It must be acknowledged that there may be some misidentification included here, with some victims and witnesses likely to be thinking of Witness Care Officers or Police Family Liaison Officers. The figure is also likely to include both those who had contact about stopped or altered charges by letter alone and those who had a more direct form of contact such as a phone conversation.

Victims of sensitive offences were particularly likely to say that they had had contact with a VLO (45 per cent compared with 36 per cent who were not). (Appendix A Table A.34). In contrast, witnesses who felt threatened as a result of their involvement in the case were less likely to recall contact with a VLO (15 per cent compared with 31 per cent who did not).

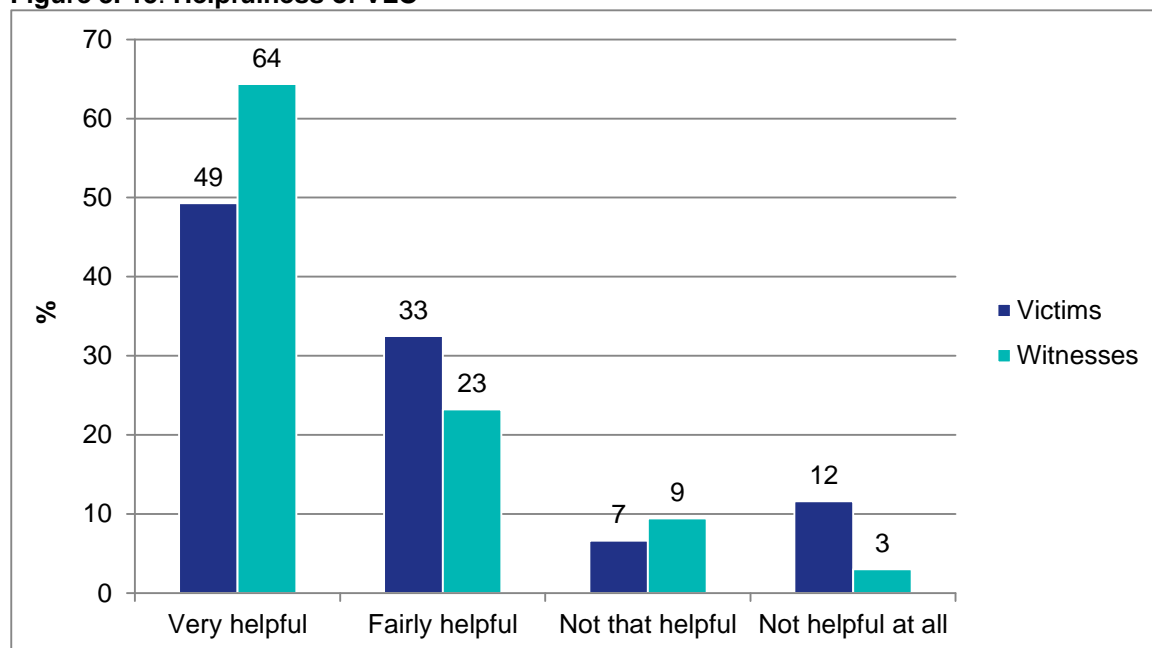
- 38 per cent of victims and 28 per cent of witnesses reported that they had contact with a Victim Liaison Officer (VLO) with regard to stopped or altered charges.
- Contact with VLOs was received positively. 82 per cent of victims and 88 per cent of witnesses receiving contact from a VLO found this 'very' or 'fairly' helpful.

As shown in Figure 3. 15, where it was perceived that there was any contact with a VLO, this was felt to be helpful by the majority of both victims (82 per cent) and witnesses (88 per cent). A larger proportion of victims than witnesses felt that the contact they had was not at

³⁴ http://www.cps.gov.uk/legal/v_to_z/care_and_treatment_of_victims_and_witnesses/

all helpful (12 per cent compared with three per cent). There was little difference by sub-group.

Figure 3. 15: Helpfulness of VLO



Unweighted base: All victims (n=209) and witnesses (n=85) who had contact with a VLO

There was an association between the perceived helpfulness of contact with the VLO and overall satisfaction with the CPS; among victims 94 per cent of those satisfied found the VLO helpful (compared with 51 per cent dissatisfied) and among witnesses 94 per cent of those satisfied found the VLO helpful (compared with 69 per cent of those who were neutral or dissatisfied³⁵) (Appendix A Table A.35 and Table A.36).

Satisfaction with final charges

A majority of both victims and witnesses were satisfied that the final charges were appropriate and reflected the offences committed. Victims were slightly less satisfied than witnesses (66 per cent compared with 71 per cent were satisfied) and slightly more dissatisfied (24 per cent compared with 13 per cent). Figure 3. 16 shows the levels of satisfaction in more detail.

- 66 per cent of victims and 71 per cent of witnesses were satisfied that the final charges were appropriate.

³⁵ The 'Neither satisfied nor dissatisfied' is included here as the base size of 'Dissatisfied' is insufficient to show a difference with 'Satisfied' when considered alone.

Figure 3. 16: How satisfied with final charges



Unweighted base: All victims (n=3,884) and witnesses (n=2,491)

Enhanced status victims were less likely to be satisfied with the final charges (59 per cent compared with 71 per cent who were not). Other victims less likely to be satisfied with the final charges include:

- Victims of serious offences (61 per cent compared with 68 per cent who were not);
- Victims of hate crime (64 per cent compared with 66 per cent who were not);
- Persistently targeted victims (55 per cent compared with 68 per cent who were not);
- Those who felt threatened as a result of their involvement in the case (54 per cent compared with 70 per cent who did not);
- Those with a health condition (61 per cent compared with 68 per cent without);
- Those with a health condition that affected their ability to give evidence (56 per cent compared 67 per cent without this).

Enhanced status witnesses were less likely to be satisfied with the final charges (66 per cent compared with 73 per cent of witnesses who were not in this group), those who felt threatened as a result of their involvement in the case (59 per cent compared with 73 per cent not) and those with a health condition impacting on their ability to give evidence (50 per cent compared with 72 per cent without). Although no less likely to be satisfied with the final charges, witnesses to serious offences were more likely to be dissatisfied (21 per cent compared with 12 per cent not in this group), as were witnesses to sensitive offences (21 per cent compared with 12 per cent not in this group) and those with a health condition (17 per cent compared with 13 per cent without) (Appendix A Table A.37 and Appendix A Table A.38).

Satisfaction with the final charges is associated with victims and witnesses feeling that the CPS helped them to cope and recover from their experience. Among those affected emotionally by the case in which they were involved, those who felt the CPS helped them to cope and recover were more likely to be satisfied that the final charges were appropriate (82 per cent of victims compared to 52 per cent of those not helped and 80 per cent of witnesses compared with 64 per cent of those not helped) (Appendix A Table A.39 and Appendix A Table A.40).

The extent to which victims and witnesses perceived the final charges to be appropriate also affected overall satisfaction levels with the service provided by the CPS. Victims more satisfied with the CPS overall were more likely to be satisfied that the final charges were appropriate (81 per cent of those satisfied overall compared with 24 per cent of those dissatisfied overall). The same pattern is evident among witnesses: 81 per cent of those satisfied compared with 36 per cent of those dissatisfied.

Clearly the CPS cannot wholly control whether original charges are altered or stopped. However, there is scope to improve how such changes are communicated, both in terms of the explanations given and in terms of the information provided on how to request a review (where this is possible). While proportionally the extent of stopped and altered charges is small, these types of cases require focused support, particularly among the more vulnerable groups. Tweaks to procedures or the content of information provided that take account of the particular needs of those who have stopped or altered charges could have a positive impact on these victims and witnesses' overall satisfaction with the CPS.

Victims of domestic abuse

Four in five of those who classified themselves as victims of domestic abuse (78 per cent) reported that a person was charged in their case. Charges were altered in 17 per cent of cases and stopped in seven per cent of cases.

The majority of domestic abuse victims recalled receiving an explanation as to why charges had been altered or stopped, although the proportion reporting being given a reason for altered charges was higher than the proportion reporting being given a reason for stopped charges (74 per cent and 60 per cent respectively).

The majority of domestic abuse victims were satisfied that the final charges were appropriate (60 per cent) although over one quarter (29 per cent) were dissatisfied.

3.6 Experiences of preparing for court and giving evidence

This section will describe the experiences of victims and witnesses in relation to this aspect of CPS delivery – preparing for court and giving evidence.

Preparing to give evidence

In 66 per cent of cases of victims and 60 per cent of witnesses the offender went to trial in a court (Appendix A Table A.41). The following section will describe the extent victims and witnesses whose case proceeded to court have been assisted throughout their experience with the CPS.

Contact with Witness Care Officer/Victim Liaison Officer

The *Witness Care Unit* is aimed to be the single point of contact for victims and witnesses for information about the progress of their cases and mitigate the stress of going to court. They should also inform victims and witnesses the dates of court hearings, provide information about the process, as well as communicate court results and explain any sentence given.³⁶ In some cases, police might act as a point of contact for victims.³⁷

³⁶ CPS.gov.uk website, http://www.cps.gov.uk/news/fact_sheets/witness_care_units/

³⁷ Code of Practice for Victims of Crime (2013), https://www.cps.gov.uk/publications/docs/victims_code_2013.pdf p. 21.

- Where the offender went to trial in a court, 72 per cent of victims and 75 per cent of witnesses said that they were provided with a named contact before the trial who they could talk to about the case going to court.
- 24 per cent of victims and 21 per cent of witnesses recalled receiving information or access to a DVD which explained the court process and what to expect. 95 per cent of victims and 96 per cent of witnesses found these 'very' or 'fairly' helpful.
- 49 per cent of victims and 50 per cent of witnesses were offered a pre-trial visit. Of these, 15 per cent of victims and 12 per cent of witnesses took the opportunity to do so. Of these, 71 per cent of victims and 72 per cent of witnesses found it very helpful.

Before the trial, the majority of victims and witnesses in cases that went to trial were given details of a named contact who they could contact about the case going to court. 72 per cent of victims and 75 per cent of witnesses said that they were provided with one (Appendix A Table A.42). Following this, the surveyed victims and witnesses were asked who they spoke with in preparing for court. 37 per cent of victims and 45 of witnesses who went to trial do not recall speaking to anyone. Nineteen per cent of victims and 25 per cent of witnesses said they spoke to a witness care officer. A further 17 per cent of victims and seven per cent of witnesses report to have spoken to a VLO before the trial about what would happen in the court. There was a slight lack of clarity with regards the roles of those they spoke with; 12 per cent of both victims and witnesses said they remember speaking to someone but were not sure who they were. A further nine per cent of victims and six per cent of witnesses said that they spoke to someone else aside from VLO or witness care officer (Appendix A Table A.43).

Info / DVD about court process

The Witness Care Unit, defence lawyers, Her Majesty's Courts and Tribunals Service (HMCTS) staff or the Witness Service should give the witness information about the court and court process to help them prepare for giving evidence. This should include information about the *Victim's Code* in the case of victims of crime as well as practical information about the court arrangements and support available.³⁸ It also includes '*Going to court*' DVD, which explains the court process and what to expect in the witness process. Alternatively, a copy of this should be available for collection at the Witness Service based at court or can be downloaded online.³⁹

Victims and witnesses who went on trial were asked whether they were given any information or access to the DVD. 24 percent of victims and 21 per cent of witnesses had received this (Appendix A Table A.44). Among those belonging to the enhanced status group, little less than a third of victims (31 per cent) and witnesses (29 per cent) said that they had received information or DVD (Appendix A Table A.45). Those who were given the information or DVD found it helpful. 96 per cent of all victims 98 per cent of witnesses said it was 'very' or 'fairly' helpful (Appendix A Table A.46).

Pre-trial court visit

³⁸ The Witness Charter (2013), https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/264627/witness-charter-nov13.pdf p. 22.

³⁹ *Ibid.*, p. 12.

As part of the preparation for giving evidence, victims and witnesses should be given the opportunity to visit the court before the trial. This is seen as particularly helpful to witnesses who have been granted special measures as this will give an opportunity to get a feel of them beforehand.⁴⁰

Surveyed victims and witnesses who went on trial were asked whether they were offered a pre-trial visit and if so, whether they took the opportunity to go. 51 per cent of victims and 50 per cent of witnesses said that they were not offered this, but said that they would not have been likely to go even if they were offered it. Victims were slightly more likely to have visited the court before the trial. 15 per cent of victims had visited the court, in comparison to 12 per cent of witnesses who had done so. A further 19 per cent of victims and 22 per cent of witnesses were offered a pre-trial visit but did not go (Appendix A Table A.47).

A slightly higher proportion of those in the enhanced status group had visited the court before the trial. 23 per cent of victims and 20 per cent of witnesses had visited the court. It was also offered to a further 22 per cent of victims and 25 per cent of witnesses, but those had decided not to go (Appendix A Table A.48).

The majority of those who took the opportunity to visit the court before trial found it 'very helpful' with 72 per cent of victims and 65 per cent of witnesses saying so. Only six per cent of victims and four per cent of witnesses both groups found it 'not that helpful' or 'not helpful at all' (Appendix A Table A.49).

Special measures

Special measures are series of provisions that help vulnerable and intimidated witnesses to give the best quality and quantity of evidence and mitigate some of the stress of court process.⁴¹ In the case of intimidated witnesses, these cover:

- Putting a screen around the witness box to stop the defendant seeing witness;
- An opportunity to give evidence away from the courtroom via video-link or in private
- Pre-recording a video statement that is played to the court;
- The public gallery can be cleared when evidence is given;
- Judges, defence and CPS barrister might remove their wigs and gowns.

For vulnerable witnesses, additional communication support, such as alphabet boards or assistance from Registered Intermediaries is available.⁴²

Figure 3. 17 shows the offering and take-up of special measures amongst victims and witnesses. Overall, special measures were more often offered and provided for victims than for witnesses who were asked to give evidence.

Putting a screen around the witness box to stop defendant from seeing victim was most frequently mentioned as being offered and provided amongst victims. 11 per cent of victims who were asked to give evidence were provided this measure. In comparison, three per cent of witnesses were provided with this measure. Further, five per cent of victims were provided the opportunity to give evidence via video link or have it pre-recorded on video whereas only one per cent of witnesses were provided this measure.

A screen around the witness box, evidence via video link, pre-recorded video statement and having the public gallery emptied were the special measures that were most likely to be wanted by victims and witnesses but not offered. In comparison, the majority of both victims

⁴⁰ Ibid., p. 3.

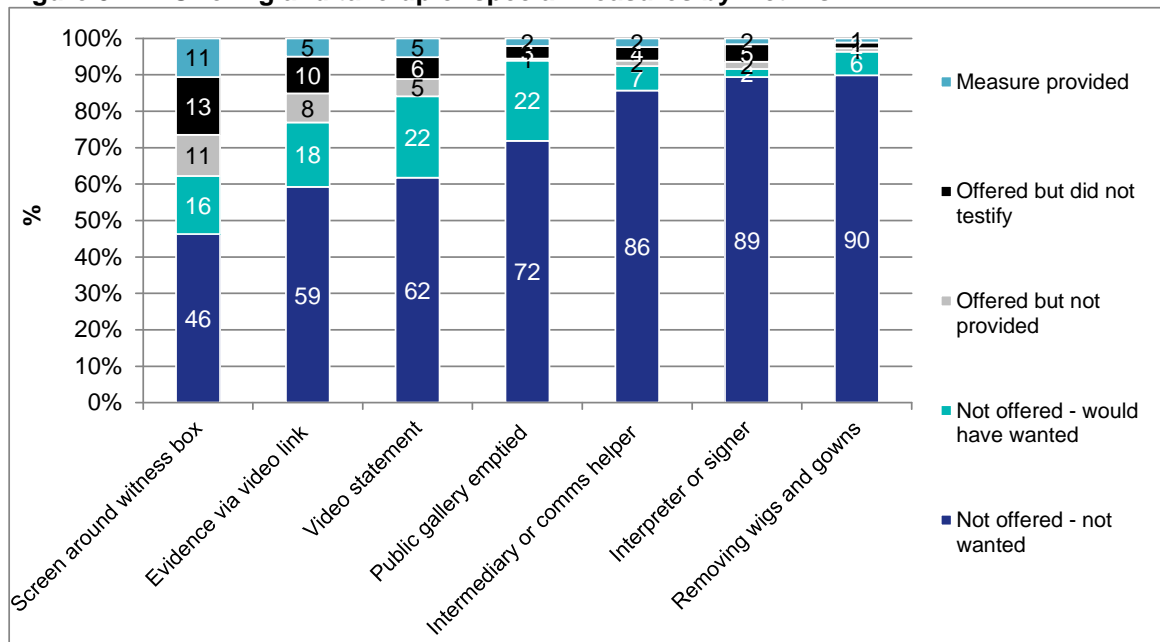
⁴¹ CPS.gov.uk website, http://www.cps.gov.uk/legal/s_to_u/special_measures/

⁴² Code of Practice for Victims of Crime (2013),
https://www.cps.gov.uk/publications/docs/victims_code_2013.pdf p. 11.

and witnesses did not see judges removing their wigs and gowns as something that they would have wanted to happen.

- Special measures most likely to be wanted but not offered were screens around the witness box, evidence via video link, pre-recorded video statement and having the public gallery emptied.
- Where provided, special measures were perceived to be helpful: putting a screen around the witnesses was most frequently reported among victims (11 per cent) and 85 per cent found this helpful.

