# Tell us what you think of Police Scotland

**This form is for anyone who has reported domestic abuse, rape or other sexual crime to Police Scotland**

**Part 1**









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## Introduction

|  |  |
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| Questionnaire with the title 'tell us what you think' | This feedback form is one of the ways we find out what you think about police services.  This helps us understand what we are getting right, and what we could do better. |

## Reporting a crime

|  |  |
| --- | --- |
| Website Link on a computer screenthe number 101 on a mobile phone screen, next to email on a computer screenthe number 999 on a mobile phone screen and a police car Email on a computer screen | Please do not use this form to report crime or ask us for help.  If you or someone else needs police help:   * call 999 in an emergency * if it is not an emergency:   + call 101   + or email: [contactus@scotland.police.uk](mailto:contactus@scotland.police.uk)   For more contact information please visit our website: <https://www.scotland.police.uk/contact-us/>  If you have any questions about this form, email us at: [insightengagement@scotland.police.uk](mailto:insightengagement@scotland.police.uk). |
| **What is this form for?** | |
| a man making someone look at sexual picturesSexual harassment - a man touching a woman's breasts over her clothesa man making a woman touch hima man holding a young woman down on the floor and pulling her by the haira young woman with her fist raised to hit another young woman | This form is for anyone who has reported **domestic abuse, rape** or other **sexual crime**,to tell us what you think about the service you got from Police Scotland.  **Domestic abuse** is when you are hurt,  bullied or frightened by:   * your husband, wife or partner * your boyfriend or girlfriend * an ex-partner - someone who used to be your partner   **Rape** is when someone makes you have sex with them when you do not want to.  **Sexual crime** includes:   * **sexual assault** - when someone: * kisses or touches another person in a sexual way without their agreement * makes another person take part in a sexual activity with them without their agreement * **sexual abuse** is when you are made to do anything sexual that you do not want to do |

