

Leicestershire Pilot Domestic Abuse Survey

Before contacting the victim, complete questions 0 to 3

Q1 Name

Q2 Reported

Q3 Crime Number:

Q4 Is there a safe telephone number

- Yes - ok to proceed with survey
- Yes - but a different person answered the phone
- No
- Yes - But third / final attempt made & no reply / Faulty Phone number or no phone number.

Q5 Is the phone number a....

- Land Line number
- Mobile number

Hello, could I speak to {Q0.a} please?

INTERVIEWER: If another person in the household answers the phone and wishes to know what we are calling about say: "I am calling to conduct a survey, it's not urgent or important and we're not trying to sell anything, so I'll try again later thank you."

My name is _____ from Leicestershire Police.

Q6 Is it safe to speak to you now?

- Yes
- No

Q7 For the purpose of ensuring your safety, can I ask is there any possibility that this call could be overheard by the person who caused you harm?

- Yes
- No

I would like to conduct a survey with you about your experience, when would be a better time to call you when you can't be disturbed or overheard?

Arrange a different time to call the person back. If however the respondent advises that it is fine to continue with the call inform them that we are not able to continue with the call as they have advised that there is a possibility of being disturbed by the person who caused the harm.

Text to introduce the survey:

I would like to conduct a survey with you following the report you made to the police on (INSERT DATE), and what affect this has had on you. The interview will take between 5-10 minutes. This call may be recorded for training and quality purposes.

With your permission, your responses and information about your case will be stored and shared with the University of Leicester for research purposes. Your name, personal contact details and other identifying information will not be shared and will be treated in the strictest confidence.

The goal of the research is to understand how police response to domestic incidents can be improved.

Participation in this survey is voluntary. You can refuse to answer any questions, or stop the survey at any time.

If respondent would like to talk to someone at Leicestershire Police to check that this survey is genuine or for any other reason connected with this survey the contact details are:

telephone - XXXXX
or email XXXXX

I'm calling about the domestic incident that was reported on {Q0.b}.

Q8 Are you happy for me to proceed and ask you some questions?

(PAUSE FOR RESPONSE)

- Yes
- No

Reason for not taking
part (DO NOT ASK)

Q9 In case we get cut off can I check your current location - are you at home?

- Yes
- No

Please can I take the
details of your current
location i.e address inc.
postcode

This survey will take between 5 -10 minutes, the questions are split into 3 sections and will relate to your experience. The questions are statements and the answers will be read out to you. Please choose the answer that best fits how you feel.

ARRANGE TO CALL BACK AT A LATER TIME/DATE, IF REQUIRED AND TERMINATE THE CALL - DO NOT REFUSE

I'd like to begin by asking a few questions around how you are feeling:

- Q10 Since making this report, my safety has...
- Improved a lot
 - Improved a little
 - No Difference
 - Declined a little
 - Declined a lot
 - Don't know
- Q11 Since making this report, my control over my life has...
- Improved a lot
 - Improved a little
 - No Difference
 - Declined a little
 - Declined a lot
 - Don't know
 - Partially Completed*
- Q12 Since making this report, my stress levels have...
- Improved a lot
 - Improved a little
 - No Difference
 - Declined a little
 - Declined a lot
 - Don't know
 - Partially Completed*
- Q13 Since making this report, my quality of sleep has...
- Improved a lot
 - Improved a little
 - No Difference
 - Declined a little
 - Declined a lot
 - Don't know
 - Partially Completed*
- Q14 Since making this report, my mental health has....
- Improved a lot
 - Improved a little

- No Difference
- Declined a little
- Declined a lot
- Don't know
- Partially Completed*

Q15 Since making this report, my family life has....

- Improved a lot
- Improved a little
- No Difference
- Declined a little
- Declined a lot
- Don't know
- Partially Completed*

Q16 Since making this report, the quality of my life has...