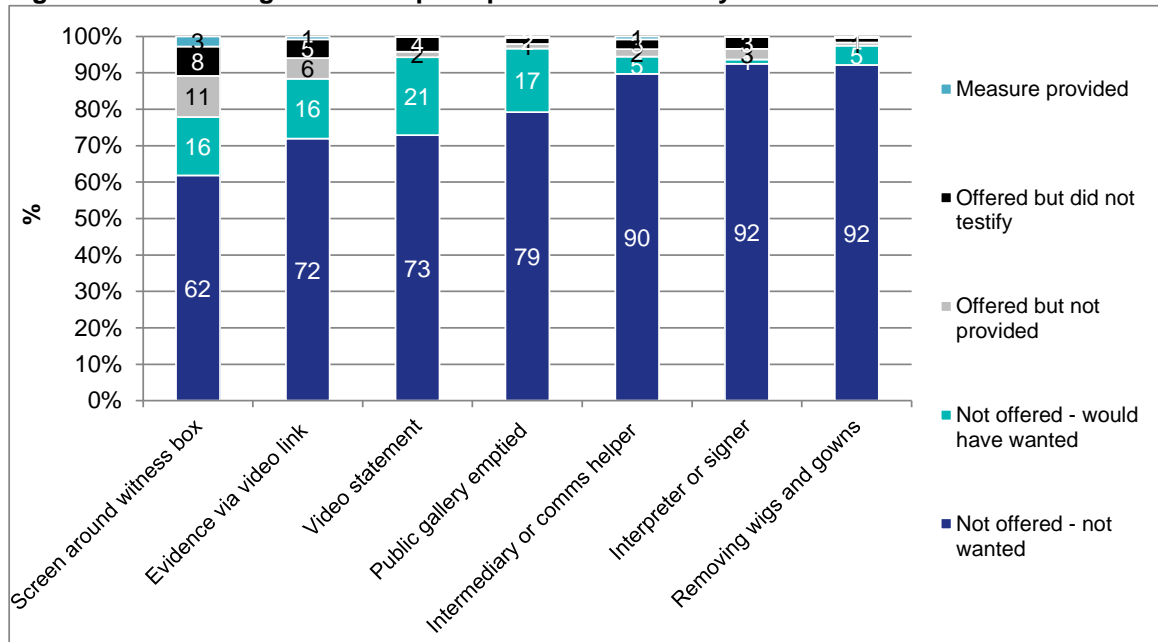
Figure 3. 17: Offering and take-up of special measures by victims



Unweighted base: All victims who were asked to give evidence (n=1,012)

Only in small minority of cases (three per cent or less) were special measures provided to witnesses despite there being desire for this. 21 per cent of witnesses wanted to have their evidence pre-recorded on video, but none of them were actually offered this. A further 17 per cent would have liked to have the public gallery emptied but were not told about this opportunity.

Figure 3. 18: Offering and take-up of special measures by witnesses



Unweighted base: All victims and witnesses who were asked to give evidence (n=700)

There has been a concern about the shortcomings in identification of the need for special measures for vulnerable groups and communication with the police and witnesses about them. Earlier research has found that more could be done to fully ascertain whether special measures are required in the case of each individual. Communication about the special measures should take place earlier on with victims and witnesses.⁴³ Looking to specific sub-groups, victims belonging to the sensitive offences category were most often offered special measures. 36 per cent of them had been offered a screen around witness box, and a further 23 per cent said that this measure was used in court. In addition, 24 per cent had been offered the opportunity to give evidence via video link, and 12 per cent had used it (Appendix A Table A.50 and A.51).

The majority of those who had a health condition and belonged to the vulnerable category and were asked to give evidence said that they had not been offered additional communication support. Ninety per cent of victims and 96 per cent of witnesses had not been offered an interpreter or signer. Of those, 88 per cent of victims and 94 per cent of witnesses of these said that they would have not wanted one anyway. Eight per cent of victims and four per cent of witnesses had been offered this, and the measure was provided to three per cent of victims but to none of the witnesses (Appendix A Table A.52).

Similarly, intermediaries or communications help was not wanted by the majority of those who had a health condition. The majority of victims (88 per cent) and witnesses (94 per cent) said that they were not offered this measure. Of these, 78 per cent of victims and 87 per cent of witnesses would have not wanted it either. It was offered to nine per cent of victims and five per cent of witnesses, but only small minority were provided it; four per cent of victims and one per cent of witnesses said they had used Registered Intermediaries or communication support (Appendix A Table A.53 and A.54).

Special measures were found to be helpful by those who were granted them. Putting a screen around witness box was found helpful by 85 per cent of victims. The majority of victims also found giving evidence by pre-recording a video statement (92 per cent) and giving evidence by video-link from another location helpful (89 per cent) as well as

⁴³ Corrine, C. (2012), *Special measures for vulnerable and intimidated witnesses: research exploring the decisions and actions taken by prosecutors in a sample of CPS case files*, pp. 7-8.

(Appendix A Table A.55). Low base sizes did not allow for further analysis amongst witnesses or about the helpfulness of other special measures.

Witness statement read before trial

A witness statement is a written or video-recorded account of what happened given by the witness or victim of the crime. It is a true record of witness's experience and might be used as evidence in court.⁴⁴ The *Witness Charter* sets out that witnesses should be given the opportunity to read their statement or watch video-recorded evidence again before giving evidence in court.⁴⁵ The majority of victims (78 per cent) and witnesses (76 per cent) who gave a witness statement and were asked to give evidence said they were given the opportunity to refresh their memory and read their statement again before the trial (Appendix A Table A.56).

Follow-up needs assessment by WCU

The Witness Care Unit should offer all witnesses who have been identified as vulnerable, intimidated or having special needs a full needs assessment to discuss any concerns about attending court.⁴⁶ 47 per cent of victims and 40 per cent of witnesses within the enhanced status category who were asked to give evidence had the follow-up needs assessment done before the trial (Appendix A Table A.57).

- 47 per cent of victims and 40 per cent of witnesses with enhanced status category received a needs assessment from the Witness Care Unit.
- Among those cross examined, 49 Per cent of victims and 62 per cent of witnesses felt they were given enough support.
- 35 per cent of victims gave a Victims Personal Statement (VPS). 34 per cent were not offered this chance and 14 per cent did not want to do so.

Support given for cross-examination

Cross-examination is an essential part of a trial which guarantees the fairness of the process. It involves being questioned by the prosecution or defence lawyer to test the accuracy and truthfulness of a witness's evidence. This might involve the witness being given another version of an event for their comments.⁴⁷ The majority of victims (91 per cent) and witnesses (92 per cent) who gave evidence said that they were cross-examined (Appendix A Table A.58). When asked about whether they were given enough support in preparing for this, 49 per cent of victims and 62 per cent of witnesses who were cross-examined were satisfied that they were, whereas 49 per cent of victims and 36 per cent of witnesses said that they were not (Appendix A Table A.59).

Looking into the sensitive offences group, 45 per cent of victims and 48 per cent of witnesses within the group felt that they were given enough support whereas over half (52 per cent) of victims and 47 per cent of witnesses felt that they were not (Appendix A Table A.60).

⁴⁴ CPS.gov.uk website, <http://www.cps.gov.uk/education/11-18/being-a-witness.html>

⁴⁵ The Witness Charter (2013),

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/264627/witness-charter-nov13.pdf p. 3.

⁴⁶ Ibid., p. 11.

⁴⁷ Ibid., p. 15.

There have been a number of cases which have left adult and child victims of sexual abuse traumatised and distressed after the experience of being cross-examined in trials. This has resulted in specific focus on the practices in trial and support given to this group.⁴⁸ Looking into the surveyed victims and witnesses of sexual offences who were cross-examined, nearly half of them (47 per cent) said that they had not received enough support in preparing for the cross-examination (Appendix A Table A.61). 30 per cent of victims of domestic abuse felt that they were not given enough support in this. It should be noted, however, that this is based on a low number of responses and does not therefore constitute very robust evidence (Appendix A Table A.62).

Attending court

Victim Personal Statement

In addition to giving a witness statement victims are given the opportunity to give a *Victim's Personal Statement* (VPS). This allows victim to include anything that was not said in their witness statement and could include details of how the crime has affected physically, emotionally and financially, whether they feel vulnerable or intimidated or anything they think may be helpful or relevant.⁴⁹ 36 per cent of victims gave a VPS. A further 35 per cent were not offered the chance to do this, and 15 per cent said that they did not want to make one (Appendix A Table A.63). Out of those who had made a VPS, 56 per cent of victims did not know whether their statement had been used in the case (Appendix A Table A.64).

- 36 per cent of victims gave a Victims Personal Statement (VPS).
- 35 per cent were not offered this chance and 14 per cent did not want to do so.

Times attended court

The majority of victims (66 per cent) and witnesses (65 per cent) who went to the trial attended court once. A further 21 per cent of victims and 22 per cent of witnesses had attended twice. Seven per cent in both groups reported to have attended three times (Appendix A Table A.65).

Waiting times

The *Witness Charter* sets out that the waiting time to give evidence in court should be kept to a minimum and should not exceed two hours.⁵⁰ When victims and witnesses who went to the trial were asked to estimate what the longest time was they had been kept waiting in the waiting area was, 51 per cent of victims and 55 per cent of witnesses had experienced waiting times longer than the intended maximum of two hours. For witnesses the most frequent waiting time reported was more than four hours. In total 22 per cent of victims and 27 per cent of witnesses said they had experienced this. 47 per cent of victims and 44 per cent of witnesses estimated the longest waiting time to have been less than the target maximum time of two hours (Appendix A Table A.65).

⁴⁸ Ministry of Justice (2014), *Report on review of ways to reduce distress of victims in trials of sexual abuse*, pp.7-9.

⁴⁹ CPS.gov.uk website, https://www.cps.gov.uk/victims_witnesses/reporting_a_crime/victims_personal_statement.html

⁵⁰ The Witness Charter (2013), https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/264627/witness-charter-nov13.pdf p. 2.

Able to ask questions

The Standard 13 of the Witness Charter states that where circumstance permit, the prosecution/defence lawyer or representative will introduce themselves to the victim or witness and will answer any practical questions they may have.⁵¹ When asked about whether victims and witnesses who went to the trial had had the opportunity to ask questions of the legal team or a court official, 59 per cent of victims and 60 per cent of witnesses said they were given the opportunity to do this (Appendix A Table A.66).

Feeling safe whilst waiting

Victims and witnesses safety at court is taken seriously. Court security officers aim to ensure that the defendant, defence and prosecution witnesses and their respective families are kept in separate areas throughout the building. In the case of victims, HMCTS staff can grant a separate entrance from the defendant and their family and friends.⁵² Most of the surveyed victims and witnesses who went to the trial expressed they had felt safe in the court. 84 per cent of victims and 89 per cent of witnesses said that they felt 'very safe' or 'fairly safe' (Appendix A Table A.67). There was no statistically significant relationship between feeling safe whilst waiting and the different offence groups.

Expenses as a result of attending the trial

The CPS is responsible for paying allowances and expenses to witnesses who are called to give evidence in prosecutions conducted by the service. The CPS aims to pay correctly completed witness expense claims in full within 10 working days of receipt.⁵³ 66 per cent of those victims and 67 per cent of witnesses who went to trial said that they had incurred expenses as a result of attending the trial (Appendix A Table A.68). 45 per cent of victims and 43 per cent of witnesses said that they had not tried to claim back costs of attending the trial (Appendix A Table A.69). Those who had done so felt that claiming them back was easy overall. 76 per cent of victims and 78 per cent of witnesses said that it was either 'very' or 'fairly' easy (Appendix A Table A.70). There was no statistically significant relationship between working status and incurring expenses.

Those who found claiming the expenses easy were likely to be satisfied with their experience with CPS overall. 70 per cent of victims and 82 per cent of witnesses who said that they found claiming back expenses easy also said that they were satisfied with their overall experience with CPS. In comparison, 48 per cent of victims and 44 per cent of witnesses who found it difficult said that they were satisfied with their overall experience (Appendix A Table A.71 and Table A.72).

3.7 Victim- and witness-centred approach

This section brings together user-centred measures of satisfaction, discussing whether needs assessments were carried out by the police or by a Witness Care Unit, whether (and how) victims or witnesses were referred to victim support services, whether they were treated with dignity and respect, and to what extent they felt that they were kept informed at every stage of the process. It also explores and identifies factors associated with overall satisfaction and with helping victims and witnesses who were emotionally affected by the case to cope and recover from their experience.

⁵¹ Ibid., p. 13.

⁵² Ibid., p. 14.

⁵³ Cps.gov.uk website, http://www.cps.gov.uk/legal/v_to_z/witnesses_expenses_and_allowances/

Needs assessments

Almost all victims and witnesses (96 per cent and 97 per cent respectively) gave a witness statement, but less than half of those who did so recalled the police carrying out a needs assessment with them (44 per cent of victims and 42 per cent of witnesses) (Appendix A Table A.73). It is possible that officers carry out assessments without it being clear that this is what they are doing.

Enhanced status victims were particularly likely to have been given a needs assessment by the police (49 per cent compared with 40 per cent of victims in general). Within this group the following groups were particularly likely to have had a needs assessment carried out (Appendix A Table A.74):

- Victims of hate crimes (56 per cent compared with 43 per cent not in this group);
- Persistently targeted victims (49 per cent compared with 43 per cent not in this group);
- Those who had felt threatened as a result of their involvement in the case (49 per cent compared with 43 who did not);
- Those with a health condition (47 per cent compared with 43 per cent without);
- Those with a health condition that affected their ability to give evidence (51 per cent compared with 44 per cent without).

Additionally, the victims in the sensitive offences group were likely to have had a needs' assessment carried out (53 per cent compared with 42 per cent not in this group).

This suggests that the police are having some degree of success in terms of targeting those victims who were most likely to have additional needs. A similar pattern was not evident among witnesses.

Where a police needs assessment was reported, there was a positive impact on the victim's or witness's overall satisfaction with the CPS (measured through their answer to the question 'Thinking of your entire experience throughout the case, overall how satisfied are you with the Crown Prosecution Service?') (Appendix A Table A.75):

- 74 per cent of victims who recalled a needs assessment being carried out by the police were satisfied compared with 60 per cent of those who did not; and
- 78 per cent of witnesses who recalled a needs assessment being carried out by the police were satisfied compared with 68 per cent of those who did not.

This shows that the experience which victims and witnesses have with the police affects their perceptions of the CPS. It may be that having particular support needs identified early means that these needs are more likely to be met, leading to greater satisfaction with the process as a whole.

Victims and witnesses asked to give evidence may also have a needs assessment carried out by a Witness Care Unit; the CPS aims to give a full needs assessment to all victims asked to give evidence and to witnesses with enhanced status.⁵⁴ Half (50 per cent) of victims and 60 per cent of witnesses were asked to give evidence in court (regardless of whether or not they did so in the end). Of those victims asked to give evidence, 45 per cent received a needs assessment from a Witness Care Unit. Among witnesses, the proportion

⁵⁴ Witness Charter (2013),

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/264627/witness-charter-nov13.pdf, p. 11. Also see 'Summary of key entitlements' Code of Practice for Victims of Crime (2013), https://www.cps.gov.uk/publications/docs/victims_code_2013.pdf.

was significantly lower than for victims, at 35 per cent of those asked to give evidence (Appendix A Table A.76).

Among victims, those with enhanced status were no more or less likely to have been given a needs assessment by a Witness Care Unit. However, among witnesses, those who felt threatened as a result of their involvement in the case were more likely to have been given a needs assessment by a Witness Care Unit (47 per cent compared with 33 per cent who did not). Similarly, those who had a health condition that impacted on their ability to give evidence were more likely to have been assessed (58 per cent compared to 35 per cent without this) (Appendix A Table A.77).

As with police needs assessments, where a WCU needs assessment was reported, this had a positive impact on overall satisfaction with the CPS (Appendix A Table A.78):

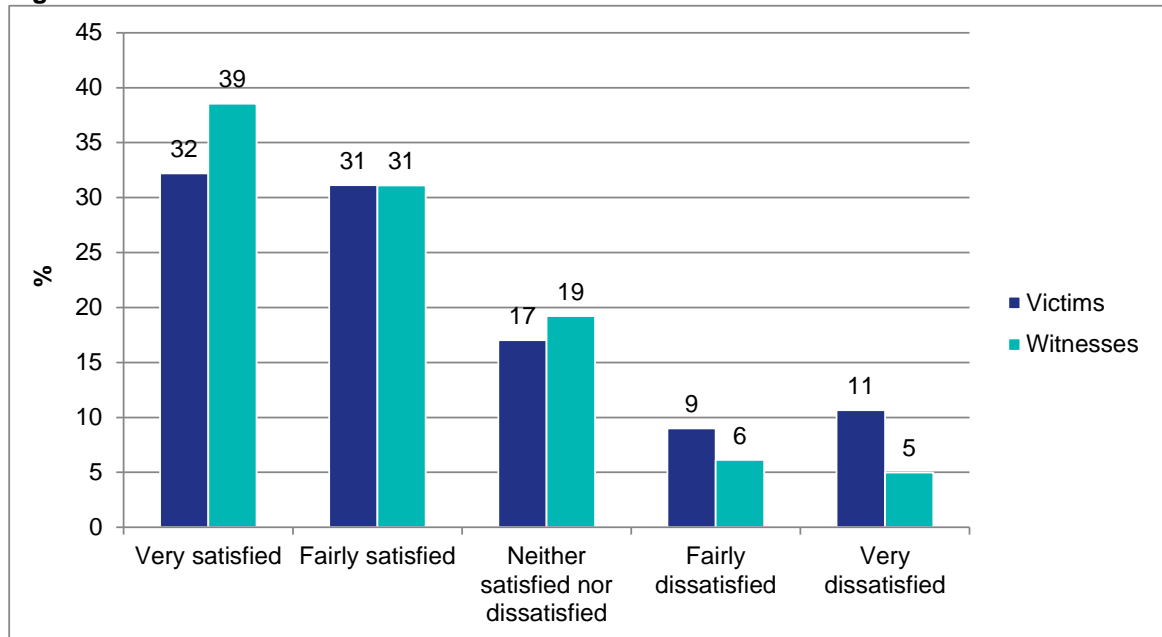
- 74 per cent of victims who recalled a WCU needs assessment being carried out were satisfied compared to 63 per cent who did not; and
- 84 per cent of witnesses who recalled a WCU needs assessment being carried out were satisfied compared to 71 per cent who did not.

