

Victim's Advocacy Service

Analysis of stakeholder consultation

August 2022

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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Background

The Council has, for many years, commissioned Victim Support to provide a free and confidential Victim's Advocacy and Advice Service to those residents affected by anti-social behaviour (ASB) and hate crime. The Council is committed to continuing and improving support to victims of anti-social behaviour (ASB) and hate crime and is seeking views on the Advocacy Service which will inform a re-commissioning process in line with Procurement best practice.

As part of the re-commissioning process, the Council were keen to hear the views of current or previous service users, organisations which have previously referred their service users or tenants to the service, as well as residents of Kensington and Chelsea who may have not accessed the service but have been impacted by ASB and/or hate crime and have a view on what would assist in these circumstances.

Consultation methodology

The Council launched a round of consultation on 29 June 2022, running to 10 August 2022, to gather stakeholders' views on the current service and to ask what respondents would like to see from this service in the future. To ensure those without access to the internet were able to participate, paper copies of material was available on request, as was support in alternative formats (e.g. support for those whose first language is not English).

In addition to this consultation survey, the Council received feedback from current and former users of the service via the current service provider, Victim Support.

Report

A total of 10 surveys were returned by the deadline. This report contains an analysis of survey responses, graphs in this report show the actual number of responses as percentages can be misleading with a limited number of responses.

Acknowledgements

The Council would like to thank all residents and stakeholders that took the time to feedback their views.



Section 1:

Stakeholder survey

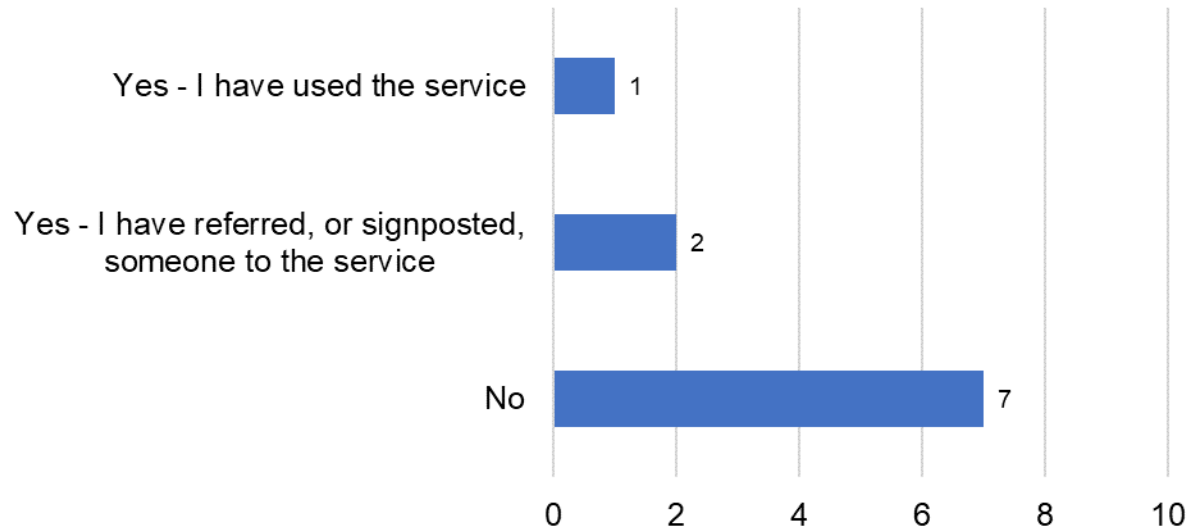


Victim's Advocacy Service

Respondents were asked if they had used the Victim's Advocacy Service, currently provided by Victim Support or in the last 24 months.

A total of seven respondent had not used the service, with two having referred or signposted someone to the service and one respondent having used the service.

Have you used the Victim's Advocacy Service, currently provided by Victim Support, in last 24 months?



