

Whether you were able to provide a breakdown of satisfaction figures in relation to victims and survivors of child sexual abuse.

A breakdown is provided below for the victim support services that the PCC commissions. It needs to be set in context. The PCC commissions or co-commissions the following CSA services in Nottinghamshire:

- East Midlands Children and Young People's Sexual Assault Service (**EMCYPSAS**), delivered by Nottingham University Hospitals NHS Trust
- Independent Sexual Violence Adviser (**ISVA**) including the Survivor Support Service, which is for adult survivors of sexual violence and CSA, delivered by Nottinghamshire SVS Services (**NSVSS**)
- Children's **ISVA** service, delivered by **Imara**
- Counselling, delivered by **NSVSS**, **ISAS** and **SHE**. **NSVSS** supports adult survivors of recent sexual violence and survivors of CSA. **SHE** only and **ISAS** mostly only support survivors of CSA. The counselling delivered by **SHE** is funded by a very small grant from the PCC and has not been included in this response.

All the above services capture survivors' views about how the service has helped them to cope and recover from the harm caused by the sexual violence/CSA. In addition each service provider also asks survivors to feedback on their satisfaction with the service they have received. This is done in different ways by each of the services.

EMCYPSAS

Please note:

- this service only began operating on **1 April 2018**
- victim satisfaction information is only available for quarter 2
- this is a regional service, it is not possible to separate out Nottinghamshire only responses.

The quarter 2 reports states that 67% of the 92 children and young people supported between July and September 2018 answered the question: "If my friends or family needed similar care to me, I would say that this is a good service". Of these, 93% agreed a lot, 5% agreed a bit and 2% were undecided.

NSVSS

NSVSS reported that in **2017-18** it supported, across all its services, over 360 survivors of CSA. All survivors were asked to complete a victim satisfaction form, with 65 survivors returning their forms. 100% of survivors returning their forms rated the service as "excellent" or "good". In addition to the satisfaction forms, NSVSS holds bi annual service user forums to gather feedback. This feedback is qualitative.

ISAS

Figures from ISAS for **October 2017 to March 2018** state that during this period 92 feedback questionnaires were completed by survivors finishing their counselling. Of these, 97% stated that they have benefited from their involvement with the service.

Imara

Please note:

- This is a new service only operational since **1 July 2018**
- Victim satisfaction is captured when cases are closed and no cases have yet been closed.

However, Imara recently completed a service user feedback survey asking about the referral process and experience entering the new service. Imara received 17 responses to this survey with 94% stating they felt welcomed and supported or very welcomed and supported by the service. In addition 76% reported finding the service informative or very informative.

Other victim satisfaction feedback

Each of the services has also captured comments from survivors as feedback. A small sample from all services is set out below.

“A great service all round. My counselling was very positive and life changing, I can now move on”

“this service is so valuable...these last months have changed my life”

“a fantastic support service and lots of useful information for us at this difficult time”

“I can come to terms with sexual abuse and I can talk about it without getting upset. If it wasn't for having counselling I would still be blaming myself”

“Without my counselling I would not be as far in my healing”

All providers report challenges with gathering victim satisfaction data from large numbers of survivors. The OPCC is working with providers to ensure that they put in place different measures to capture victim satisfaction meaningfully and consistently.