Among victims who were asked to give evidence, those who received a needs assessment from both the police and a Witness Care Unit were the most satisfied of all (79 per cent compared with 66 per cent who had a WCU needs assessment only, 65 per cent who had a police needs assessment only and 62 per cent who had neither). However, this pattern was not evident among witnesses.

In a further measure of the success of needs assessments, victims and witnesses were asked how satisfied they were that the CPS took their needs into account at every stage. Just over three in five (63 per cent) victims were satisfied that the CPS took their needs into account in this way, including 32 per cent who were very satisfied. However, one in five (20 per cent) were dissatisfied, including one in 10 (11 per cent) who were very dissatisfied. As shown in Figure 3. 19, witnesses were more likely than victims to be very satisfied (39 per cent) and less likely to be fairly (six per cent) or very (five per cent) dissatisfied (Appendix A Table A.79).

- 96 per cent of victims and 97 per cent of witnesses gave a witness statement. Of these, 44 per cent of victims and 42 per cent of witnesses recalled the police carrying out a needs assessment.
- 50 per cent of victims and 60 per cent of witnesses were asked to give evidence in court and of these, 45 per cent of victims and 35 per cent of witnesses were given a needs assessment from the Witness Care Unit.
- 62 per cent of victims and 67 per cent of witnesses were satisfied that the CPS took their needs into account.

Figure 3. 19: Satisfaction with whether CPS took needs into account



Unweighted base: All victims (n=4,367) and witnesses (n=2,990)

Among victims, the following groups were more likely to be satisfied that their needs were taken into account by the CPS at every stage (Appendix A Table A.80):

- Victims of serious offences (67 per cent compared with 60 per cent who were not);
- Victims of sensitive offences (69 per cent compared with 60 per cent who were not); and
- Victims of hate crimes (71 per cent compared with 61 per cent who were not).

However, the following groups of victims were more likely to be dissatisfied:

- Those with enhanced status (23 per cent compared with 16 per cent who were not);
- The persistently targeted (23 per cent compared with 18 per cent who were not);
- Those who had felt threatened as a result of their involvement in the case (27 per cent compared with 17 per cent who had not); and
- Those with a health condition (24 per cent compared with 17 per cent without).

Among witnesses, there were fewer differences, but the following groups were more likely to be dissatisfied with the extent to which their needs were taken into account:

- Those with enhanced status (16 per cent compared with nine per cent for those not in this group);
- Witnesses to serious offences (14 per cent compared with 10 per cent not);
- Those who had witnessed a sensitive offence (19 per cent compared with 10 per cent not);
- Those who had felt threatened as a result of their involvement in the case (23 per cent compared with 10 per cent);
- Those with a health condition (13 per cent compared with 10 per cent without); and
- Those with a health condition that impacted on their ability to give evidence (23 per cent compared with 10 per cent without).

This suggests that further targeting of needs assessments by Witness Care Units would be beneficial for both victims and witnesses.

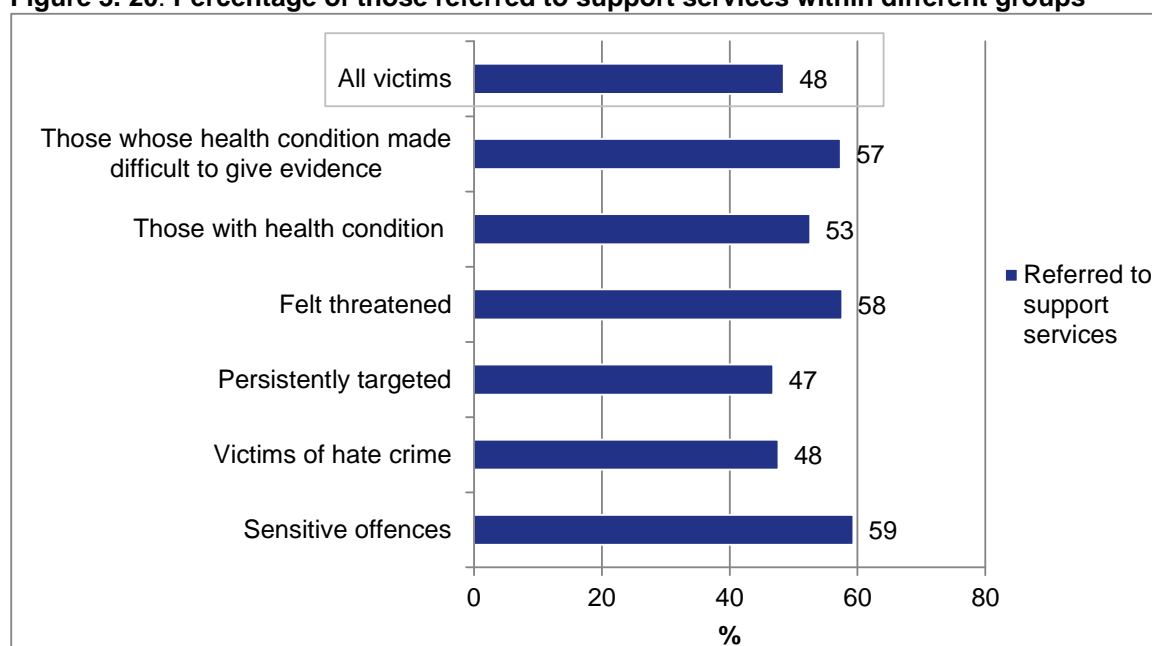
Referrals to victim support services

A further way of CPS taking victims' needs into account is making referrals to victim support services where appropriate. Just under half (48 per cent) of victims were referred to victim support services (independent charities that provide advice and support for victims), but a further 13 per cent would have liked to have been.

- 48 per cent of victims were referred to victim support service. A further 13 per cent would have liked to have been.

Figure 3. 20 shows that victims of sensitive crimes and those with enhanced status were more likely to have been referred to victim support services, suggesting a degree of successful targeting in these referrals.

Figure 3. 20: Percentage of those referred to support services within different groups



Unweighted base: All victims from victims of hate crime (n=362) to those with health conditions (n=1,297)

However, the following vulnerable groups were also more likely to have unmet demand, being more likely to say that they were not referred to victim support services but would have liked to have been (Appendix A Table A.81):

- Victims of enhanced status (16 per cent compared with nine per cent);
- Victims of serious offences (17 per cent compared with 11 per cent not);
- Victims of sensitive crimes (17 per cent compared with 11 per cent not);
- Victims of hate crimes (21 per cent compared with 11 per cent not);
- The persistently targeted (16 per cent compared with 12 per cent);
- Those who had felt threatened as a result of their involvement in the case (18 per cent compared with 11 per cent not);
- Those with a health condition (18 per cent compared with 11 per cent without); and
- Those whose health condition impacted on them giving evidence (20 per cent compared with 12 per cent without).

This suggests that more referrals to victim support services should be made overall, with a continued focus on targeting those most vulnerable.

As well as contributing to victims' overall satisfaction with the CPS, referral activity has the benefit of helping victims cope and recover from the crime they have experienced. Among those affected a great deal by their case, those who felt that their experience with the CPS helped them to cope and recover were more likely to have been referred to victim support services (58 per cent compared to 45 per cent not helped), whilst those who felt they were not helped to cope and recover were more likely to not have been referred but to wish they had been (17 per cent compared to nine per cent who were helped) (Appendix A Table A.82).

For the majority of victims who were referred to victim support services, the referral was made by the police (65 per cent), with just over one in 10 citing that they had been referred by a Victim Liaison Officer (13 per cent) or Witness Care Officer (13 per cent) and small proportions recalling having been referred by another CPS lawyer, prosecutor or representative (three per cent), an independent advisor on domestic abuse or sexual violence (two per cent), a volunteer (one per cent) or someone else (six per cent) (Appendix A Table A.83).

Witness Care Officers seemed particularly likely to target certain groups in their referrals, having been more likely to have referred enhanced status victims (16 per cent compared with 10 per cent not) victims of serious offences (16 per cent compared with 12 per cent not), hate crimes (19 per cent compared with 12 per cent not) and those with a health condition (16 per cent compared with 12 per cent without).

Being treated with dignity and respect

CPS has a commitment to treat victims and witnesses with dignity and respect.⁵⁵ Seven per cent of victims answered 'yes' when asked whether, during any part of the case, anyone treated them in a way that was disrespectful. This was significantly higher than the proportion of witnesses who felt this way – just four per cent.

- Seven per cent of victims and four per cent of witnesses felt that they were treated in a disrespectful way during at some stage in the case.
- Most commonly this was attributed to the police or a defence lawyer.

Victims who were more likely to have felt that they were treated disrespectfully include (Appendix A Table A.84):

- Victims with enhanced status (11 per cent compared with four per cent not in this group);
- Victims of serious offences (12 per cent compared with five per cent not);
- Victims of sensitive crimes (12 per cent compared with six per cent not);
- Victims of hate crimes (12 per cent compared with seven per cent not);
- The persistently targeted (13 per cent compared with six per cent not);
- Those who had felt threatened as a result of their involvement in the case (14 per cent compared with five per cent who had not);

⁵⁵ Witness Charter (2013), https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/264627/witness-charter-nov13.pdf p. 2.

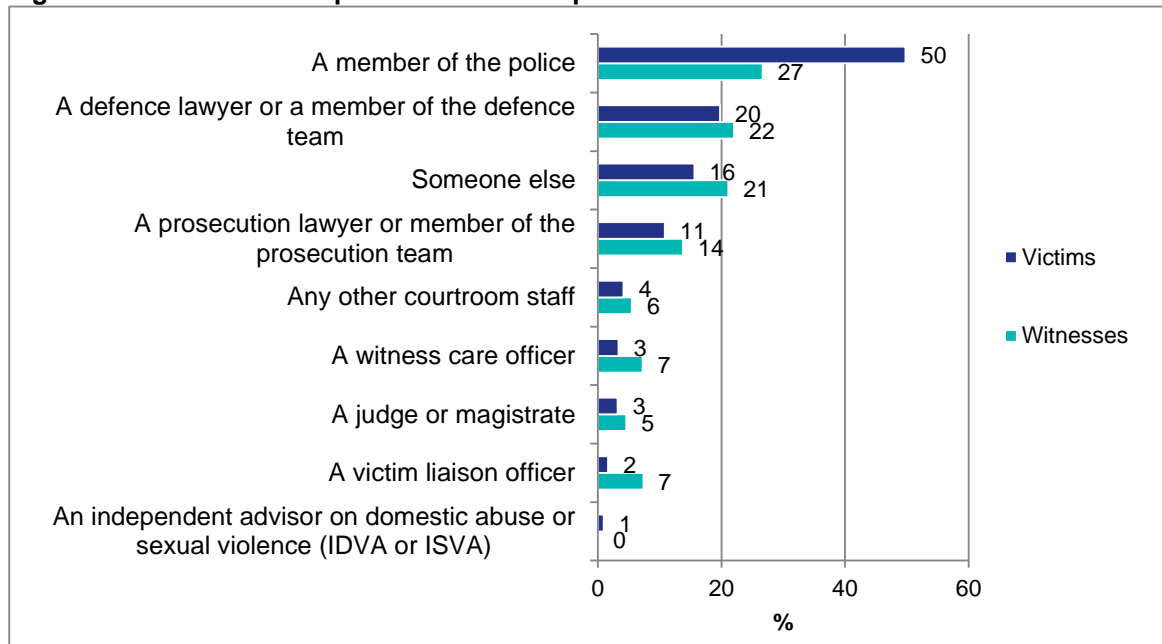
- Those with a health condition (11 per cent compared with six per cent without); and
- Those whose health condition impacted on them giving evidence (17 per cent compared with seven per cent without).

Among witnesses, it was also the case that those in the following groups were more likely to have felt treated disrespectfully (Appendix A Table A.85):

- Witnesses of enhanced status (eight per cent compared with two per cent who were not in this group);
- Witnesses of serious offences (eight per cent compared with three per cent not);
- Witnesses to sensitive crimes (nine per cent compared with three per cent not);
- Those who had felt threatened as a result of their involvement in the case (12 per cent compared with three per cent who had not);
- Those with a health condition (seven per cent compared with three per cent without); and
- Those whose health condition affected their ability to give evidence (14 per cent compared with three per cent without).

As shown in Figure 3. 21, victims and witnesses most commonly felt treated in a disrespectful manner by a member of the police (50 per cent of victims, significantly more likely than 27 per cent witnesses), followed by a defence lawyer (20 per cent, 22 per cent respectively) or prosecution lawyer (11 per cent, 14 per cent respectively).

Figure 3. 21: Who was responsible for disrespectful treatment



Unweighted base: All victims (n=298) and witnesses (n=107) who said they were treated in a disrespectful way during part of the case

Victims who said they were treated in a disrespectful way were more likely than witnesses to feel disrespected by a member of the police (50 per cent compared with 27 per cent of witnesses), while witnesses were more likely than victims to feel disrespected by a Victim Liaison Officer (seven per cent compared with two per cent of victims).

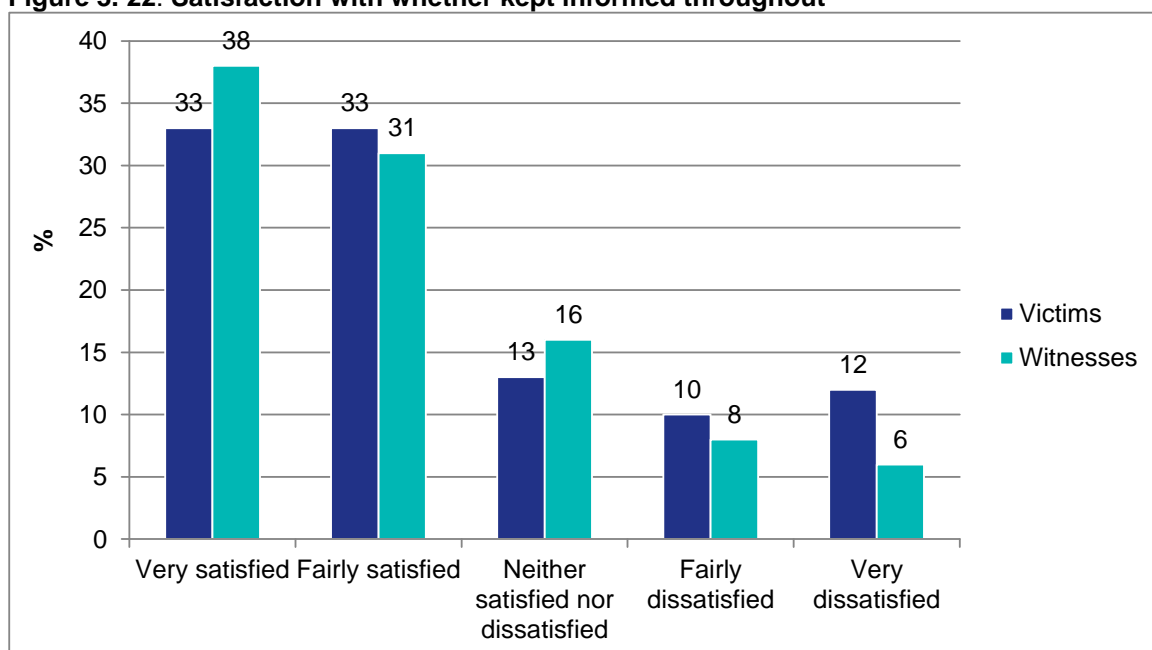
Communication

It is the intention of the CPS communications strategy to keep victims and witnesses informed at all stages. To get a sense of how well communications with victims and witnesses were performing overall, victims and witnesses were asked how satisfied they

were that the CPS kept them informed at every stage. As shown in Figure 3. 22, the majority of victims (66 per cent) were satisfied that the CPS did keep them informed, with 33 per cent very satisfied. However, one in five victims (22 per cent) were dissatisfied with the extent to which they were kept informed, including 12 per cent very dissatisfied. Witnesses were more likely than victims to be very satisfied (38 per cent compared with 33 per cent victims) and less likely to be dissatisfied (six per cent compared with 12 per cent).

- 64 per cent of victims and 68 per cent of witnesses felt the CPS kept them informed at every stage of the process.