Base: All responses (10)



Section 2:

Victim's Advocacy Service USER feedback



Victim's Advocacy Service User feedback

A total of one respondent selected that they had used the Victim's Advocacy Service, currently provided by Victim Support, in last 24 months as a service user. Their responses have been detailed below:

What was your reason for using the Victim's Advocacy Service?

Other – Assault

Did the service provided by the Victim's Advocacy Service meet your needs?

The service partially met my needs

How long did you work with the Victim's Advocacy Service for?

7 - 12 months

In addition to the list below, are there any other areas of support you feel might be needed that could have improved your experience?

I don't know



Section 3:

Victim's Advocacy Service REFERRER feedback



Victim's Advocacy Service Referrer feedback

A total of one respondent selected that they had used the Victim's Advocacy Service, currently provided by Victim Support, in last 24 months having referred, or signposted, someone to the service. Their responses have been detailed below:

How satisfied were you with the referral process to the Victim's Advocacy Service?

1. Satisfied
2. Satisfied

What was the main reason for your referral or sign posting?

1. Service user or tenant was impacted by ASB
2. Service user or tenant was impacted by ASB

In addition to the list below, are there any other areas of support you feel might need to be provided by the Victim's Advocacy Service to support service users or tenants affected by ASB and/or hate crime?

1. No - I think the list covers all areas of support needed
2. No - I think the list covers all areas of support needed



Section 4:

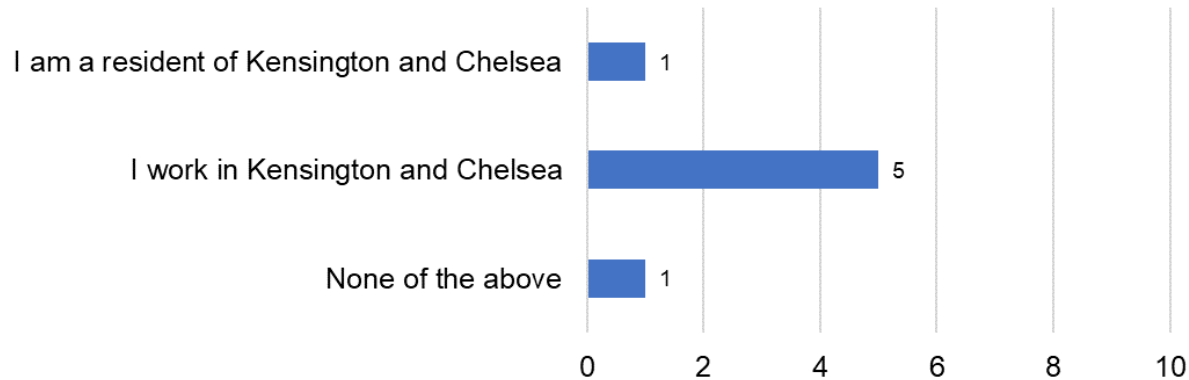
Victim's Advocacy Service PUBLIC feedback



Victim's Advocacy Service Public feedback

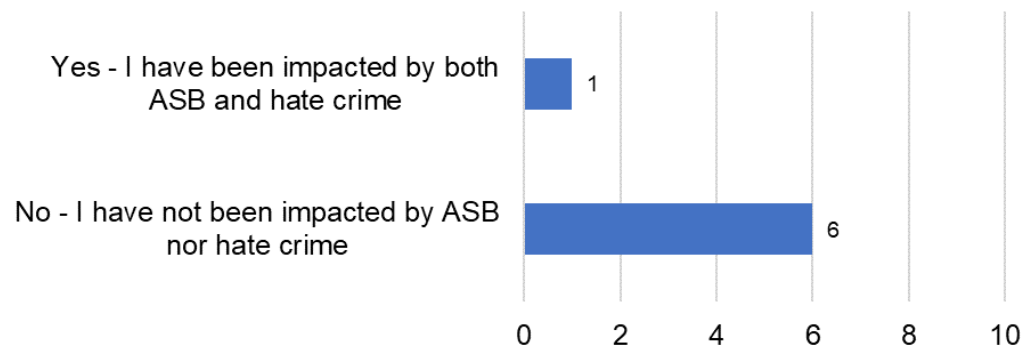
Of those who said they had not used the Victim's Advocacy Service, currently provided by Victim Support, in last 24 months, one said they were a **resident of Kensington and Chelsea**, five said they **worked in Kensington and Chelsea** and one said **none of the above**.

