

Appendix 1

SELF-COMPLETION QUESTIONNAIRE FOR CRIME STUDY

This questionnaire is confidential and will be used solely for the purpose of this research.

Part One: General Information

1. **Gender:** (Please circle) **Male** **Female**

2.

Age Range	18 - 29	30-39	40-49	50-59	60-69	70-79	80+
Please Tick							

3. **Nationality:** _____

4. **Location of crime:** (Please circle) **Rural** **Urban**

5. **Place of Residence (if living in Ireland): County:** _____

(Please circle) **Rural** **Urban**

6. **Occupation:** _____

7. **Type of Crime Experienced:** (Please tick)

Murder		Assaults: Domestic		Robbery	
Manslaughter		Violence		(Theft with force)	
Sexual Offences		Assaults: Others		Theft	
Arson		Criminal damage		Burglary	
Abduction		Fraud/Deception		Dangerous and Careless	
False Imprisonment		Other, please specify:		Driving	

8. **Did you report the crime to the Gardaí:** (Please circle)

Yes No

If Yes – please proceed to Part Two
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If No – please proceed to Part Three, page 3

Part Two: An Garda Síochána

1. Who reported the crime? (Please circle)

You Friend/Relative Health Professional Social Worker

Other (please specify): _____

2. When was the crime reported? (Please circle)

Immediately Within the next days Within the next weeks

Other (please specify): _____

3. Which (if any) of the following details did you receive from the Garda:

(Please circle)

• **Name of investigating Garda?**

In writing Verbally Not at All Don't know/remember

• **Contact details for investigating Garda?**

In writing Verbally Not at All Don't know/remember

• **PULSE incident number?**

In writing Verbally Not at All Don't know/remember

• **Contact number for the Crime Victims Helpline?**

In writing Verbally Not at All Don't know/remember

• **Contact number for a group supporting victims?**

In writing Verbally Not at All Don't know/remember

4. Did they ask for your consent to refer your details to a group supporting victims? (Please circle) Yes No

5. How satisfied were you with the sensitivity of the Gardaí during the statement taking process? (Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

6. **How satisfied were you with the information provided to you by the Gardaí during the investigative process?** (Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

7. **If you had a Family Liaison Officer assigned to you please indicate your satisfaction with her/his support:** (Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

8. **Please rate your overall satisfaction with the Gardaí:** (Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

Part Three: Crime Victims Helpline

1. **Did you contact the Crime Victims Helpline?** (Please circle) Yes No

If No – please proceed to Part Four on the next page

2. **How did you hear about the Crime Victims Helpline?** (Please Circle)

Gardaí	Family/friends	Health staff	Social workers	Phone directory
Radio	Television	Posters/leaflets	Internet	

Other, please specify: _____

3. What services did you avail of from this Helpline?

(Please circle as many as are relevant)

General Information	Emotional Support
Information on other support organisations	Information on State Agencies, i.e. Courts/DPP etc

Other, please specify: _____

4. How satisfied were you with the response from the Helpline? (Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

Part Four: Support Organisation

1. How did you hear about the support organisation you are currently receiving support from? (Please circle)

Gardaí	Crime Victims Helpline	Family/Friends	Health Staff	Social Workers
Phone directory	Radio	Television	Internet	Posters/leaflets

Other (please specify): _____

2. How soon after the crime did you contact this organisation? (Please circle)

Immediately Within the next days Within the next weeks

Other (please specify): _____

3. How often did you contact this organisation? (Please circle)

Once/Twice Three/Four times Five times or more

4. What services did you avail of from the organisation?

(Please tick as many as relevant)

Information	<input type="checkbox"/>	Advocacy	<input type="checkbox"/>
Financial support	<input type="checkbox"/>	Court Accompaniment	<input type="checkbox"/>
Counselling	<input type="checkbox"/>	Legal Support	<input type="checkbox"/>
Accommodation	<input type="checkbox"/>	Emotional Support	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	Helpline	<input type="checkbox"/>

Other, please specify: _____

5. Please rate your satisfaction with the following elements of the service provided by the organisation:

The speed of the organisation's response to your initial contact?

(Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

The adequacy of the organisation's helpline? (Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Not relevant	

The closeness of the organisation to your home? (Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

The ability of the organisation to meet your needs? (Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

6. Did your case proceed further to the Court System? (Please circle)

Yes No

Other, please specify: _____

If Yes, please proceed to Part Five
If No, please proceed to Part Six on page 9

Part Five: Court Procedures

1. If you received information about court procedures from any of the following please indicate your satisfaction with the information: (Please circle)

Court Officials/Staff

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

Support Organisations

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

Gardaí

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

Solicitor

Very dissatisfied	Dissatisfied	Satisfied
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Very satisfied	Don't know	Not relevant
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Other (Please specify): _____

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

2. **If you had contact with the prosecutor/Director of Public Prosecutions before or during the Court case please indicate your satisfaction with this service:** (Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not Relevant

3. **If you received support from any of the following in the court room please indicate your satisfaction with the service:** (Please circle)

Support Organisation Personnel

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

Solicitor/Legal Team Personnel

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

Other (Please specify): _____

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

4. **Were you offered an opportunity to give a Victim Impact Statement?**
(Please circle)

Yes No **(If no continue to question 8)**

5. Who told you about the opportunity to give a Victim Impact Statement?

(Please circle)

Judge in Court Gardaí Probation Officer
Solicitor DPP-staff

Other, please specify: _____

6. How satisfied were you with the level of information that was given to you before you made this statement? (Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

7. If you made a Victim Impact Statement please rate your satisfaction with the process: (Please circle and **proceed to question 9)**

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

8. How did you feel about not being offered the opportunity to make a Victim Impact Statement? (Please circle)

Dissatisfied	Satisfied	Don't know
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9. Did you have access to a separate waiting room for victims in the Court House before the trial? (Please circle)

Yes No

10. Please state which Court House you attended: _____

- 11. Please rate your satisfaction with the adequacy of the reserved seating or space provided for you and your family/friends in the court room:**

(Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not Relevant

- 12. If you were called as a witness in the case please rate your satisfaction with the experience? (Please circle)**

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

- 13. If you testified in court through a video-link please rate your satisfaction with this experience: (Please circle)**

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

- 14. How would you evaluate your court experience overall? (Please circle)**

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	

Part Six: Counselling – Compensation

- 1. Were you offered free counselling after the crime? (Please circle)**

Yes No

- 2. If you availed of free counselling – how many times did you access this service? (Please circle)**

Once/Twice Three/Four times Five times or more

3. If you availed of free counselling, how would you evaluate this service?

(Please circle)

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

4. Did you pay privately for counselling after the crime? (Please circle)

Yes No

5. Where summoned as a witness in the case, were you advised of any procedure for claiming witness expenses? (Please circle)

Yes No

6. If yes, did you claim expenses? (Please circle)

Yes No

7. Did someone assist you in claiming witness expenses? (Please circle)

Support Organisation Yes No Not relevant

Solicitor Yes No Not relevant

Gardaí Yes No Not relevant

Other, please specify: _____

8. If you were reimbursed for any expenses for attending court, how would you evaluate this payment? (Please circle)

Very dissatisfactory	Dissatisfactory	Satisfactory
Very satisfactory	Don't know	Not relevant

9. **If you were compensated financially for any of the following through the Criminal Injuries Compensation Tribunal please rate your satisfaction with this compensation:** (Please circle)

Personal Injuries with short-term effects

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

Personal Injuries with long-term effects

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

As a dependant in a fatal case

Very dissatisfied	Dissatisfied	Satisfied
Very satisfied	Don't know	Not relevant

10. **If you were compensated financially by the offender as a result of a Court order, how would you evaluate this payment?** (Please circle)

Very dissatisfactory	Dissatisfactory	Satisfactory
Very satisfactory	Don't know	Not relevant

Part Seven: Suggestions for service improvement

1. Based on your experiences of using victim support services please identify which aspects of the service were of most help to you:

2. Based on your experiences of dealing with the criminal justice system please comment on how you think it can be improved?