Figure 3. 22: Satisfaction with whether kept informed throughout



Unweighted base: All victims (n=4,380) and witnesses (n=3,015)

A similar picture emerges to that which is seen elsewhere in terms of many of the enhanced status groups being more likely to be dissatisfied including:

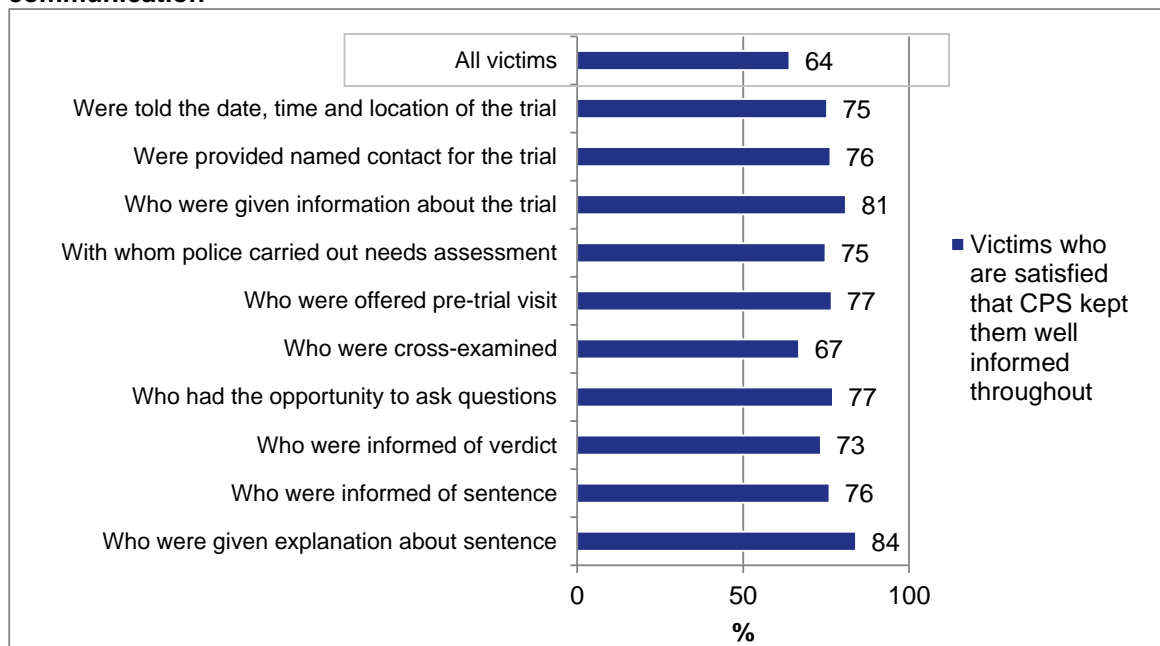
- Those with enhanced status (25 per cent of victims compared with 18 per cent not, 19 per cent of witnesses compared with 12 per cent not in this group);
- Those who had felt threatened as a result of their involvement in the case (30 per cent of victims compared with 18 per cent not threatened, 23 per cent of witnesses compared with 13 per cent not);
- Those with a health condition that impacted on them giving evidence (26 per cent of victims compared with 21 per cent without, 24 per cent of witnesses compared with 14 per cent without);
- Those witness to a sensitive case (22 per cent compared with 13 per cent not);
- Victims with a health condition (25 per cent compared with 19 per cent without);
- Victims who were persistently targeted (26 per cent compared with 20 per cent not);
- and
- Witnesses to serious offences (19 per cent compared with 13 per cent not).

In contrast, victims of hate crime were more likely to be satisfied that they were kept informed throughout (69 per cent compared with 63 per cent not).

Where someone was prosecuted – whether or not the victim was asked to give evidence or not and whether they went on to do so – satisfaction was higher than where charges were stopped, no-one was charged or where it was not known if the defendant was charged or prosecuted.

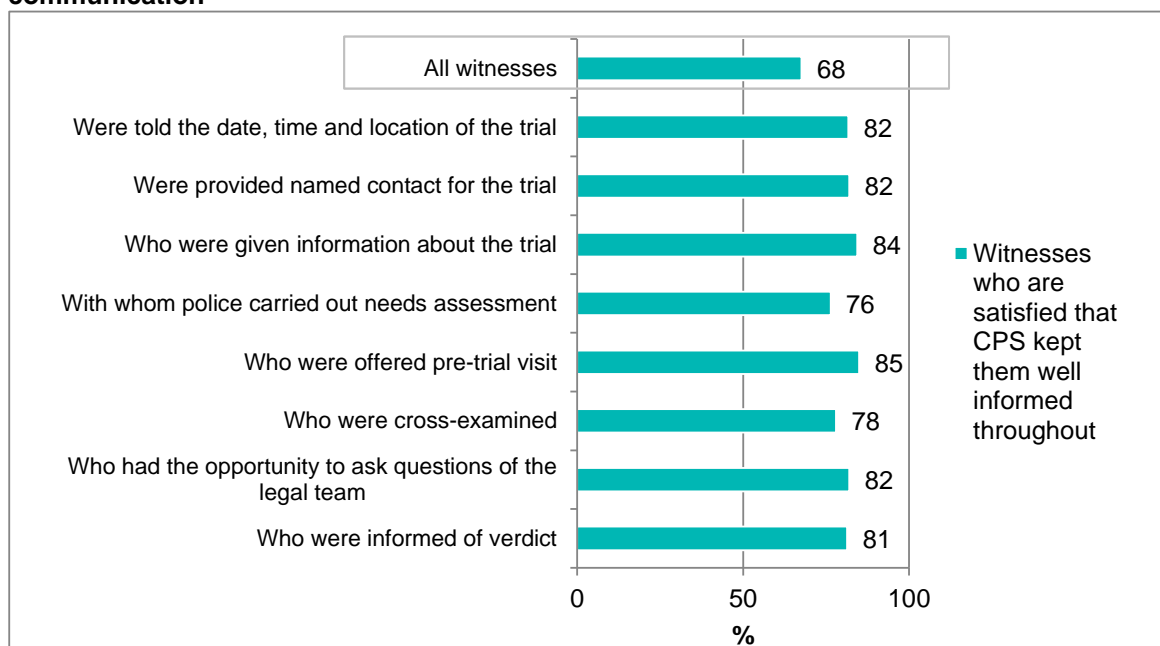
As shown in Figure 3. 23 and Figure 3. 24 where a victim or witness recalled any particular communication they were also more likely to be satisfied that they were kept informed at every stage.

Figure 3. 23: Satisfaction victims kept informed at every stage by provision of communication



Unweighted base: All victims from those who were cross-examined (n=466) to all (n=4,486)

Figure 3. 24: Satisfaction witnesses kept informed at every stage by provision of communication



Unweighted base: All witnesses from those who were cross-examined (n=304) to all (n=3,107)

Furthermore, satisfaction with being kept informed at every stage was linked to overall satisfaction with the CPS: 87 per cent of victims satisfied at an overall level were satisfied that they were kept informed at every stage compared with 16 per cent dissatisfied (similarly, among witnesses the figures are 86 per cent compared with 19 per cent).

Figures 3.25 and 3.26 give a visual representation of the proportions of victims who have had various levels of involvement with the CPS (these proportions are shown as percentages of all victims in the text boxes outlined in dark blue). It also shows, at each of the key stages in the journey, the proportions who recalled receiving particular communications (in the text boxes coloured with a solid block of light blue). For example, it shows that for just over half of victims (52 per cent) the offender in their case was sent to trial, and of these victims, four in five (81 per cent) were informed of the date, time and location of the trial and almost three quarters (72 per cent) were provided with a named contact for the trial but that only minorities were offered a pre-court visit (33 per cent) or given information / a DVD about the court process (24 per cent).

Together, the visuals aim to give a 'feel' for the impact increasing how many victims recall receiving a particular communication would have on the overall experience of victims. For example, although the proportions of those feeling they had enough support preparing for cross-examination and that they had the sentence explained to them were fairly similar (49 per cent and 54 per cent respectively), improving the latter would have a larger overall impact on victim experience as the proportion who should have the sentence explained to them (all those who were informed of the sentence) is much higher than the proportion of victims who were cross examined (44 per cent compared with 12 per cent). It is recognised that there may be additional factors guiding which communications are felt to be particularly worth focussing on, but this provides one way of looking at the communications landscape to inform further discussion.

Figure 3. 25: Visual representation of involvement with CPS – attending court

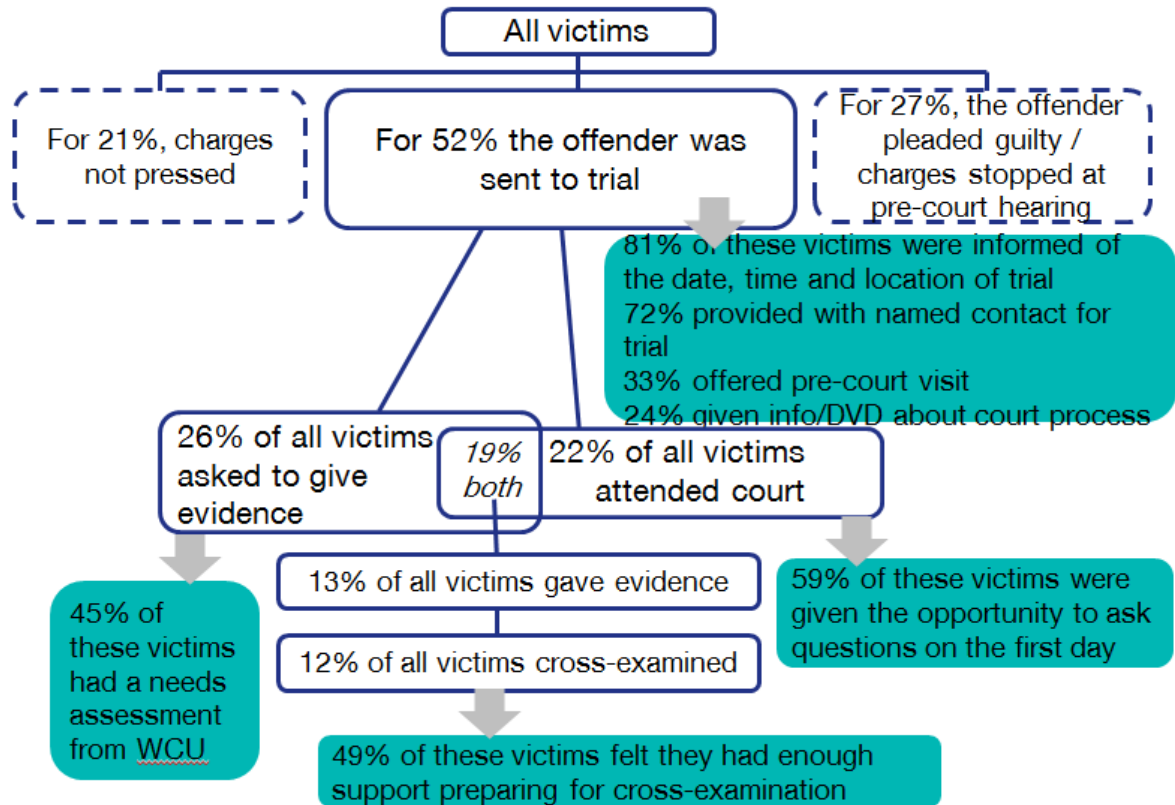
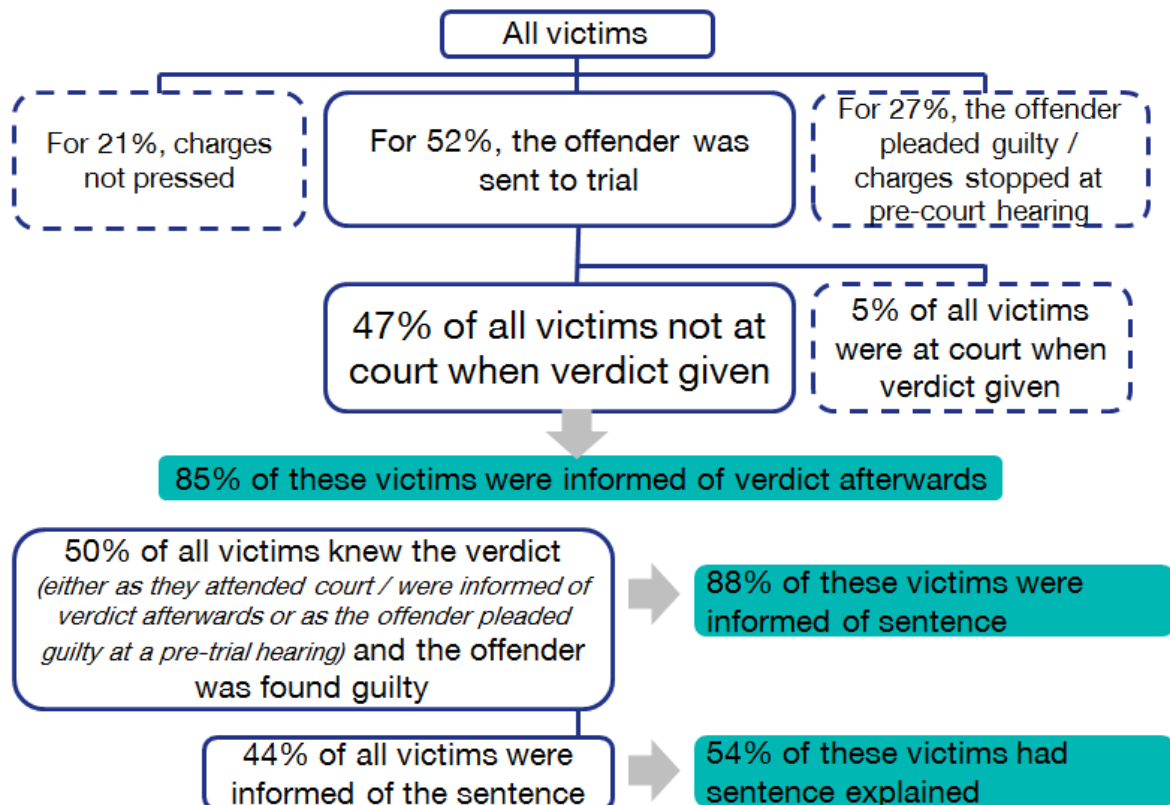


Figure 3. 26: Visual representation of involvement with CPS – verdict



Domestic abuse⁵⁶

Almost all (96 per cent) of those victims in our sample who classified themselves as victims of domestic abuse gave a witness statement and just over half (53 per cent) of these recall the police carrying out a needs assessment with them.

The majority (70 per cent) of domestic abuse victims were asked to give evidence (regardless of whether or not they did so in the end) and almost three in five (56 per cent) of these received a needs assessment from the Witness Care Unit.

Almost two in three (65 per cent) victims of domestic abuse felt their needs were taken into account at every stage. However, 15 per cent were very dissatisfied with the extent to which this was the case and a further six per cent were fairly dissatisfied.

The majority (61 per cent) of those victims in our sample who classified themselves as victims of domestic abuse recalled being referred to victim support services but a further 16 per cent reported that they had not been referred but would have liked to have been.

In most cases (68 per cent) these referrals to victim support services were made by the police. Other referrals were made by an independent advisor on domestic abuse or sexual violence (14 per cent), a Victim Liaison officer (nine per cent), a Witness Care officer (six per cent), another Crown Prosecution Service prosecutor, lawyer or other representative (three per cent), a volunteer (two per cent) or someone else (11 per cent).

Fifteen per cent of domestic abuse victims felt that they were treated in a way that was disrespectful during their case. Disrespectful treatment was most commonly attributed to a member of the police (38 per cent).⁵⁷ Also cited were prosecution lawyers or members of the prosecution team (18 per cent), defence lawyers or members of the defence team (15 per cent), victim liaison officers (10 per cent), independent advisors on domestic abuse or sexual violence (eight per cent), any other courtroom staff (five per cent) or someone else (18 per cent).

In terms of communications, and mirroring levels of satisfaction that their needs were taken into account, 65 per cent of domestic abuse victims were satisfied that they had been kept informed throughout the case, although 23 per cent were dissatisfied, including 15 per cent very dissatisfied, suggesting that communications to this group could be improved further

Factors associated with satisfaction

The overall measure of satisfaction with the CPS provides a common measure of performance across victims and witnesses and their wide range of experiences. The overall levels of satisfaction were shown to be relatively high in Section 3.3. In this section we use multivariate analysis to provide insight into which factors are most important for driving satisfaction (and dissatisfaction) among victims and witnesses. Multivariate techniques (such as the logistic regressions presented here) enable us to see the influence of one factor on an outcome (in this case satisfaction) whilst controlling for other factors. For instance, we may want to understand whether young people are more or less satisfied with the CPS than other age groups whilst controlling for a different profile in the offences that they experience.

⁵⁶ The sub-group of domestic violence (DV) cases as defined in the administrative data was left unweighted - weights were created exclusively for the sample *excluding* witnesses and victims from DV cases. Although a substantial proportion of the sample were DV cases – almost a quarter – the low response resulting from the opt-in approach meant we could not be confident about the representativeness of the sample achieved.

⁵⁷ These figures are based on a small unweighted base size (n= 39) and should be treated with caution.

Appendix Table B. 1 provides the detail of a logistic regression of overall satisfaction ('very' or 'fairly satisfied') with the CPS. Factors included in the model were those highlighted throughout the preceding analyses: demographics, characteristics of the case / offence, enhanced status, experience during the case / trial, communication with the CPS during the process, and contact with other services.

For **victims**, the most important factors associated with being **more** likely to be satisfied with the CPS are set out below. All factors here were statistically significant (0.05 level) and are numbered to indicate their place in the order of strength of association with satisfaction (Appendix Table B. 1).

Verdict and case outcome

- **1. Perceiving the sentence to be 'fair'** (or 'too severe'). Perceiving the sentence to be fair was associated with considerably higher satisfaction with the CPS than perceiving it to be not severe enough. Around a quarter of victims (23 per cent) felt it was fair and 19 per cent that it was not severe enough. Most victims either did not know the sentence outcome or perceived that they were involved in a case that did not result in a guilty plea / verdict – this group was also less likely to be satisfied than those who thought the outcome was fair.
- **4. Guilty case outcome.** Where there was a guilty plea, or a contested trial that did not end in acquittal, this was associated with higher satisfaction. Satisfaction was less likely where victims did not know the outcome of the case or where charges were stopped or not brought.