- Improved a lot
- Improved a little
- No Difference
- Declined a little
- Declined a lot
- Don't know
- Partially Completed*

Now, I am going to ask you a few questions about the other person in relation to the incident that you reported:

Q17 I currently have ongoing contact with this person

- Agree
- Disagree
- Partially Completed*

Q18 The reason for the ongoing contact is:

- Children
- Family and Social Networks
- Legal Proceedings
- Financial Arrangements
- Suspect seeks contact
- Other
- Partially Completed*

Please specify:

Q19 I have attempted to leave this person permanently in the past.

- Agree
- Disagree
- Don't Know
- Partially Completed*

I would now like to ask you a few questions around Help & Support

Q20 As a direct result of this report, I have...

- | | Yes | No | Prefer not to say |
|---|--------------------------|--------------------------|--------------------------|
| Visited my GP | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Visited A&E (Accident and Emergency Department) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q21 I feel confident in knowing how to access help and support

- Agree
- Disagree
- Don't know
- N/A
- Partially Completed*

Q22 I am aware of independent organisations that may be able to offer support and assistance.

- Agree
- Disagree
- Don't know
- N/A
- Partially Completed*

Q23 Which independent organisations in particular? (DO NOT READ OUT THE GROUPS)

- SAFE
- LWA
- WALL
- Refuge / Accommodation
- Outreach
- IDVA
- Helpline
- Family Support
- Group Programme
- One to one support
- Other
- Partially Completed*

Please specify

Q24 Since making this report I have used one or more of these organisations for support?

- Agree
- Disagree
- Do not wish to answer
- N/A
- Partially Completed*

Q25 I feel confident in taking steps to improve my personal safety.

- Agree
- Disagree
- Don't know
- N/A
- Partially Completed*

Q26 Why do you say that?

Lastly I would like to ask you a few questions about your experience with the staff that responded to your report.

Q27 Are you satisfied, dissatisfied or neither with the way that staff have treated you throughout this report?

- Completely Satisfied
- Very Satisfied
- Fairly Satisfied
- Neither Satisfied or Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied
- Completely Dissatisfied
- Don't Know
- Partially Completed*

Q28 Why do you say that?

Q29 Prior to this report, was your overall opinion of the police:

- Generally High
- Generally Low
- No Opinion
- Partially Completed*

Q30 As a result of the way you were treated throughout this report, has your opinion of the police changed?

- Yes
- No
- Don't Know
- Partially Completed*

Q31 And has your opinion changed to:

- A better opinion
- A worse opinion
- Don't Know
- Partially Completed*

Q32 Why do you say that?

- Q33 As a result of the way you were treated throughout this report, how likely are you to report future incidents:
- More likely than before
 - Less likely than before
 - As likely as before
 - Partially Completed*

Q34 Do you have any further comments that you would like to add about the police service that you received?

- Q35 We would like to contact you again in three months time, to ask you some similar questions which will aid our research, are you happy for us to recontact you in the future?
- Yes
 - No

- Q36 Would you be interested in taking part in a face to face interview to help Leicestershire Police understand how we can improve the way in which we deal with victims of domestic incidents?
- Yes
 - No

- Q37 What is the best way of getting in contact with you to arrange this?
- Telephone
 - Email
 - Text Message
 - Letter
 - Other

Specify what number, add, email add etc to contact on:

For more information on how to access help and support you can call Domestic Violence Support on XXXXX for City, or XXXXX for County, and XXXXX for Rutland.

That brings us to the end of this survey. I would like to thank you for your time.

If *Partially Completed*, please state why.

Close interview

Thank the victim for their time and close. Remaining questions to be completed by the Researcher

Q38 LPU

- CB - Beaumont Leys
- CH - Hinckley Road
- CK - Keyham Lane
- CM - Mansfield House
- CN - Spinney Hill
- CW - Welford Road
- LC - Charnwood
- LO - Loughborough
- LM - Melton
- LR - Rutland
- LN - NW Leics
- LB - Blaby
- LH - Hinckley & Bosworth
- LA - Harborough
- LW - Oadby & Wigston
- Unknown

Q39 Researchers Collar Number

Q40 Investigating Officers Collar Number