3. Do you think victims in Ireland receive adequate support? (Please circle)

Yes No Don't know

Please comment: _____

4. Do you think there are other specific legal rights that victims should have?

(Please circle)

Yes No Don't know

Please comment: _____

5. Would you be willing to participate in a face-to-face interview about your experiences as a crime victim within the next six months to further this research? (Please circle)

Yes No

If yes, please write your contact details here:

6. Please add any other comments you have on the topic of victim support or about this questionnaire:

Appendix 2

Schedule for In-depth Interviews with Victims

The Experience of the Support Group:

Nature and extent of contact with Support Groups

1. Where did you hear about the support group who sent you the questionnaire? How long after the crime did you contact this organisation? How did you contact this organisation? Did you contact them by phone or face-to-face? Was it easy or difficult to access the organisation? How many times did you contact them? Was it a once off contact or do you have ongoing support?
2. Were you aware of any other support groups/help lines for crime victims prior to contacting this particular organisation? If yes, which ones and how did you know about them? How easy or difficult was it for you to know which support group to contact? Did you contact any of those other organisations? If yes, why did you choose to be supported by this current organisation?
3. Have you contacted any other support groups after being supported by the organisation that sent you the questionnaire? If yes, how did you find out about that group and why did you decide to look for their support? How did you contact this other group?

Assessment of Service from Support Group

4. What were your expectations from the support group? Did they fulfil your expectations? Did this organisation meet your needs? What parts were most helpful to you and why? What could have been done in order to improve the support you received?

The Experience of Reporting the Crime

Mechanisms of Reporting the Crime

5. Tell me about your experience reporting the crime? Did you report it or did someone else? If you reported it how soon after the incident did you report it? How was it reported – by phone or face-to-face?
6. Did you wait at the crime scene for the Gardaí to call or did you call to the station? Who did you meet first in relation to the report? What was your experience of this person – was he/she helpful, respectful, courteous and professional? Who asked you to make a statement? If it was someone else other than the first person, how did you experience giving this statement – was the person helpful, respectful, courteous and professional? Was the process of

statement giving explained to you? Did you have anyone with you as a support? How long did it take?

Assessment of Reporting Experience

7. Was this the first time you reported a crime? What were your expectations of the Gardaí in relation to reporting a crime? Was the experience negative or positive? Could it have been improved? Were you given details in writing of investigating garda and a pulse number?
8. What information did the Gardaí give you regarding support groups for crime victims? Were your contact details given by Gardaí to any support organisation? If yes, were you asked for permission to do this? If you were not asked for permission, how did you feel about your details being passed on?
9. If your contact details were passed on to a group, did they contact you afterwards? Were you given contact details of/for support groups? If yes, which ones and did you contact them afterwards?
10. Were you satisfied with the information from the Gardaí regarding existing support groups?

The Experience of Ongoing Investigation/Court Proceedings

Assessment of Gardaí Communication

1. Tell me about the ongoing investigation of the crime? How often did the Gardaí report back to you? Were you able to contact the investigating Garda?
2. Was there a liaison officer assigned to your case? How often did this person talk to you? Were you able to contact that officer? How did this communication take place? Face-to-face or over the phone? How did you experience this communication? In what ways was it helpful/not helpful, courteous, respectful and professional?

Assessment of the Office of the Director of Public Prosecutions Process (where called as a prosecution witness in a case)

3. Did the DPP meet with you? How did you experience this process?

Assessment of the Court Process

4. Tell me about the court experience? How would you describe the court process?
5. Did you have any expectations regarding the court process? If yes, what were your expectations and how did they compare to what happened in reality?
6. How did you experience the waiting area? Was there a separate victim/witness waiting room? Did you use it? If no, why not? How did you find the seating in the court room? How could it have been improved?