Which of the following best describes you:



When asked if the respondent had been affected by ASB and/or hate crime, one respondent said **Yes - I have been impacted by both ASB and hate crime** and six respondents said **No - I have not been impacted by ASB nor hate crime**.

Have you been affected by ASB and/or hate crime?



Base: All public responses (7)



Victim's Advocacy Service Public feedback

Respondents were asked if they answered yes to the previous question, did they seek help and support to address this. One respondent said **yes** whereas two respondents said **no**.

If you answered yes to the previous question, did you seek help and support to address this?



Respondents were asked to elaborate on their answer to the above question with multiple choice options as well as being provided with free text space to provide their answers. The following responses were received:

- I have fears about mentioning this
- I am/was unaware of the support services available
- I felt I would not be believed
- I am/was fearful of any repercussions
- Working as a professional in the borough, supporting those affected
- Hate crime is often by bullies & cowards & is often done where &or when they think they will get away with it, i.e. without witnesses, without being seen.

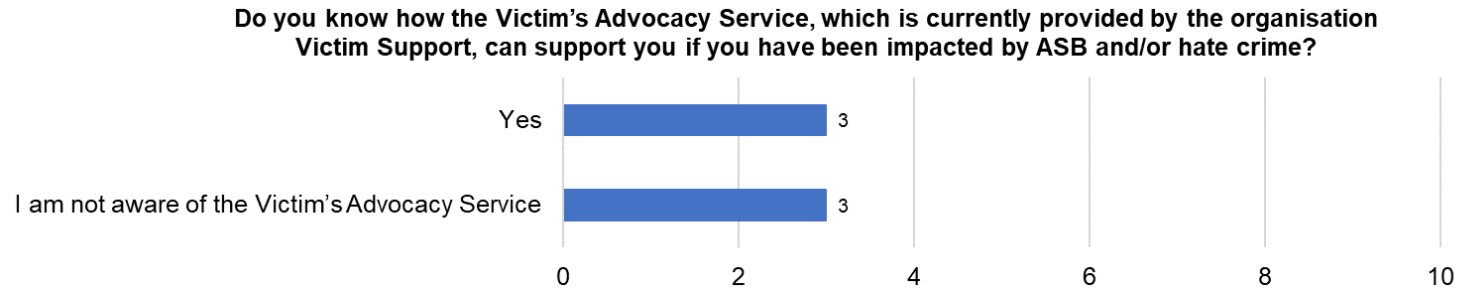


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Base: All public responses (7)

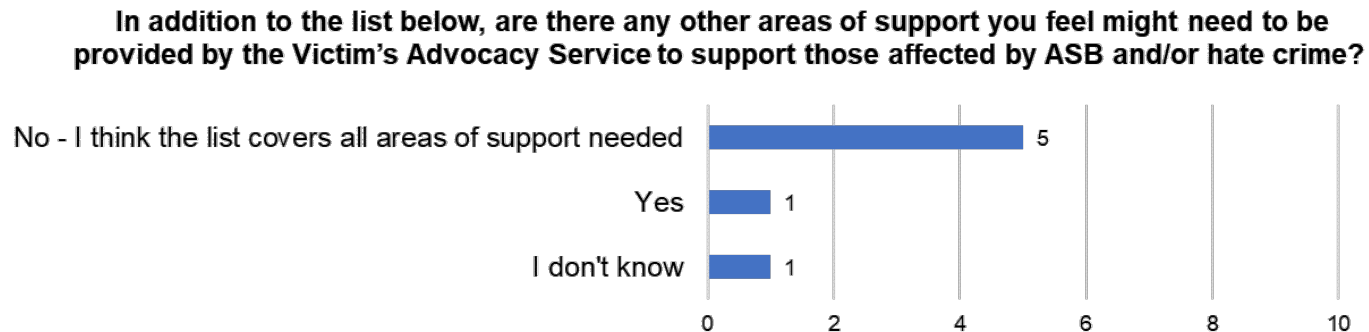
Victim's Advocacy Service Public feedback