Communication from CPS

- **2. Where there was a trial, being given a contact name.** Around half of victims' cases went to trial and in those cases being given a name and telephone number to contact during the process was associated with higher satisfaction compared to not being given a contact. Where the case did not go to trial (largely the result of a guilty plea according to the administrative data) the association with being satisfied was even higher.
- **6. Where charges were dropped, having helpful contact from the VLO.** Where the VLO contact was not regarded to be helpful there was lower association with satisfaction.
- **9. Sentence explanation.** Higher satisfaction where the sentence was explained.

Characteristics of the case

- **3. Not being emotionally affected by the case.** Compared to those who were affected 'a great deal', those who were not at all emotionally affected by the case were more likely to be satisfied with the CPS.
- **12. Not being a sensitive offence.** Victims of more sensitive offences (domestic violence, stalking, sexual offences) were less likely to be satisfied with the CJS.

Services received from CPS

- **5. Being treated with respect throughout case.** Those who said they were treated with respect at all times during the case were more likely to be satisfied.
- **7. Where a needs assessment was carried out, by the police or the Witness Care Unit.** Where it is conducted, the police needs assessment is carried throughout the victim's contact with the criminal justice system. The Witness Care Unit should carry out its own assessment for those attending court. Those who had received a needs assessment from either of these sources were more likely to be satisfied with the CPS than those who did not.

- **8. Being referred to victim support third party.** There was a lower association with satisfaction where the victim would have valued being referred but was not.
- **10. Having a Victim Personal Statement read out in court.**
- **13. Evidence via video-link offered.** Satisfaction was higher where this was offered and lower where it was wanted but not offered.

Demographics

- **11. Ethnicity.** Not being from a White background.
- **14. Age.** Being 65 and over, compared with age 25-34 and age 45-54.

A multivariate analysis of factors associated with **dissatisfaction** for victims found a similar set of variables to be important (but with the relationships of the categories reversed) (Appendix Table B. 3). The factor most strongly associated with dissatisfaction was **emotional effect** of the case – those emotionally affected ‘a great deal’ were considerably more likely to be dissatisfied. Being treated with **dignity and respect** at all times was the second most important variable: those not treated in this way were also substantially more likely to be dissatisfied with the CPS (even though very often the lack of respect was perceived to be from the police). Feeling that the sentence was **not severe enough** was also important for dissatisfaction.

The same approach to the multivariate analysis was taken for **witnesses** (Appendix Table B. 2). The strongest factors for witness satisfaction with the CPS were:

Verdict and case outcome

- **1. Guilty case outcome.** As with victims, where there was a guilty plea, or a contested trial that did not end in acquittal, this was associated with higher satisfaction for witnesses.

Communication from CPS

- **2. Where there was a trial, being given a contact name.** Where the case did not go to trial this was associated with satisfaction. But where there was a trial, having a contact name was strongly associated with being satisfied.

Services received from CPS

- **3. Being treated with respect throughout case.** Those who said they were treated with respect at all times during the case were more likely to be satisfied.
- **4. Where a needs assessment was carried out, by the police or the Witness Care Unit.**

Characteristics of the case

- **5. Feeling intimidated during the case.** Witnesses were much less likely to be satisfied if they had felt intimidated during the case.
- **6. Not being emotionally affected by the case.** Compared to those who were affected ‘a great deal’, those who were not at all emotionally affected by the case were much more likely to be satisfied with the CPS.

Although the analysis showed that the case outcome was the most significant factor in the analysis for witnesses – something that cannot be addressed by the CPS to improve levels of satisfaction – a number of service-related issues were also important. Having a point of contact – perhaps who can reference a needs assessment during the process – would appear to improve satisfaction. Such approaches may help to lessen the effect on

satisfaction with the process for those victims who are heavily emotionally affected by the case.

A further logistic regression focused on **satisfaction among victims who were eligible for enhanced status** (Appendix Table B. 4). Given the operational focus on this group, understanding whether the same or different factors were important for this group compared with the wider client group is important for CPS.

The strongest factors for satisfaction with CPS amongst enhanced status victims were similar to those for the wider group of victims, although being treated with dignity and respect at all times was the most important factor here. A factor that was important here but which was not highlighted in the wider victim model was that of communication difficulties: those who had **difficulties with communication** were more likely to be satisfied within this group.

Factors associated with helping cope and recover

The *Victim's Code* set out a commitment to go beyond improving satisfaction levels to support victims to cope and recover from their experiences where possible. In some cases, such support may not be required and in others the emotional impact may be so great that the CPS may not be in a position to provide the level of support required to make a meaningful difference on this measure. However, the CPS expects to play its part and will have contact with victims at points in the trial process that are very significant for victims.

Multivariate analysis (logistic regression) was carried out to investigate the factors associated with the CPS helping 'a great deal' or 'a little' to cope and recover (Appendix Table B. 5). It focused on those most in need of this assistance – those who were affected 'a great deal' emotionally. Those more likely to have been helped by the CPS in this group were as follows:

Services received from CPS

- **1. Where a needs assessment was carried out, by the police or the Witness Care Unit.** Where it is conducted, the police needs assessment is carried throughout the victim's contact with the criminal justice system. The Witness Care Unit should carry out its own assessment for those attending court. Those who had received a needs assessment from the police were much more likely to perceive that they had been helped to cope and recover by the CPS.
- **4. Being treated with respect throughout case.** Those who said they were treated with respect at all times during the case were more likely to be satisfied.

Verdict and case outcome

- **2. Perceiving the sentence to be 'fair'** (or 'too severe'). Most victims either did not know the sentence outcome or were involved in a case that did not result in a guilty plea / verdict. Compared to this group, perceiving the sentence to be fair was associated with considerably higher satisfaction with the CPS.

Communication from CPS

- **3. Sentence explanation.** Higher satisfaction where the sentence was explained.
- **5. Where there was a trial, being given a contact name.** Around half of victims' cases went to trial and in those cases being given a name and telephone number to contact during the process was associated with higher satisfaction compared to not being given a contact. Where the case did not go to trial (largely the result of a guilty plea according to the administrative data) the association with being satisfied was even higher.

- **7. Where charges were dropped, having helpful contact from the VLO.** Where the VLO contact was not regarded to be helpful there was lower association with satisfaction.

Demographics

- **6. Age.** Being 65 and over, compared with younger groups.
- **8. Ethnicity.** Not being from a White background.

4. Recommendations and conclusions

This survey of victims and witnesses found that the majority are satisfied with the service they have received from the Crown Prosecution Service (two-thirds of victims and three-quarters of witnesses were satisfied). However, one in ten victims were 'very dissatisfied' with their experience and overall levels of satisfaction were not as high as those seen in earlier periods for the wider criminal justice system.⁵⁸

The pockets of dissatisfaction identified within key groups such as those eligible for enhanced measures suggests that the CPS is right to focus its attention on their service to victims and witnesses. The analysis highlighted areas of good practice: evidence that special measures in trial processes and the roles designated for VLOs and other actors during a case are positively associated with both higher levels of satisfaction and assistance with recovering from traumatic experiences.

Some specific conclusions and recommendations were identified:

- **Keeping victims and witnesses informed overall was satisfactory for most, but less satisfactory for the enhanced status group.**

Whether victims and witnesses felt informed throughout their case was very closely related to overall satisfaction. Two-thirds of each group were satisfied with the level of information they had received, but a fifth of victims were dissatisfied. The enhanced status group were particularly likely to be dissatisfied with how they were kept informed during their case, despite the additional operational focus intended here. This dissatisfaction can be traced through specific points of contact on which the CPS service focuses – informing of verdicts and explaining them, clear communication of reasons for charges being stopped or altered, a point of contact during trials – and are discussed below.

- **The perceived outcome of the case was important to victim and witness satisfaction but there were considerable disparity between these perceptions and actual outcomes.**

A significant proportion of victims and witnesses did not know the outcome of the cases in which they were involved. Further, comparisons of administrative data with perceptions of case outcomes suggest that misunderstandings about outcomes were common (although some of the discrepancy may relate to different cases being referred to and cases with multiple offenders). Given the importance of the verdict found in analysis of the factors most strongly associated with satisfaction, this suggests that the CPS could seek to improve its existing efforts to inform victims and witnesses about outcomes. Where possible, such communication might aim to address points related to perceptions of fairness of the outcome – this was the factor most strongly associated with overall satisfaction with the CPS.

- **Make communication as clear as possible, particularly for vulnerable groups.**

Explanations of reasons for cases being stopped or charges being altered were important to receive and it was important that the explanations were clear. In general these explanations were received and were regarded to be clear, but there remain

⁵⁸ The WAVES survey in 2010 found 80 per cent of victims were satisfied with their contact with the criminal justice system, although the measure used in that survey was slightly different (see Franklin, 2012).

sizeable proportions who did not receive an explanation in particular groups, particularly victims of hate crime.

There was wide dissatisfaction with reviews of stopped charges. This might be expected given the circumstances, but there was a relatively low level of awareness of the possibility of a review.

- **Satisfaction improves with a named point of contact throughout the trial process.**

Having a named contact to approach during the trial process was an important factor in overall satisfaction for both victims and witnesses. This is further evidence that sufficient and clear information about the process substantially improves experiences.

- **The Victim Liaison Officer role is important.**

Multivariate analysis confirmed that 'helpful' contact from a VLO increased satisfaction among those whose cases were stopped or where charges were altered. There was a suggestion that victims and witnesses may have been confused about who they were speaking with at this point in their experience – it may not have been the CPS VLO – but the point remains that an official performing this role is associated with higher satisfaction. This is more evidence that the quality of the communication is important to get right in addition to the coverage.

- **Treating with dignity and respect at all stages should remain a focus.**

The vast majority were not treated disrespectfully at any stage, and where they were it was more frequently the police or a defence team member. However, for those who were treated disrespectfully it was important for their overall satisfaction with the CPS as well.

- **Those most affected by their experiences are likely to feel that the CPS did not help them to cope and recover, but needs assessments are associated with better outcomes here.**

Over half of victims who were affected 'a great deal' emotionally by their case did not feel that the CPS had helped them to cope or recover. Having a needs assessment (most commonly by the police but also by the Witness Care Unit when preparing victims and witnesses for court) was the most important factor in increasing the likelihood of helping to cope and recover. This suggests that this assessment does inform the service that victims receive throughout their contact with the criminal justice system. Around half of those asked to give evidence received a needs assessment from the Witness Care Unit. Cross-examination appeared to be an important area where more could be done to identify needs and support victims of the most sensitive offences to prepare for this experience. Given the flow of needs assessment throughout the process and the association of police needs assessments for overall satisfaction, coordination with partner agencies would appear important to maintain.

- **Special measures are widely wanted and improve experience.**

Giving evidence via video link was well received and was a significant factor in the overall level of satisfaction for both victims and witnesses. There is a suggestion that there is unmet need here – a fifth of victims and witnesses who were asked to give evidence would have wanted this measure but were not offered it, with similar levels for evidence via video link.

- **Victimisation in relation to sensitive offences requires special attention.**

Those who were victims of sensitive offences were particularly likely to be greatly affected emotionally by their experience and to be dissatisfied with the CPS. They were also more likely to feel that the CPS did not help them to cope and recover from their experience. This group of victims are eligible for 'enhanced status' but less likely to be satisfied with the CPS than other groups eligible for this status.

- **The factors important for satisfaction amongst those eligible for enhanced measures are similar to those for the wider victim population.**

Being treated with dignity and respect at all times was the most important factor for the enhanced status group. A factor that was important here but which was not highlighted in the wider victim model was that of communication difficulties: those who had difficulties with communication were more likely to be satisfied within this group.

This report identifies the groups for whom there is room to improve levels of satisfaction among victims and witnesses. It also suggests that the broad mechanisms that the CPS has identified to make these improvements are the right ones. Whether these innovations are extended and improved over time can be measured in future surveys with victims and witnesses against the benchmark provided here.

5. Glossary of key terms

Accused

A person who has been charged with an offence.

Bail

Release of a defendant from custody until their appearance in court.

CPS (Crown Prosecution Service)

The CPS is responsible for prosecuting criminal cases investigated by the police in England and Wales.

The Code of Practice for Victims of Crime (Victim's Code)

The Code of Practice for Victims of Crime (the Victims' Code) sets out a minimum standard of service which victims can expect from those criminal justice agencies that are signatories to it.

Defendant

A person who is accused of committing a crime.

Domestic abuse

Domestic abuse can encompass, but is not limited to, the following:

- psychological abuse (including controlling and a coercive behaviour);
- physical abuse;
- sexual abuse;
- financial abuse;
- emotional abuse.

Controlling behaviour is a range of acts designed to make a person subordinate and / or dependant by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is an act or a pattern of acts of assaults, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

Expert witness

An expert witness is someone who is called to give evidence because they have specialist knowledge of a subject even though he or she was not present when the offence occurred. For example, an arson expert may be asked to testify about the cause of a suspicious fire. An expert witness does not include security guards.

Hearings

Face-to-face meetings with a judge that take place before the trial. Hearings are shorter than a trial and can happen at any point in the case up until the trial. Some cases have very few of them where as others will have a lot. In the past, most hearings took place face-to-face but now they are sometimes over the phone.

Her Majesty's Courts and Tribunals Service (HMCTS)

Her Majesty's Courts and Tribunals Service is an executive agency of the Ministry of Justice. It was created on 1 April 2011 by the merger of Her Majesty's Courts Service and the Tribunals Service.

Independent Domestic Violence Advisors (IDVAs)

Provide emotional and practical support to victims suffering from domestic abuse or sexual violence. This support is independent of agencies within the criminal justice system. An IDVA will assist in ensuring victim safety is co-ordinated across all agencies, and will also co-ordinate their involvement in the courts, housing needs, or signposting for legal support.

Independent Sexual Violence Advisors (ISVAs)

ISVAs are usually based in Sexual Assault Referral Centres (SARCs) or specialist sexual violence voluntary organisations and also link in with essential services.

Intermediary

An intermediary is a communication specialist who can help people with communication difficulties. They help people understand the questions that are being asked.

Needs assessment

A needs assessment provides a snapshot of victim and witness needs at the earliest stage, to trigger relevant support and to assist the CPS charging prosecutor's decision.

Pre-trial hearing

A pre-trial hearing is preliminary hearing where a judge or magistrate decides whether or not the defendant should be put on trial and whether there is enough evidence to proceed.

Registered intermediary

A registered intermediary is a communication specialist who can help people with communication difficulties. They help people understand the questions that are being asked.

Special Measures

The various measures that a court can order to assist vulnerable or intimidated witnesses to give their best evidence in court as set out under sections 16 to 30 of the Youth Justice and Criminal Evidence Act 1999. These measures include live video links, video-recorded statements, screens around the witness box and assistance with communication, including the use of an Intermediary.

Suspect

A person suspected of committing a crime, but who has not yet been accused of the crime.

Trial

A public hearing in which the evidence in a case is examined.

Victim

By victim we mean the injured party.

VCL (Victim Communication and Liaison Scheme) The Victim Communication and Liaison (VCL) scheme has replaced the old Direct Communication with Victims (DCV). The scheme reflects the CPS's approach to targeting services on those victims in greatest need and takes account of the revised Code of Practice for Victims of Crime (Victims' Code).

Under the VCL scheme the CPS is responsible for communicating to victims their decisions not to prosecute (where the CPS does not hold a charging consultation in accordance with the Director's guidance), to discontinue, withdraw or to substantially alter a charge and the reasons for doing so. A meeting must be offered to the victim in the following case categories in accordance with the Victims' Code:

- cases involving a death,
- child abuse,
- sexual offences,
- the offence was aggravated by hostility based on disability,
- racially/religiously aggravated offences,
- cases with a homophobic, transphobic or sexual orientation element,
- the offence was motivated by hostility based on age, OR
- in any other case in which the reviewing Prosecutor considers it appropriate.

Victim Liaison Units are responsible for managing the VCL scheme and for communicating with victims in relation to decisions made under the scheme. However, the decision-making prosecutor remains accountable for his/her decision.

VLU (Victim Liaison Unit)

As part of the Crown Prosecution Service's (CPS) commitment to supporting victims, we have developed a new approach to communicating with victims through the creation of dedicated Victim Liaison Units (VLU). Whilst CPS prosecutors remain responsible for their prosecution decisions, the VLU will be responsible for ensuring that victims are informed about CPS decisions to stop or to significantly change the charges.

Where the decision has not been communicated directly to the victim at court by the prosecutor, the VLU will write to the victim providing a short summary of the reasons for the decision. Thereafter, the victim can contact the VLU for further details or explanation.

Witness

Someone who was present at the time the offence was committed OR someone who may have information relevant to finding who could have committed the offence.

Witness Care officers

Witness Care officers act as a point of contact for victims and witnesses from the time a suspect is charged. They would usually be the person who updates witness about developments in a case that is going to court. Witness Care officers work in Witness Care Units. These can be staffed by both the police and the Crown Prosecution Service.

Witness Care Units

Units which have been set up across England and Wales to provide information and support to victims and witnesses in cases progressing through the criminal justice system. Support and information will be tailored to the needs of the individual victim.

Witness Charter

This sets out the help and support that a witness can expect to receive at every stage of the criminal justice process. Unlike the Victims' Code, the Witness Charter is not statutory.

Witness Statement

A written or video account by a witness of the facts and details of a crime or an incident.