Victim Impact Statement

7. Did you make a victim impact statement (VIS)? If no, why not?
8. If yes, who informed you about VIS?
9. What type of information did you get about the purpose of the victim impact statement and the process of making it? Did you feel encouraged or discouraged to make a victim impact statement? How did you feel about this?
10. What were the positive and/or the negative aspects of making a statement?

The Experience of Counselling/Compensation

Extent and Experience of Counselling

1. Did you receive counselling by trained professionals after the crime? If yes, who provided this? How many times did you avail of counselling?
2. Did you have to pay for the counselling yourself? If you were paying, did the financial cost impact on the number of sessions you chose to have? Would you have availed of it more if it had been offered for free?
3. If you did not avail of counselling, was the financial cost a factor in this decision? Were there any other reasons you did not avail of counselling?
4. How did you find the counselling – was it helpful to you? If yes, in what ways?

Extent and Satisfaction with Expenses and Compensation

1. Did you claim witness expenses? If yes, how did you find the process of claiming? Do you feel the expenses you received were adequate?
2. Did you receive any financial compensation? If yes, who compensated you? Were you satisfied with the compensation amount and the procedure involved in claiming it?

Suggestions for Service Improvement

1. What services have been most helpful to you as a victim of crime?
2. In what ways can services be improved to better help victims of crime?
3. In your opinion, how should the criminal justice system function in order to better support victims of crime?
4. Do you think victims should have specific legal rights?
5. Have you any other comments to add?

Appendix 3

Informed Consent Form for In-depth Interviews

Commission for the Support of Victims of Crime Research Project

This consent form is to check that you are happy with the information you have received about this interview, that you are aware of your rights as a participant and to confirm that you wish to take part in the interview.

1. Have you received enough information about the study to make a decision as to whether you want to take part?

Yes

No

2. Have you had sufficient opportunity to discuss further questions / concerns with a member of the research team?

Yes

No

3. Do you understand that you are free to refuse to answer any questions?

Yes

No

4. Do you understand that you can withdraw from the interview at any time without giving your reasons and that this will not affect you in any way?

Yes

No

5. Do you have any particular requirements in relation to the interview?

Yes

No

6. Do you understand that quotations from the recorded interview, can be used in the research report produced by the researchers and in any publications based on this report?

Yes

No

7. Do you agree to take part in the interview?

Yes

No

Signature: _____

Date: _____

Name in block letters please: _____

Appendix 4

Street Survey

Demographic Details

Male _____

Female _____

Age Range	18 - 29	30-39	40-49	50-59	60-69	70-79	80+

Urban

Rural

Q.1 Are you aware of any services which are available to support victims of crime?

Yes _____

No _____

Q.2 If Yes, what services are you aware of?

- **Advic** Yes____ No____
- **Amen** Yes____ No____
- **Court Support Services** Yes____ No____
- **Federation for Victim Assistance** Yes____ No____
- **Irish Tourist Assistance Services** Yes____ No____
- **Missing in Ireland Support Services** Yes____ No____
- **Muintir na Tire** Yes____ No____
- **One in Four** Yes____ No____
- **Rape Crisis Network** Yes____ No____
- **Ruhama** Yes____ No____
- **Support After Crime** Yes____ No____
- **Support After Homicide** Yes____ No____
- **Oasis House Women's Refuge** Yes____ No____

Other-----

Q. 3 Have you ever heard of the National Crime Victims Helpline?

Yes _____

No _____

Q.4 Have you ever been a victim of crime?

Yes _____

No _____ (If no, go to question 7)

Q.5 If yes, would you mind telling me what type of crime?

Murder		Assaults: Domestic		Robbery	
Manslaughter		Violence		(Theft with force)	
Sexual Offences		Assaults: Others		Theft	
Arson		Criminal damage		Burglary	
Abduction		Fraud/Deception		Dangerous and Careless Driving	
False Imprisonment		Other, please specify:		Did not wish to specify	

Q.6 As a victim of crime, did you avail of any of the support services available?

Yes _____

No _____

If no why not?

Q.7 [For those who have not been a victim of crime] Would you consider using the support services available should you become a victim of crime?

Yes _____

No _____

If not, why not?

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