When respondents were asked if they knew how the Victim's Advocacy Service, which is currently provided by the organisation Victim Support, can support you if you have been impacted by ASB and/or hate crime, three respondents said **yes** and three respondents said they were **not aware of the victim's Advocacy Service**.



When asked In addition to the list below, are there any other areas of support you feel might need to be provided by the Victim's Advocacy Service to support those affected by ASB and/or hate crime, five respondents said **no**, one respondent said **yes** and one respondent said they **didn't know**.

The respondent who said yes added "Seems a bit vaguely defined, i.e. what 'practical' support? What does 'liaising with partner agencies meaning context? There should be a clearer list, and provide examples".

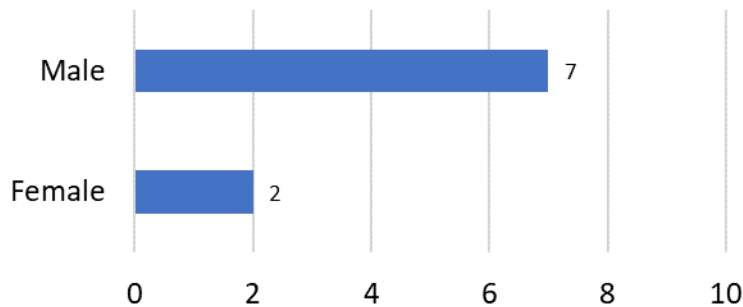


Base: All public responses (7)

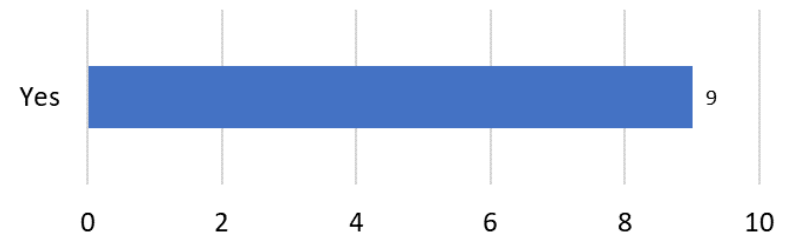
Profile of respondents

Respondents were asked a series of questions about themselves, to understand who had responded to the consultation.

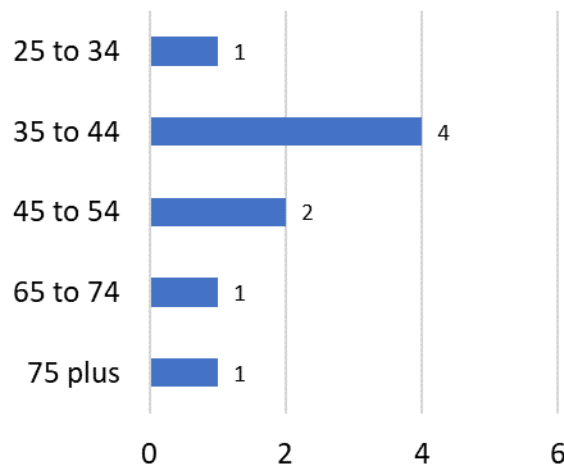
What is your sex?