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7. Appendix

Appendix A: Appendix Tables

Table A. 1: Whether have had any prior experience with the CPS

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
Yes	27	35
No	73	65
<i>Unweighted base</i>	<i>4480</i>	<i>3105</i>

Table A. 2: Sex

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
Male	59	60
Female	41	40
<i>Unweighted base</i>	<i>4492</i>	<i>3118</i>

Table A. 3: Employment status

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
Working full-time (30 or more hours per week)	61	69
Working part-time (9-29 hours per week)	12	13
Unemployed and looking for work	5	3
Retired	6	5
Looking after home or children	4	3
Not working due to a long term health condition or disability	6	3
In full time education	5	3
Other	2	2
<i>Unweighted base</i>	<i>4479</i>	<i>3115</i>

Table A. 4: Ethnicity

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
White	83	86
Mixed	2	2
Black	5	4
Asian	9	7
Other	2	1
<i>Unweighted bases</i>	<i>4463</i>	<i>3106</i>

Table A. 5: Religion

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
No religion	37	42
Christian (include Church of England, Catholic, Protestant and all other Christian denominations)	51	48
Muslim	7	7
Hindu	2	2
Other	2	1
Buddhist	1	0
Jewish	0	0
Sikh	1	0
<i>Unweighted base</i>	<i>4446</i>	<i>3093</i>

Table A. 6: English as first language

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
Yes	89	89
No	11	11
<i>Unweighted bases</i>	<i>4488</i>	<i>3118</i>

Table A. 7: Sexual orientation

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses

	%	%
Heterosexual or straight	96	97
Gay or lesbian	2	2
Bisexual	1	1
Other		1
<i>Unweighted base</i>	<i>4435</i>	<i>3084</i>

Table A. 8: Marital status

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
Single (not living with a partner and never married)	38	33
Cohabiting (living with a partner but not married)	16	18
Married or in a civil partnership	36	41
Divorced or separated	8	7
Widowed	2	1
<i>Unweighted base</i>	<i>4475</i>	<i>3108</i>

Table A. 9: Whether has children

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
Yes	25	24
No	75	76
<i>Unweighted base</i>	<i>4469</i>	<i>3103</i>

Table A. 10: Health Conditions or impairments

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
Any physical health conditions or long-standing illnesses	18	11
Any impairment	6	3
Any mental health conditions	11	5
Any learning difficulties	4	2
None of these	72	83
<i>Unweighted base</i>	<i>4492</i>	<i>3118</i>

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100.

Table A. 11: Whether belongs to sensitive offence group

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
No	79	91
Yes	21	9
<i>Unweighted base</i>	<i>4481</i>	<i>3093</i>

Table A. 12: Whether belongs to serious offence group

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
No	72	83
Yes	28	17
<i>Unweighted base</i>	<i>4481</i>	<i>3093</i>

Table A. 13: Whether belongs to enhanced status group

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
No	54	75
Yes	46	25
<i>Unweighted base</i>	<i>4484</i>	<i>3095</i>

Table A. 14: What type of hate crime

<i>Base: All victims of hate crime</i>	
	Victims
	%
Ethnicity	51
Nationality	26
Gender	15
Age	9
Religion	8
Disability	7
Sexual orientation	7

Other	4
<i>Unweighted base</i>	216

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100.

Table A. 15: Disability made it difficult to give evidence

<i>Base: All victims and witnesses with a health condition or impairment</i>		
	Victims	Witnesses
	%	%
Yes	7	2
No	93	98
<i>Unweighted base</i>	4492	3118

Table A. 16: Proportion of disabled victims of hate crime

<i>Base: All victims of hate crime</i>	
	Victims of hate crime
	%
No health condition or impairment	86
Any health condition or impairment	14
<i>Unweighted base</i>	364

Table A. 17: Proportion of persistently targeted disabled victims

<i>Base: All persistently targeted victims</i>	
	Persistently targeted victims
	%
No health condition or impairment	88
Any health condition or impairment	12
<i>Unweighted base</i>	752

Table A. 18: Proportion of intimidated victims who have a disability

<i>Base: All intimidated victims</i>	
	Intimidated victims
	%
No health condition or impairment	90
Any health condition or impairment	10

<i>Unweighted base</i>	1312
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Table A. 19: Emotional impact by type of offence and whether victim or witness

<i>Base: All victims and witnesses who were emotionally affected (great deal or little)</i>		
	Victims	Witnesses
	%	%
Emotionally affected (great deal or little) – sensitive offences	89	82
Emotionally affected (great deal or little) – enhanced status	85	64
Emotionally affected (great deal or little) – serious offences	82	56
<i>Unweighted base</i>	816	702

Table A. 20: Overall satisfaction with CPS by case experience – victims

<i>Base: All victims</i>								
	No one charged	Not known if charged	Charged-not known if prosecuted	Charges stopped	Did not go to court – not asked to give evidence	Did not go to court – asked to give evidence	Went to court – did not give evidence	Went to court – did give evidence
	%	%	%	%	%	%	%	%
Satisfied	58	53	60	44	72	71	70	65
Neither satisfied nor dissatisfied	17	19	19	16	13	13	12	15
Dissatisfied	25	28	22	40	15	16	19	20
<i>Unweighted base</i>	318	253	222	157	2280	294	361	523

Table A. 21: Overall satisfaction with CPS by case experience – witnesses

<i>Base: All witnesses</i>								
	No one charged	Not known if charged	Charged-not known if prosecuted	Charges stopped	Did not go to court – not asked to give evidence	Did not go to court – asked to give evidence	Went to court – did not give evidence	Went to court – did give evidence
	%	%	%	%	%	%	%	%
Satisfied	62	57	68	61	81	75	78	76
Neither satisfied nor dissatisfied	25	31	21	16	12	12	12	11
Dissatisfied	13	13	11	23	6	12	10	13
<i>Unweighted base</i>	171	420	205	102	1365	215	236	324

Table A. 22: Whether willing to be a witness in the future by verdict – victims

<i>Base: All victims</i>								
	Not charged /charges stopped	Guilty plea	Contested trial – found guilty at least one charge	Contested trial – found not guilty	Contested trial – not known/ other	Prosecuted but outcome not known	Prosecuted but not asked verdict in survey	Not known by victim / witness
	%	%	%	%	%	%	%	%
Likely	49	57	54	39	41	51	51	51
Not likely	11	6	7	17	18	7	10	10
It would depend on the case	41	37	39	44	41	41	39	39
<i>Unweighted base</i>	527	828	940	125	74	538	952	491

Table A. 23: Whether willing to be a witness in the future by verdict – witnesses

<i>Base: All witnesses</i>								
	Not charged /charges stopped	Guilty plea	Contested trial – found guilty at least one charge	Contested trial – found not guilty	Contested trial – not known/ other	Prosecuted but outcome not known	Prosecuted but not asked verdict in survey	Not known by victim / witness
	%	%	%	%	%	%	%	%
Likely	53	68	66	47	67	64	58	53
Not likely	9	3	4	13	6	4	5	6
It would depend on the case	38	30	30	40	26	32	36	40
<i>Unweighted base</i>	312	445	503	83	49	428	627	663

Table A. 24: Whether willing to be a witness in the future by case experience – witnesses

<i>Base: All witnesses</i>								
	No one charged	Not known if charged	Charged-not known if prosecuted	Charges stopped	Did not go to court – not asked to give evidence	Did not go to court – asked to give evidence	Went to court – did not give evidence	Went to court – did give evidence
	%	%	%	%	%	%	%	%
Likely	56	56	53	52	65	60	60	53
Not likely	6	6	7	12	3	5	6	11
It would depend on the case	39	37	40	36	32	36	34	36
<i>Unweighted base</i>	178	455	219	107	1399	219	242	332

Table A. 25: Whether anyone was ever formally charged with the offence

<i>Base: All victims and witnesses</i>		
	Victims	Witnesses
	%	%
Yes – A person was charged	85	78
No – A person was cautioned but not charged	2	1
No – no one was charged or cautioned	6	5
Don't know – Was not told a reason	5	12
Don't know – Other reason	2	4
<i>Unweighted base</i>	<i>4564</i>	<i>3158</i>

Table A. 26: Whether charges were altered at any point – victims

<i>Base: All victims who were informed of a person being charged</i>								
	All victims	Enhanced	Serious	Sensitive	Persistently targeted	Felt threatened	Health condition	Health condition impacted on giving evidence
	%	%	%	%	%	%	%	%
Yes	10	14	15	12	16	16	13	14
No	72	69	68	69	68	68	69	68
Don't know – Was not told a reason	12	11	11	12	11	11	12	13
Don't know – Other reason	16	6	7	6	5	5	7	6
<i>Unweighted base</i>	<i>3941</i>	<i>1728</i>	<i>990</i>	<i>716</i>	<i>682</i>	<i>924</i>	<i>1145</i>	<i>274</i>

Table A. 27: Whether charges were altered at any point – witnesses

<i>Base: All witnesses who were informed of a person being charged</i>								
	All victims	Enhanced	Serious	Sensitive	Persistently targeted	Felt threatened	Health condition	Health condition impacted on giving evidence
	%	%	%	%	%	%	%	%
Yes	6	10	11	13	-	9	8	11
No	68	64	60	65	-	72	65	67
Don't know – Was not told a reason	18	17	18	15	-	14	18	10
Don't know – Other reason	9	9	10	8	-	5	9	11
<i>Unweighted base</i>	<i>2522</i>	<i>666</i>	<i>456</i>	<i>247</i>	<i>-</i>	<i>246</i>	<i>508</i>	<i>71</i>

Table A. 28: Whether charges were later stopped by overall satisfaction

<i>Base: All satisfied and dissatisfied victims and witnesses in whose case a person was charged</i>				
	Victims – Satisfied	Victims – Dissatisfied	Witnesses – Satisfied	Witnesses – Dissatisfied
	%	%	%	%
Stopped	4	13	5	19
Altered	8	16	5	11
<i>Unweighted base</i>	2677	711	1938	222

Table A. 29: Whether given an explanation of why the charges were altered

<i>Base: All victims and witnesses in whose case charges were altered</i>		
	Victims	Witnesses
	%	%
Yes	63	55
No	37	45
<i>Unweighted base</i>	363	154

Table A. 30: Whether given an explanation of why the charges were stopped

<i>Base: All victims and witnesses in whose case the charges were stopped</i>		
	Victims	Witnesses
	%	%
Yes	58	48
No	39	48
Don't remember	2	3
<i>Unweighted base</i>	212	159

Table A. 31: Fairness of case being stopped

<i>Base: All victims in whose case the charges were stopped</i>	
	Victims
	%
Yes	25
No	70
Don't know	5
<i>Unweighted base</i>	212

Table A. 32: Whether requested a review of decision to stop charges – victims

<i>Base: All victims in whose case the charges were stopped</i>							
	All victims	Enhanced status	Sensitive	Persistently targeted	Felt threatened	Health condition	Health condition impacted on giving evidence
	%	%	%	%	%	%	%
Yes	10	15	22	28	18	23	25
No	89	84	77	72	82	77	75
Don't know	1	1	1	-	-	-	-
<i>Unweighted base</i>	213	103	40	38	56	60	20**

**Very small base

Table A. 33: Whether had contact with VLU

<i>Base: All victims and witnesses in whose case charges were altered or stopped</i>		
	Victims	Witnesses
	%	%
Yes	38	28
No	54	64
Don't know	8	7
<i>Unweighted base</i>	571	303

Table A. 34: Whether had contact with VLU – victims

<i>Base: All victims in whose case charges were altered or stopped</i>		
	Victims	Victims in sensitive offences group
	%	%
Yes	38	45
No	54	49
Don't know	8	6
<i>Unweighted base</i>	571	125

Table A. 35: Whether found VLU helpful by overall satisfaction with CPS – victims

<i>Base: All victims who had contact with a VLU</i>		
	Satisfied	Dissatisfied
	%	%
Helpful	94	51
Unhelpful	6	49
<i>Unweighted base</i>	138	56

Table A. 36: Whether found VLU helpful by overall satisfaction with CPS – witnesses

<i>Base: All witnesses who had contact with a VLU</i>		
	Satisfied	Neutral or dissatisfied
	%	%
Helpful	94	69
Unhelpful	6	31
<i>Unweighted base</i>	62	23**

**Very small base

Table A. 37: Whether charges were appropriate – victims

<i>Base: All victims informed of a person being charged</i>								
	All victims	Enhanced	Serious	Hate crime	Persistentl y targeted	Felt threatened	Health condition	Health condition impacted on giving evidence
	%	%	%	%	%	%	%	%
Satisfied	66	59	61	64	55	54	61	56
Dissatisfied	24	31	29	27	35	37	30	35
<i>Unweighted base</i>	3942	1728	990	294	682	924	1145	274

Table A. 38: Whether charges were appropriate – witnesses

<i>Base: All witnesses informed of a person being charged</i>				
	All witnesses	Enhanced	Felt threatened	Health condition impacted on giving evidence
	%	%	%	%
Satisfied	71	66	59	50
Dissatisfied	13	22	25	34
<i>Unweighted base</i>	2523	666	246	71

Table A. 39: Satisfaction with the final charges by whether helped to cope and recover – victims

<i>Base: All victims informed of a person being charged</i>		
	Helped	Not helped
	%	%
Satisfied	82	52
Dissatisfied	11	36
<i>Unweighted base</i>	1302	1935

Table A. 40: Satisfaction with the final charges by whether helped to cope and recover – witnesses

<i>Base: All witnesses informed of a person being charged</i>		
	Helped	Not helped
	%	%
Satisfied	80	64
Dissatisfied	11	21
<i>Unweighted base</i>	<i>500</i>	<i>803</i>

Table A. 41: Whether offender went to trial in a court

<i>Base: All victims and witnesses in whose case charges were pressed</i>		
	Victims	Witnesses
	%	%
Yes	66	60
No	19	21
Don't know – was not told	10	13
Don't know – other reason	5	6
<i>Unweighted base</i>	<i>3591</i>	<i>2229</i>

Table A. 42: Whether given named contact

<i>Base: All victims and witnesses whose case ever went on trial</i>		
	Victims	Witnesses
	%	%
Yes	72	75
No – I was given a telephone number but not a named person to contact	2	2
No – I was told the name of a person but not given their telephone number	1	1
No – Neither	17	16
Don't remember	8	6
<i>Unweighted base</i>	<i>2348</i>	<i>1319</i>

Table A. 43: Whether spoke to anyone before trial about what would happen in the court

<i>Base: All victims and witnesses whose case ever went on trial</i>		
	Victims	Witnesses
	%	%
A Witness Care officer	19	25
A Victim Liaison officer	17	7

Another Crown Prosecution Service lawyer, prosecutor or representative	5	5
An independent advisor on domestic abuse or sexual violence (IDVA or ISVA)	1	0
Someone else	9	6
Spoke to someone but not sure who it was	12	12
No one	37	45
<i>Unweighted base</i>	<i>2308</i>	<i>1301</i>

Table A. 44: Whether given a DVD or information about the trial

<i>Base: All victims and witnesses whose case ever went on trial</i>		
	Victims	Witnesses
	%	%
Yes	24	21
No	74	77
Don't know	2	2
<i>Unweighted base</i>	<i>2346</i>	<i>1319</i>

Table A. 45: Whether given a DVD or information about the trial – enhanced status

<i>Base: All victims and witnesses in enhanced status group whose case ever went on trial</i>		
	Victims (enhanced status)	Witnesses (enhanced status)
	%	%
Yes	31	29
No	68	67
Don't know	2	3
<i>Unweighted base</i>	<i>1096</i>	<i>413</i>

Table A. 46: Whether found the DVD or information helpful

<i>Base: All victims and witnesses who were given a DVD or information about the trial</i>		
	Victims	Witnesses
	%	%
Very helpful	62	64
Fairly helpful	34	33
Not that helpful	1	2
Not helpful at all	2	0
<i>Unweighted base</i>	<i>526</i>	<i>280</i>

Table A. 47: Offer and take-up of pre-trial visit

<i>Base: All victims and witnesses whose case ever went on trial</i>		
	Victims	Witnesses
	%	%
Visited court before trial	15	12
Offered visit but did not go	19	22
Not offered but would have liked	14	15
Not offered visit, not wanted	51	50
<i>Unweighted base</i>	2260	1269

Table A. 48: Offer and take-up of pre-trial visit – enhanced status group

<i>Base: All victims and witnesses within the enhanced status group whose case ever went on trial</i>		
	Victims	Witnesses
	%	%
Visited court before trial	23	20
Offered visit but did not go	22	25
Not offered but would have liked	17	15
Not offered visit, not wanted	38	40
<i>Unweighted base</i>	1068	396

Table A. 49: Whether found pre-trial visit helpful

<i>Base: All victims and witnesses whose case went on trial and were offered a pre-trial visit</i>		
	Victims	Witnesses
	%	%
Very helpful	72	65
Fairly helpful	21	30
Not that helpful	1	3
Not helpful at all	5	1
<i>Unweighted base</i>	295	142

Table A. 50: Take up and offer of special measures for sensitive offence group – victims

<i>Base: All victims in sensitive offence group who were asked to give evidence</i>							
	Screen around witness box	Evidence via video link	Video statement	Removing wigs and gowns	Public gallery emptied	Interpreter or signer	Intermediary or comms helper
	%	%	%	%	%	%	%
Measure provided	23	12	6	3	3	4	4

Offered but did not testify	20	13	6	2	4	5	3
Offered but not provided	16	11	5	2	1	2	2
Not offered – would have wanted	14	19	18	9	32	3	9
Not offered – not wanted	27	45	65	85	60	86	81
<i>Unweighted base</i>	<i>276</i>	<i>276</i>	<i>382</i>	<i>273</i>	<i>265</i>	<i>278</i>	<i>273</i>

