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NOTTINGHAMSHIRE POLICE



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**POLICE**  
PROUD TO SERVE

# **Rape Offences – Satisfaction surveys – Pilot project**

Date: Nov 2018

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## 1 INTRODUCTION

For a number of years, Nottinghamshire Police has surveyed victims of crime as mandated by the Home Office. In March 2018, the force commenced a pilot project to survey survivors of rape offences. The survey aims to sensitively manage a conversation and explore feedback regarding the 'victim's journey' after the initial report is made to the police.

At the request of the Nottinghamshire Office of the Police and Crime Commissioner, and in order to inform the Independent Inquiry into Child Sexual Abuse, the key aim of the report is to provide a high level summary of the data screening process, together with the initial findings resulting from surveys completed to date.

The data referred to within this report relates to rape offences reported to Nottinghamshire Police between January 2018 and August 2018, and surveys conducted during March 2018 to November 2018.

### 1.1 Methodology

For the purpose of the pilot project, the following sexual offences categorised under the Home Office Counting Rules<sup>1</sup> have been included within the sample frame:

- Rape of a Female aged 16 and over (Code 19C);
- Rape of a Female Child under 16 (Code 19D);
- Rape of a Female Child under 13 (Code 19E);
- Rape of a Male aged 16 and over (Code 19F);
- Rape of a Male Child under 16 (Code 19G);
- Rape of a Male Child under 13 (Code 19H);

All recorded rape offences are screened for suitability for usage within the pilot project, and subsequently, a number of victims are excluded from the sample where it is considered that telephone engagement would be deemed to be inappropriate.

## 2 SCREENING

### 2.1 Data exclusion

Each recorded crime is diligently and sensitively screened to consider suitability for sampling purposes. Due to the sensitive nature of the crime type, only those individuals who are aged 18 years old and above would be considered for this pilot project.

Rationale for excluding a crime is recorded and made available to the Head of Public Protection before any live calling takes place. For internal audit purposes, comments are recorded alongside each crime that has been excluded, in order to show transparency in decision-making, and to provide confidence to the Public Protection Department with the approach taken to the data screening process.

Reasons for excluding crimes from the sampling frame include, *for example*: those who have specifically requested no further contact from Nottinghamshire Police; those who are alcohol / drug

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<sup>1</sup> Home Office Counting Rules for Recorded Crime – Effective Date: April 2018

dependent; those presenting with more advanced mental health issues such as psychosis, delusional disorders and schizophrenia.

In total, over the eight month period, 85% of crimes were excluded for surveying purposes, leaving a usable sample of 15% of crimes. Of the 15% of crimes deemed suitable to call, surveys have been completed with 53% of the respondents.

## 3 FINDINGS

### 3.1 Headline results

Respondents are asked a number of questions which are centred around the 'victim's journey', namely:

- The initial report and contact with the police;
- What the police did next and the support provided;
- How respondents are kept informed and treated; and finally
- Satisfaction with the overall service.

A number of diagnostic questions are asked before exploring levels of satisfaction with different aspects of service delivery, thus allowing Nottinghamshire Police to understand what has influenced a respondent's level of satisfaction.

Not only is overall satisfaction with service delivery measured within the survey, but also an assessment of confidence in Nottinghamshire Police is measured. Respondents are asked: '*As a result of your experience on this occasion, how confident are you in Nottinghamshire Police?*'<sup>2</sup> 92.8% of respondents stated they were '*Very confident / Fairly confident*' in Nottinghamshire Police. The remaining 7.2% of respondents stated they were '*Not very confident*' in Nottinghamshire Police as a result of their experience.

When measuring the overall service provided, respondents are asked: '*Thinking about everything we've talked about, and taking the whole experience into account, are you satisfied, dissatisfied, or neither with the overall service provided by Nottinghamshire Police in this case?*'<sup>3</sup> Early indications show that just over eight in every 10 respondents are satisfied with the overall service provided. In terms of results broken down by level of satisfaction, 82.9% of respondents stated that they are '*completely, very or fairly satisfied*' with the overall service; 8.6% stated they are '*completely, very or fairly dissatisfied*'; and finally, 8.8% of respondents stated they were '*neither satisfied nor dissatisfied*' with the overall service provided.

## 4 CONCLUSION

It is evident from the data screening process that, per month, very few crimes are available for the usable sample. Quite often, there are a number of complexities to be taken into consideration, which then renders telephone engagement as unsuitable. At this early stage of the pilot study, individual survey responses from victims cannot therefore be relied upon as being representative of the sample frame and therefore should be treated with caution.

<End of report>

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<sup>2</sup> Response options of: *Very confident; Fairly confident; Not very confident; and Not at all confident* are available for respondents to select from.

<sup>3</sup> Response options of: *Completely satisfied; Very satisfied; Fairly satisfied; Completely dissatisfied; Very dissatisfied; Fairly dissatisfied; Neither satisfied nor dissatisfied; and Don't know* are available for respondents to select from.