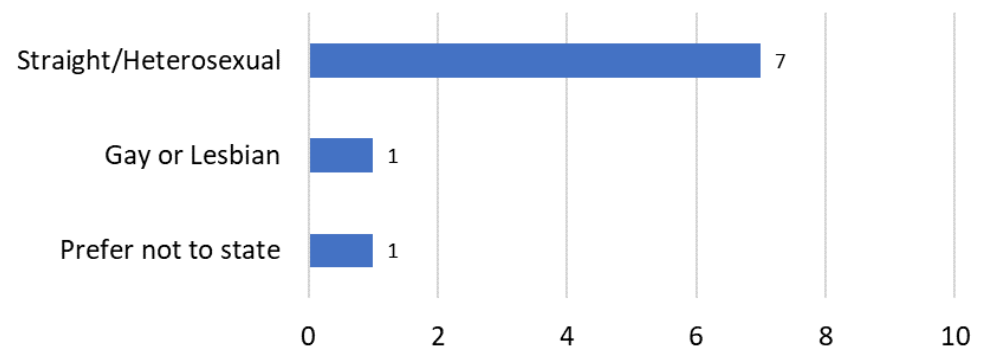
Is the gender you identify with the same as your sex registered at birth?



Which age group do you belong to?

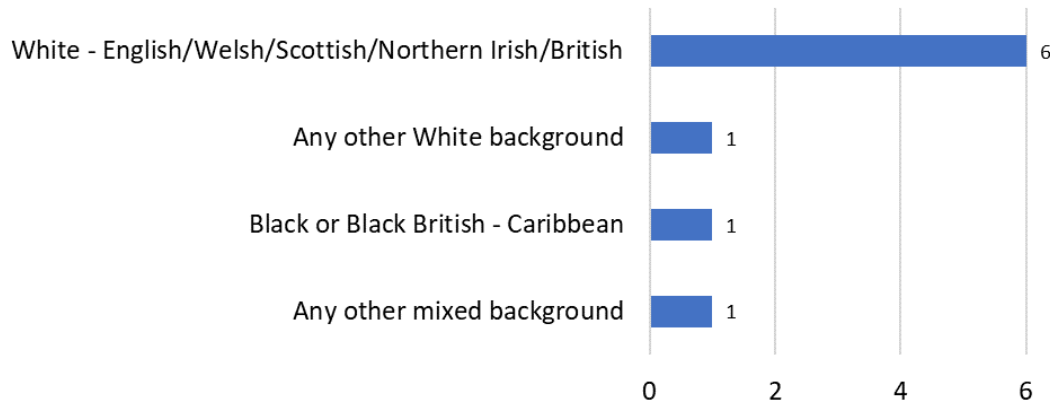


Which of the following best describes your sexual orientation?

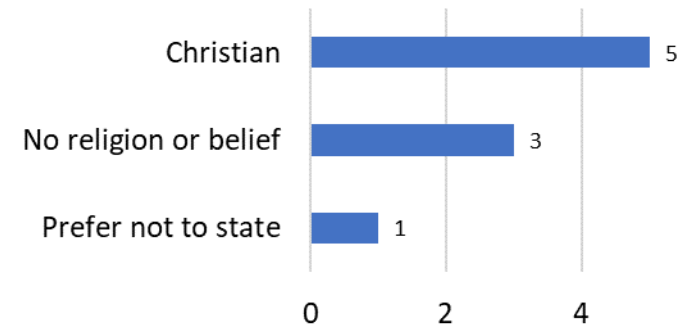


Profile of respondents - continued

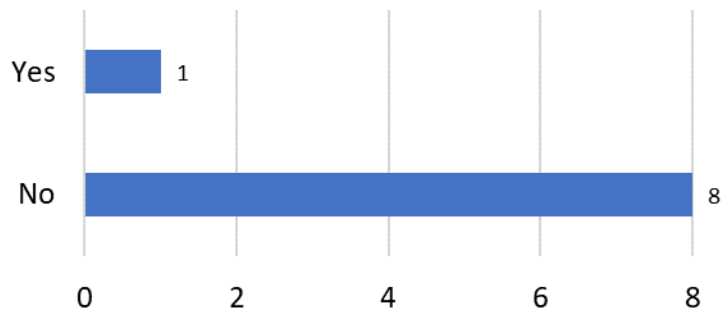
How do you describe your ethnic origin?



What is your religion or belief?



Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?



If yes, what is the nature of your physical or mental health condition or illness?