Table A. 51: Take up and offer of special measures for sensitive offence group – witnesses

<i>Base: All those witnesses in sensitive offence group who were asked to give evidence</i>							
	Screen around witness box	Evidence via video link	Video statement	Removing wigs and gowns	Public gallery emptied	Interpreter or signer	Intermediary or comms helper
	%	%	%	%	%	%	%
Measure provided	8	2	0	1	-	-	3
Offered but did not testify	8	8	4	-	0	1	1
Offered but not provided	16	9	3	4	2	3	3
Not offered – would have wanted	14	14	14	6	25	1	2
Not offered – not wanted	54	68	78	90	72	95	92
<i>Unweighted base</i>	<i>114</i>	<i>118</i>	<i>113</i>	<i>117</i>	<i>117</i>	<i>118</i>	<i>117</i>

Table A. 52: Take up and offer of special measures for those with a health condition – victims

<i>Base: All victims in who had a health condition and were asked to give evidence</i>							
	Screen around witness box	Evidence via video link	Video statement	Removing wigs and gowns	Public gallery emptied	Interpreter or signer	Intermediary or comms helper
	%	%	%	%	%	%	%
Measure provided	13	8	10	1	2	3	4
Offered but did not testify	20	12	7	2	5	6	7
Offered but not provided	13	8	5	1	0	2	2
Not offered – would have wanted	14	18	20	7	27	1	9
Not offered – not wanted	41	53	58	90	66	88	78
<i>Unweighted base</i>	<i>367</i>	<i>360</i>	<i>352</i>	<i>358</i>	<i>351</i>	<i>370</i>	<i>357</i>

Table A. 53: Take up and offer of special measures for those with a health condition offence group – witnesses

<i>Base: All witnesses who had a health condition and were asked to give evidence</i>							
	Screen around witness box	Evidence via video link	Video statement	Removing wigs and gowns	Public gallery emptied	Interpreter or signer	Intermediary or comms helper
	%	%	%	%	%	%	%
Measure provided	4	1	10	-	1	-	1
Offered but did not testify	9	7	7	2	3	3	3
Offered but not provided	14	7	5	0	2	1	2
Not offered – would have wanted	19	24	20	13	26	3	7
Not offered – not wanted	54	62	58	85	68	94	87
<i>Unweighted base</i>	<i>170</i>	<i>173</i>	<i>352</i>	<i>173</i>	<i>171</i>	<i>174</i>	<i>170</i>

Table A. 54: Helpfulness of special measures by victims

<i>Base: All victims who used special measures on trial</i>			
	Screen around witness box	Evidence via video link	Pre-recorded statement
	%	%	%
Helpful	85	89	92
Unhelpful	15	11	8
<i>Unweighted base</i>	<i>94</i>	<i>43*</i>	<i>41*</i>

*Small base

Table A. 55: Whether given opportunity to read witness statement before trial

<i>Base: All victims and witnesses who gave a witness statement to the police and were asked to give evidence</i>		
	Victims	Witnesses
	%	%
Yes	78	76
No	20	22
Don't know	1	3
<i>Unweighted base</i>	<i>1062</i>	<i>718</i>

Table A. 56: Whether follow-up needs assessment done

<i>Base: All victims and witnesses with enhanced status who were asked to give evidence</i>

	Victims (enhanced status)	Witnesses (enhanced status)
	%	%
Yes	47	40
No	40	46
Don't remember	13	14
<i>Unweighted base</i>	654	282

Table A. 57: Whether cross-examined

<i>Base: All victims and witnesses who gave evidence</i>		
	Victims	Witnesses
	%	%
Yes	91	92
No	9	8
<i>Unweighted bases</i>	529	327

Table A. 58: Whether given enough support in preparing for cross-examination

<i>Base: All victims and witnesses who were cross-examined</i>		
	Victims	Witnesses
	%	%
Yes	49	62
No	49	36
Don't know	2	2
<i>Unweighted base</i>	471	304

Table A. 59: Whether given enough support in preparing for cross-examination

<i>Base: All victims and witnesses in sensitive offence group who were cross-examined</i>		
	Victims in sensitive offence group	Witnesses in sensitive offence group
	%	%
Given enough support	45	48
Not given enough support	52	47
Don't know	3	5
<i>Unweighted base</i>	160	72

Table A. 60: Whether given enough support in preparing for cross-examination

<i>Base: All victims of sexual offences who were cross-examined</i>		
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	Victims of sexual offences
	%
Given enough support	46
Not given enough support	47
Don't know	6
<i>Unweighted base</i>	104

Table A. 61: Whether given enough support in preparing for cross-examination

<i>Base: Victims of domestic violence (declared in survey) who were cross-examined</i>	
	Victims of domestic violence
	%
Given enough support	30
Not given enough support	67
Don't know	2
<i>Unweighted base</i>	30*

**Small base

Table A. 62: Whether gave a VPS to the police

<i>Base: All victims</i>	
	Victims
	%
Yes	36
No – You did not want to	15
No – You were not offered the chance to do this	35
Don't remember	15
<i>Unweighted bases</i>	4412

Table A. 63: Whether VPS read in court

<i>Base: All victims who gave a VPS to the police</i>	
	Victims
	%
Yes	22
No	22
Don't know	56
<i>Unweighted base</i>	1563

Table A. 64: How many times attended court

<i>Base: All victims and witnesses who went to the trial</i>		
	Victims	Witnesses
	%	%
Once	66	65
Twice	21	22
Three times	7	7
Four times	3	3
Five times	1	2
Six times	1	0
Seven times	0	1
<i>Unweighted base</i>	881	562

Table A. 65: Longest time kept waiting in the waiting area

<i>Base: All victims and witnesses who went to the trial</i>		
	Victims	Witnesses
	%	%
Less than 30 minutes	8	8
Longer than 30 minutes but less than one hour	16	15
More than one hour but less than two hours	23	21
More than two hours but less than three hours	18	17
More than three hours but less than four hours	11	12
More than four hours	22	27
Don't know	2	1
<i>Unweighted bases</i>	887	564

Table A. 66: Whether had the opportunity to ask questions at court

<i>Base: All victims and witnesses who went to the trial</i>		
	Victims	Witnesses
	%	%
Yes	59	60
No	37	36
Don't know	4	5
<i>Unweighted base</i>	888	564

Table A. 67: Whether felt safe in court

<i>Base: All victims and witnesses who went to the trial</i>		
--	--	--

	Victims	Witnesses
	%	%
Very safe	58	59
Fairly safe	26	30
Neither safe nor unsafe	8	8
Fairly unsafe	6	3
Very unsafe	3	1
<i>Unweighted base</i>	<i>884</i>	<i>564</i>

Table A. 68: Whether incurred any expenses or loss of earnings as a result of attending the trial

<i>Base: All victims and witnesses who went to the trial</i>		
	Victims	Witnesses
	%	%
Yes	66	67
No	34	33
<i>Unweighted base</i>	<i>888</i>	<i>564</i>

Table A. 69: Whether had tried to claim back expenses and if so, ease of claiming back expenses

<i>Base: All victims and witnesses who incurred expenses as a result of attending the trial</i>		
	Victims	Witnesses
	%	%
Very easy	23	27
Fairly easy	16	16
Neither easy or difficult	4	2
Fairly difficult	4	3
Very difficult	9	10
Did not try to claim back costs	45	43
<i>Unweighted base</i>	<i>573</i>	<i>363</i>

Table A. 70: Ease of claiming back expenses

<i>Base: All victims and witnesses who incurred expenses as a result of attending the trial</i>		
	Victims	Witnesses
	%	%
Very or fairly easy	76	78
Very or fairly difficult	24	22
<i>Unweighted base</i>	<i>290</i>	<i>207</i>

Table A. 71: Satisfaction by ease of claiming back expenses - victims

<i>Base: All victims who incurred expenses as a result of attending the trial</i>		
	Victims who found it easy to claim back expenses	Victims who found it difficult to claim back expenses
	%	%
Satisfied	70	48
Neither satisfied nor dissatisfied	15	13
Dissatisfied	15	39
<i>Unweighted base</i>	221	68

Table A. 72: Satisfaction by ease of claiming back expenses - witnesses

<i>Base: All witnesses who incurred expenses as a result of attending the trial</i>		
	Witnesses who found it easy to claim back expenses	Witnesses who found it difficult to claim back expenses
	%	%
Satisfied	82	44
Neither satisfied nor dissatisfied	10	36
Dissatisfied	8	21
<i>Unweighted base</i>	170	36*

*Small base

Table A. 73: Whether had a police needs assessment done

<i>Base: All victims and witnesses who gave a witness statement to the police</i>		
	Victims	Witnesses
	%	%
Yes	44	42
No	32	36
Don't remember	23	22
<i>Unweighted base</i>	4367	3044

Table A. 74: Whether police needs assessment done - victims

<i>Base: All victims who had gave a witness statement to the police</i>								
	All victims	Enhanced status	Sensitive	Hate crime	Persistently targeted	Felt threatened	Health conditions	Health condition impacted on giving evidence
	%	%	%	%	%	%	%	%
Yes	44	49	53	56	49	49	47	51
No	32	30	27	28	32	33	31	29

Don't know	23	21	20	16	19	18	22	21
<i>Unweighted base</i>	4367	1970	859	360	780	1057	1285	315

Table A. 75: Overall satisfaction among victims and witnesses by whether recall a police needs assessment

<i>Base: All victims and witnesses who gave a witness statement to the police</i>				
	Victims who recalled needs assessment	Victims who did not recall needs assessment	Witnesses who recalled needs assessment	Witnesses who did not recall needs assessment
	%	%	%	%
Satisfied	74	60	78	68
Dissatisfied	13	23	9	10
<i>Unweighted base</i>	1903	2460	1268	1770

Table A. 76: Whether had a needs assessment done by WCU

<i>Base: All victims and witnesses who were asked to give evidence</i>		
	Victims	Witnesses
	%	%
	%	%
Yes	45	35
No	41	49
Don't remember	14	16
<i>Unweighted base</i>	1098	740

Table A. 77: Whether had a needs assessment done by WCU - witnesses

<i>Base: All witnesses who were asked to give evidence</i>			
	All witnesses	Felt threatened	Health condition impacting on ability to give evidence
	%	%	%
Yes	35	47	58
No	49	45	33
Don't know	16	8	8
<i>Unweighted base</i>	740	113	40*

*Small base

Table A. 78: Overall satisfaction among victims and witnesses by whether had a needs assessment from WCU

<i>Base: All victims and witnesses who recalled needs assessment</i>				
	Victims who recalled needs assessment	Victims who did not recall needs assessment	Witnesses who recalled needs assessment	Witnesses who did not recall needs

				assessment
	%	%	%	%
Satisfied	74	63	84	71
Dissatisfied	14	20	7	15
<i>Unweighted base</i>	503	594	289	450

Table A.79: Satisfaction with whether needs taken into account – Witnesses

<i>Base: All witnessess</i>							
	All witnesses	Serious	Sensitive	Felt threatened	Health conditions	Enhanced status	Health condition impacted on giving evidence
	%	%	%	%	%	%	%
Satisfied	67	67	65	62	65	66	60
Dissatisfied	11	14	19	23	13	16	23
<i>Unweighted base</i>	3151	538	291	296	612	797	91

Table A. 80: Satisfaction with whether needs taken into account – victims

<i>Base: All victims</i>								
	All victims	Serious	Sensitive	Hate crime	Persistently targeted	Felt threatened	Health conditions	Enhanced status
	%	%	%	%	%	%	%	%
Satisfied	62	67	69	71	59	58	60	62
Dissatisfied	19	20	17	16	23	27	24	23
<i>Unweighted base</i>	4556	1168	880	368	795	1078	1319	2014

Table A. 79: Whether referred to victim support services

<i>Base: All victims</i>									
	All victims	Enhanced	Sensitive	Serious	Hate crime	Persistently targeted	Felt threatened	Health condition	Health condition impacted on giving evidence
	%	%	%	%	%	%	%	%	%
Yes	48	56	59	58	55	57	58	53	57
No – but I would have liked to have been referred	13	16	17	17	21	16	18	18	20
No – I did not want to be referred	34	23	19	20	18	21	20	24	17
No – I was already in contact	1	1	2	2	2	3	1	1	1
Don't know	4	3	4	4	4	4	3	4	3
<i>Unweighted base</i>	4561	2016	880	1169	367	795	1080	1321	323

Table A. 80: Whether referred to victims support services by whether helped cope and recover

<i>Base: All victims</i>		
	Helped to cope and recover	Did not help to cope and recover
	%	%
	%	%
Referred	58	45
Not referred but would have liked to have been	9	17
<i>Unweighted base</i>	1473	2239

Table A. 81: Who made victim support referrals

<i>Base: All victims who were referred to victim support services</i>	
	Victims
	%
The police	65
A Witness Care officer	13
A Victim Liaison officer	13
Another CPS prosecutor, lawyer or representative	3
An independent advisor on domestic abuse or sexual violence	2
A volunteer	1
Someone else	6
Don't know	12
<i>Unweighted base</i>	2199

Table A. 82: Whether treated in a disrespectful way - victims

<i>Base: All victims</i>								
	All victims	Enhanced status	Sensitive	Hate crime	Persistently targeted	Felt threatened	Health conditions	Health condition impacted on giving evidence
	%	%	%	%	%	%	%	%
Yes	7	11	12	12	13	14	11	17
No	93	89	88	88	87	86	89	83
<i>Unweighted base</i>	4553	2011	877	365	795	1077	1317	323

Table A. 83: Whether treated in a disrespectful way - witnesses

<i>Base: All witnesses</i>							
	All witnesses	Enhanced status	Sensitive	Serious	Felt threatened	Health conditions	Health condition impacted on

							giving evidence
	%	%	%	%	%	%	%
Yes	4	8	9	8	12	7	14
No	96	92	91	92	88	93	86
<i>Unweighted base</i>	3149	795	291	536	295	611	90

Tables not referred to in the report text

Table A. 84: Satisfaction by age

<i>Base: All victims</i>						
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
	%	%	%	%	%	%
				%	%	
Very satisfied	30	31	35	30	33	47
Fairly satisfied	39	37	33	33	30	25
Neither satisfied nor dissatisfied	14	18	12	14	14	10
Fairly dissatisfied	8	6	9	10	9	6
Very dissatisfied	9	9	12	13	14	12
<i>Unweighted bases</i>	636	908	950	962	577	355

Table A. 85: Satisfaction by age

<i>Base: All witnesses</i>						
	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65+
	%	%	%	%	%	%
				%	%	
Very satisfied	30	31	35	30	33	47
Fairly satisfied	39	37	33	33	30	25
Neither satisfied nor dissatisfied	14	18	12	14	14	10
Fairly dissatisfied	8	6	9	10	9	6
Very dissatisfied	9	9	12	13	14	12
<i>Unweighted bases</i>	636	908	950	962	577	355

Table A. 86: Satisfaction by age

<i>Base: All victims</i>			
	18 to 34	35 to 54	55+
	%	%	%
	%	%	
Very satisfied	30	33	39
Fairly satisfied	38	33	28
Neither satisfied nor dissatisfied	16	13	13
Fairly dissatisfied	7	9	8
Very dissatisfied	9	12	13
<i>Unweighted bases</i>	1544	1912	932

Table A. 87: Satisfaction by age

<i>Base: All witnesses</i>			
	18 to 34	35 to 54	55+
	%	%	%
	%	%	
Very satisfied	41	41	46
Fairly satisfied	34	31	28
Neither satisfied nor dissatisfied	16	17	14
Fairly dissatisfied	5	5	5
Very dissatisfied	4	6	7
<i>Unweighted bases</i>	1134	1363	528

Table A. 88: Satisfaction by gender

<i>Base: All victims</i>		
	Male	Female
	%	%
Very satisfied	33	32
Fairly satisfied	34	34
Neither satisfied nor dissatisfied	14	14
Fairly dissatisfied	7	9
Very dissatisfied	11	11
<i>Unweighted bases</i>	2629	1768

Table A. 89: Satisfaction by gender

<i>Base: All witnesses</i>		
	Male	Female
	%	%
Very satisfied	41	42
Fairly satisfied	33	30
Neither satisfied nor dissatisfied	16	17
Fairly dissatisfied	4	6
Very dissatisfied	5	5
<i>Unweighted bases</i>	1758	1278

Table A. 90: Satisfaction by sexuality

<i>Base: All victims</i>				
	Heterosexual or straight	Gay or lesbian	Bisexual	Other
	%	%	%	%
Very satisfied	33	40	21	66
Fairly satisfied	34	24	46	22
Neither satisfied nor dissatisfied	14	23	25	5
Fairly dissatisfied	8	8	2	2
Very dissatisfied	11	5	6	5
<i>Unweighted bases</i>	4205	92	38*	19**

**Very small base

*Small base

Table A. 91: Satisfaction by sexuality

<i>Base: All witnesses</i>				
	Heterosexual or straight	Gay or lesbian	Bisexual	Other
	%	%	%	%
Very satisfied	42	44	40	58
Fairly satisfied	32	33	45	42
Neither satisfied nor dissatisfied	16	14	12	-
Fairly dissatisfied	5	3	3	-
Very dissatisfied	5	7	-	-
<i>Unweighted bases</i>	2914	59	21**	15**

**Very small base

Appendix B: Multivariate analysis

The tables in this section provide the detail of multivariate analysis carried out to identify the variables most strongly associated with satisfaction with the CPS, controlling for other variables. A series of models are presented covering different subgroups (victims, witnesses and victims with enhanced status). Analysis was also carried out to identify the associations with the CPS helping those affected 'a great deal' by their experiences to cope and recover. These are summarised in the main body of the report.

The approach employed logistic regression, carried out in SPSS using the complex samples command (CSLOGISTIC) which is able to take account of the survey design in the tests for statistical significance.

The approach was to build the models based on hypotheses about how different factors might be associated with satisfaction. In some instances, the heavy routing of the questionnaire meant that individuals who had not been asked a survey question were put back into the variable (for instance in a 'not applicable' category) in order to ensure that the model represented something close to full sample of victims or witnesses. To check that this did not create substantial differences in the statistical significance of these variables, regressions on relevant subgroups carried out.

Table B. 1: Logistic regression of overall satisfaction measure ('very' or 'fairly satisfied') with CPS - Victims

				95% confidence interval	
Factor	Category	Significance	Odds ratio	Lower	Upper
(reference category=65+)	18 to 24	.334	.836	.582	1.202
	25 to 34	.026	.677	.480	.954
	35 to 44	.092	.747	.531	1.049
	45 to 54	.004	.614	.440	.857
	55 to 64	.089	.734	.514	1.048
Sex (reference=Female)	Male	.061	.854	.723	1.008
Ethnicity (reference=White)	Not White	.005	1.444	1.116	1.870
Sensitive offence (reference=Not sensitive)	Yes	.009	.682	.513	.907
Victim of hate crime (reference=No)	Yes	.647	.917	.632	1.330
Persistently targeted (reference=No)	Yes	.437	.911	.721	1.152
Intimidated (reference=No)	Yes	.082	.834	.680	1.023
Communication disability	Yes	.122	1.277	.937	1.741

(reference=No)					
Emotionally affected	A great deal	.000	.478	.370	.617
(reference=Not at all)	A little	.169	.839	.654	1.077
	Not very much	.078	1.312	.970	1.776
Case outcome	Not charged / Charges stopped	.000	.224	.132	.380
(reference=Guilty plea)	Contested trial - found guilty at least one charge	.200	.837	.637	1.099
	Contested trial - found not guilty	.000	.262	.156	.440
	Contested trial - not known/other	.445	.780	.412	1.475
	Prosecuted but outcome not known	.000	.378	.220	.648
	Prosecuted but not asked verdict in survey	.000	.394	.271	.573
	Not known by victim / witness	.000	.168	.098	.290
VLO contact	Charges not dropped or altered so no contact from VLO	.009	.553	.355	.861
(reference=Charges dropped or altered and VLO helpful)	Charges dropped or altered but no contact from VLO	.000	.323	.196	.533
	Charges dropped or altered and VLO not helpful	.000	.101	.037	.277
Given contact for trial	Yes, given contact	.000	3.139	2.378	4.145
(reference=Not given contact)	Don't know	.091	1.442	.943	2.205
	No trial	.000	4.652	3.134	6.905
Evidence via video link	Not asked to give evidence	.933	.989	.760	1.286
(reference=Not wanted)	Measure offered	.060	1.525	.982	2.371
	Not offered - wanted	.038	.621	.395	.975
Given explanation of sentence	Given explanation of sentence	.000	1.764	1.357	2.294
(reference=Not given)	Not applicable	.731	1.098	.644	1.873
View of sentence	Fair (or too severe)	.001	2.481	1.433	4.294
(reference=Not severe enough)	Not applicable	.029	.552	.324	.942
VPS read out	VPS read out	.000	1.899	1.361	2.650
(reference=VPS not given/DK)	VPS given but not read/Not known if read	.701	1.036	.866	1.239
Treated disrespectfully (reference=No)	Yes	.000	.331	.244	.449
Needs assessment carried out	Yes	.000	1.681	1.395	2.026
(reference=No)	Don't know	.020	1.277	1.039	1.571

Referred to Victim Support	Referred	.000	1.820	1.420	2.332
(reference=Not referred but would have liked)	Not needed	.002	1.505	1.161	1.950
	DK/ Not victim	.057	1.565	.987	2.482

Notes:

1. Logistic regression carried out in SPSS using Complex Samples Logistic Regression (CSLOGISTIC)
2. Dependent variable: Satisfied (very or fairly) with CPS (reference category = not satisfied)
3. Base: All victims
4. Nagelkerke R Square 0.306
5. Non-significant variables (0.05 level) shaded grey

Table B. 2: **Logistic regression of overall satisfaction measure ('very' or 'fairly satisfied') with CPS - Witnesses**

				95% confidence interval	
Factor	Category	Significance	Odds ratio	Lower	Upper
Age band					
(reference category=65+)	18 to 24	.388	1.353	.681	2.686
	25 to 34	.841	.937	.496	1.770
	35 to 44	.539	.821	.438	1.540
	45 to 54	.894	.958	.511	1.797
	55 to 64	.615	.845	.438	1.631
Sex					
(reference=Female)	Male	.120	.819	.636	1.053
Ethnicity					
(reference=White)	Not White	.511	1.162	.742	1.820
Sensitive offence					
(reference=Not sensitive)	Yes	.846	.961	.643	1.436
Intimidated					
(reference=No)	Yes	.046	.664	.444	.993
Communication disability					
(reference=No)	Yes	.197	.674	.370	1.228
Emotionally affected					
(reference=Not at all)	A great deal	.010	.634	.448	.898
	A little	.039	.707	.508	.983
	Not very much	.446	.870	.608	1.245
Case outcome					
(reference=Guilty plea)	Not charged / Charges stopped	.000	.101	.053	.193
	Contested trial - found guilty at least one charge	.194	.711	.425	1.190
	Contested trial - found not	.000	.125	.057	.272

	guilty				
	Contested trial - not known/other	.627	1.265	.490	3.261
	Prosecuted but outcome not known	.000	.214	.110	.414
	Prosecuted but not asked verdict in survey	.000	.322	.185	.561
	Not known by victim / witness	.000	.084	.044	.161
Given contact for trial	Yes, given contact	.000	2.807	1.828	4.308
(reference=Not given contact)	Don't know	.510	1.253	.640	2.454
	No trial	.000	5.233	3.003	9.118
Evidence via video link	Not asked to give evidence	.758	.929	.582	1.483
(reference=Not wanted)	Measure offered	.066	2.199	.948	5.100
	Not offered - wanted	.730	.893	.469	1.698
Treated disrespectfully (reference=No)	Yes	.000	.178	.093	.341
Needs assessment carried out (reference=No)	Yes	.000	1.885	1.424	2.495
	Don't know	.021	1.420	1.054	1.913

Notes:

1. Logistic regression carried out in SPSS using Complex Samples Logistic Regression (CSLOGISTIC)
2. Dependent variable: Satisfied (very or fairly) with CPS (reference category = not satisfied)
3. Base: All witnesses
4. Nagelkerke R Square 0.196
5. Non-significant variables (0.05 level) shaded grey

Table B. 3: Logistic regression of overall dissatisfaction measure ('very' or 'fairly satisfied') with CPS – Victims

				95% confidence interval	
Factor	Category	Significance	Odds ratio	Lower	Upper
Age band					
(reference category=65+)	18 to 24	.508	1.180	.724	1.923
	25 to 34	.524	.864	.552	1.354
	35 to 44	.243	1.296	.839	2.001
	45 to 54	.070	1.478	.969	2.256
	55 to 64	.151	1.399	.885	2.212
Sex (reference=Female)		.020	1.308	1.043	1.640
Ethnicity (reference=White)	Not White	.001	.544	.380	.780

Sensitive offence (reference=Not sensitive)	Yes	.007	1.766	1.168	2.668
Victim of hate crime (reference=No)	Yes	.049	1.671	1.002	2.787
Persistently targeted (reference=No)	Yes	.644	1.075	.790	1.464
Intimidated (reference=No)	Yes	.005	1.450	1.118	1.880
Communication disability (reference=No)	Yes	.781	.945	.633	1.410
Emotionally affected (reference=Not at all)	A great deal	.000	3.663	2.412	5.562
	A little	.020	1.642	1.083	2.489
	Not very much	.630	1.131	.686	1.865
Case outcome (reference=Guilty plea)	Not charged / Charges stopped	.066	1.941	.958	3.933
	Contested trial - found guilty at least one charge	.842	1.041	.702	1.543
	Contested trial - found not guilty	.000	3.231	1.680	6.215
	Contested trial - not known/other	.739	1.155	.495	2.695
	Prosecuted but outcome not known	.758	1.125	.532	2.382
	Prosecuted but not asked verdict in survey	.209	1.370	.838	2.241
	Not known by victim / witness	.029	2.285	1.090	4.792
VLO contact (reference=Charges dropped or altered and VLO helpful)	Charges not dropped or altered so no contact from VLO	.364	1.269	.759	2.122
	Charges dropped or altered but no contact from VLO	.005	2.295	1.286	4.096
	Charges dropped or altered and VLO not helpful	.000	9.545	3.662	24.877
Given contact for trial (reference=Not given contact)	Yes, given contact	.000	.288	.203	.410
	Don't know	.003	.438	.256	.749
	No trial	.000	.400	.241	.666
Evidence via video link (reference=Not wanted)	Not asked to give evidence	.578	1.106	.776	1.575
	Measure offered	.407	.777	.428	1.410
	Not offered - wanted	.015	2.078	1.155	3.741
Given explanation of sentence (reference=Not given)	Given explanation of sentence	.011	.612	.420	.893
	Not applicable	.997	1.001	.539	1.860
View of sentence (reference=Not severe enough)	Fair (or too severe)	.001	.322	.170	.612
	Not applicable	.338	1.351	.731	2.497
VPS read out (reference=VPS not given/DK)	VPS read out	.359	.813	.522	1.266
	VPS given but not read/Not known if read	.780	.965	.750	1.241

Treated disrespectfully (reference=No)	Yes	.000	3.129	2.214	4.422
Needs assessment carried out (reference=No)	Yes	.000	.579	.447	.750
	Don't know	.092	.784	.590	1.040
Referred to Victim Support (reference=Not referred but would have liked)	Referred	.000	.571	.422	.774
	Not needed	.011	.652	.469	.907
	DK/ Not victim	.198	.676	.372	1.227

Notes:

1. Logistic regression carried out in SPSS using Complex Samples Logistic Regression (CSLOGISTIC)
2. Dependent variable: Satisfied (very or fairly) with CPS (reference category = not satisfied)
3. Base: All victims
4. Nagelkerke R Square 0.305
5. Non-significant variables (0.05 level) shaded grey

Table B. 4: **Logistic regression of overall satisfaction measure ('very' or 'fairly satisfied') with CPS – Victims with enhanced status**

				95% confidence interval	
Factor	Category	Significance	Odds ratio	Lower	Upper
Age band (reference category=65+)					
	18 to 24	.554	.831	.449	1.537
	25 to 34	.305	.734	.406	1.325
	35 to 44	.945	.980	.549	1.748
	45 to 54	.183	.672	.375	1.206
	55 to 64	.300	.709	.370	1.359
Sex (reference=Female)	Male	.789	.960	.711	1.296
Ethnicity (reference=White)	Not White	.089	1.412	.948	2.103
Sensitive offence (reference=Not sensitive)	Yes	.004	.567	.386	.832
Victim of hate crime (reference=No)	Yes	.484	.845	.528	1.353
Persistently targeted (reference=No)	Yes	.891	1.019	.775	1.340
Intimidated (reference=No)	Yes	.876	.978	.742	1.289
Communication disability (reference=No)	Yes	.026	1.536	1.053	2.241
Emotionally affected (reference=Not at all)	A great deal	.117	.624	.347	1.124
	A little	.797	.922	.495	1.717
	Not very much	.247	1.539	.742	3.192

Case outcome	Not charged / Charges stopped	.057	.418	.170	1.027
(reference=Guilty plea)	Contested trial - found guilty at least one charge	.321	.774	.467	1.284
	Contested trial - found not guilty	.003	.286	.125	.652
	Contested trial - not known/other	.814	1.125	.421	3.009
	Prosecuted but outcome not known	.728	.846	.330	2.168
	Prosecuted but not asked verdict in survey	.189	.646	.337	1.239
	Not known by victim / witness	.118	.476	.188	1.208
VLO contact	Charges not dropped or altered so no contact from VLO	.039	.501	.260	.965
(reference=Charges dropped or altered and VLO helpful)	Charges dropped or altered but no contact from VLO	.012	.380	.179	.808
	Charges dropped or altered and VLO not helpful	.001	.122	.034	.442
Given contact for trial	Yes, given contact	.000	4.467	2.671	7.470
(reference=Not given contact)	Don't know	.041	2.188	1.031	4.647
	No trial	.000	4.066	2.024	8.169
Evidence via video link	Not asked to give evidence	.747	1.080	.677	1.722
(reference=Not wanted)	Measure offered	.251	1.423	.779	2.600
	Not offered - wanted	.019	.474	.253	.886
Given explanation of sentence	Given explanation of sentence	.005	1.935	1.224	3.060
(reference=Not given)	Not applicable	.925	1.045	.413	2.645
View of sentence	Fair (or too severe)	.009	3.460	1.356	8.830
(reference=Not severe enough)	Not applicable	.654	.810	.321	2.041
VPS read out	VPS read out	.094	1.485	.935	2.358
(reference=VPS not given/DK)	VPS given but not read/Not known if read	.216	1.217	.891	1.663
Treated disrespectfully (reference=No)	Yes	.000	.275	.171	.441
Needs assessment carried out	Yes	.004	1.624	1.166	2.261
(reference=No)	Don't know	.055	1.468	.992	2.173
Referred to Victim Support	Referred	.202	1.289	.872	1.905
(reference=Not referred but would have liked)	Not needed	.284	1.273	.819	1.977
	DK/ Not victim	.329	1.457	.684	3.104

Notes:

1. Logistic regression carried out in SPSS using Complex Samples Logistic Regression (CSLOGISTIC)
2. Dependent variable: Satisfied (very or fairly) with CPS (reference category = not satisfied)
3. Base: Victims with enhanced status

4. Nagelkerke R Square 0.325
5. Non-significant variables (0.05 level) shaded grey

Table B. 5: **Logistic regression of helped to cope and recover by CPS – amongst victims affected ‘a great deal’ by their case**

				95% confidence interval	
Factor	Category	Significance	Odds ratio	Lower	Upper
Age band (reference category=65+)					
	18 to 24	.058	.576	.325	1.019
	25 to 34	.021	.547	.327	.913
	35 to 44	.026	.566	.342	.935
	45 to 54	.001	.427	.260	.702
	55 to 64	.204	.702	.407	1.212
Sex (reference=Female)	Male	.628	.934	.710	1.230
Ethnicity (reference=White)	Not White	.040	1.537	1.019	2.319
Sensitive offence (reference=Not sensitive)	Yes	.841	.960	.641	1.435
Victim of hate crime (reference=No)	Yes	.936	1.020	.624	1.670
Persistently targeted (reference=No)	Yes	.529	1.115	.795	1.562
Intimidated (reference=No)	Yes	.836	.969	.719	1.306
Communication disability (reference=No)	Yes	.860	1.036	.700	1.533
Case outcome (reference=Guilty plea)	Not charged / Charges stopped	.337	.673	.300	1.511
	Contested trial - found guilty at least one charge	.748	.939	.637	1.382
	Contested trial - found not guilty	.499	.745	.317	1.750
	Contested trial - not known/other	.370	.622	.220	1.759
	Prosecuted but outcome not known	.904	.947	.390	2.301
	Prosecuted but not asked verdict in survey	.339	.734	.390	1.384
	Not known by victim / witness	.980	.988	.391	2.496
VLO contact (reference=Charges dropped or altered and VLO helpful)	Charges not dropped or altered so no contact from VLO	.928	1.028	.567	1.863
	Charges dropped or altered but no contact from VLO	.263	.654	.311	1.376
	Charges dropped or altered and VLO not helpful	.024	.112	.017	.747

Given contact for trial	Yes, given contact	.008	2.059	1.204	3.520
(reference=Not given contact)	Don't know	.969	1.017	.428	2.419
	No trial	.038	2.097	1.042	4.218
Evidence via video link	Not asked to give evidence	.916	.978	.641	1.490
(reference=Not wanted)	Measure offered	.463	1.236	.702	2.177
	Not offered - wanted	.039	.469	.229	.961
Given explanation of sentence	Given explanation of sentence	.000	2.095	1.406	3.120
(reference=Not given)	Not applicable	.654	1.195	.547	2.613
View of sentence	Fair (or too severe)	.183	1.678	.782	3.599
(reference=Not severe enough)	Not applicable	.435	.730	.331	1.609
VPS read out	VPS read out	.023	1.631	1.069	2.488
(reference=VPS not given/DK)	VPS given but not read/Not known if read	.301	1.162	.874	1.545
Treated disrespectfully (reference=No)	Yes	.011	.516	.309	.861
Needs assessment carried out	Yes	.000	2.112	1.487	3.001
(reference=No)	Don't know	.298	1.229	.834	1.811
Referred to Victim Support	Referred	.106	1.389	.932	2.071
(reference=Not referred but would have liked)	Not needed	.290	1.268	.817	1.968
	DK/ Not victim	.877	1.055	.535	2.083

Notes:

1. Logistic regression carried out in SPSS using Complex Samples Logistic Regression (CSLOGISTIC)
2. Dependent variable: Affected 'a great deal' and CPS helped to cope and recover (reference category =Affected a great deal and CPS did not help to cope and recover)
3. Base: Victims who were affected 'a great deal'
4. Nagelkerke R Square 0.217
5. Non-significant variables (0.05 level) shaded grey