## Your personal information and consent

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| a front door, house number and street sign with a red line through them alla woman holding a sign with her name on it and a red line through ita smiling woman giving the thumbs up and holding a consent form with a green tick on itImprove - a frowning man giving the thumbs down and holding a sign with a red cross on it, with dots leading to a smiling man giving the thumbs up and holding a sign with a green tick on ita woman with her fingers to her lips, next to a phone and the Data Protection Act law document | | Your answers are **anonymous**.  **Anonymous** means you do not have to give your name.  **Consent** means to agree.  Please do not write anything in your answers that someone could use to work out who you are, like names or addresses.  We will delete any information like this.  We will use the information we get to:   * make reports for people who make decisions in Police Scotland * help us when providing training * make changes to our services   Police Scotland will make sure your data is kept safe.  We will never pass your information on to any other people or organisations unless you say we can. | | | |
| You must answer the questions that are in **red**.  All the other questions are in **black, bold writing**. | | | | | |
| a frowning woman holding a list of 4 things on it, with red crosses against 2 of them | | If you do not want to answer a question miss it out.  You do not have to give us details of any personal experiences in this form if you do not want to. | | | |
| a hand using a computer mouse | | Click on the box of the answer you agree with and a tick will appear. ☐  If you change your mind you can click on it again to untick it. | | | |
| hands typing on a keyboard | | If you have more to say type your answer in the ‘Type your answer here’ spaces.  The space will grow as you type. | | | |
| a woman with a comforting hand on the shoulder of a woman who looks upset | | There is information about organisations that can support you on page 6. | | | |
| a smiling woman giving the thumbs up and holding a consent form with a green tick on it, next to a frowning woman giving the thumbs down and holding a sign with a red cross on it | | **I consent to my anonymous feedback being used to make Police Scotland’s services better** | | | |
| Tick YesYes |  | | |
| Cross No No |  | | |
| **I consent to my anonymous comments being copied into reports to make Police Scotland's services better** | | | |
| Tick YesYes |  | | |
| Cross No No |  | | |
| **Reporting the crime - Support information** | | | | | |
| Phone Number on a mobile phone screenWebsite Link on a computer screen | | If you need support please contact:   * [Rape Crisis Scotland](https://www.rapecrisisscotland.org.uk/) helpline on 08088 01 03 02 * [Scottish Domestic Abuse and Forced Marriage Helpline](https://www.sdafmh.org.uk/en/) on 0800 027 1234 * [Scottish Women's Aid](http://www.womensaid.scot/) to find your local Women's Aid service * [Hemat Gryffe Women's Aid](https://www.hematgryffe.org.uk/)for BME women, children and young people on 0141 353 0859 * [Shakti Women's Aid](https://shaktiedinburgh.co.uk/)for BME women, children and young people on 0131 475 2399 * [Abused Men in Scotland](https://abusedmeninscotland.org/) on 03300 949 395 | | | |
| Phone Number on a mobile phone screenWebsite Link on a computer screen | | * [LGBT Helpline Scotland](http://www.lgbt-helpline-scotland.org.uk/) on 0300 123 2523 * [Samaritans](http://www.samaritans.org/) on 116 113 * [Breathing Space](http://www.breathingspace.scot/) on 0800 83 85 87 * [NHS Inform](https://www.nhsinform.scot/) or [NHS 24](https://www.nhs24.scot/) on 111 * [Scottish Women's Rights Centre](https://www.scottishwomensrightscentre.org.uk/contact/) on 08088 010 789 * [Childline](http://www.childline.org.uk/) on 0800 1111   More support information is at: [safer.scot](https://safer.scot/information/da/support/) | | | |
| **Questions** | | | | | |
| a woman shrugging her shoulders with a question mark beside her head | | **1. Did you know the person or people who committed the crime against you?** | | | |
| I am in a relationship with them, or have been in the past |  | | |
| I knew them but I have never been in a relationship with them |  | | |
| They were a stranger to me |  | | |
| a young woman with her fist raised to hit another young womana man holding a young woman down on the floor and pulling her by the hair | | **2. What type of crime are your answers about?** | | | |
| Domestic abuse |  | | |
| Rape |  | | |
| Any other sexual crime |  | | |
| All of the above |  | | |
| I do not know |  | | |
| a postcode with a red ring round it, on an addressed envelope | | **3. What is your postcode?**  Write it here:  Your postcode makes sure we can act on what you tell us.  We will not use postcodes to identify you or your address.  If you move between places a lot or you are homeless, please give us the postcode of the place where you spend most time. | | | |
| a county or region highlighted on a map, next to a man sexually assaulting a woman by forcing her to touch him | | **4.** **Which council area did the crime happen in?**  Write it here: | | | |
| a county or region highlighted on a map, next to a police officer at a front reception desk | | **5. Which council area did you make your report to police in?**  Write it here: | | | |
| a woman pointing to herself with her other hand in the air  2 women talking and 1 woman is writing information down | | **6. Who contacted Police Scotland?** | | | |
| I reported it directly to the police |  | | |
| Someone else – like a family member, neighbour or friend |  | | |
| A support person or organisation |  | | |
| The abuser made a report against me |  | | |
| Other - tell us who – type it here: |  | | |
| Website Link on a computer screenA person talking to a police officer | | **7. How was the report made to Police Scotland?**  Please choose all the answers that are right for you. | | | |
| Online |  | | |
| In person – like telling an officer on the street, in a police station or at my home address |  | | |
| the number 101 on a mobile phone screenthe number 999 on a mobile phone screen, next to a police car | | Support services |  | | |
| 999 call |  | | |
| 101 call |  | | |
| In another way – please tell us how:  Type your answer here: |  | | |
| years from 2018 to 2022months on calendar pages | | **8. When did the crime happen?** | | | |
| in the last day | |  | |
| in the last week | |  | |
| in the last month | |  | |
| in the last year | |  | |
| longer than 1year ago | |  | |
| more than 10 years ago | |  | |
| **9. What encouraged you to contact police?**  Type your answer here: | | | | | |
| a person being arrested with a police officer putting handcuffs on them | | **10. Did your report lead to the person being charged with a crime?** | | | |
| Tick YesYes |  | | |
| Cross No No |  | | |
| a woman being questioned by a police officer | | The **investigation** is still happening  An **investigation** is when police look for facts to find out exactly what happened and if a crime has been committed. |  | | |
| I do not know |  | | |
| **11. Is there anything else you want to tell us about this?**  Type your answer here: | | | | | |
| a police officer at a front reception deska thinking woman with a green tick and red cross in a thought bubble above her head | | **12.** **Tell us how much you agree or do not agree with this sentence:**  **I would report any matter to Police Scotland in the future** | | | |
| Tick YesTick YesStrongly agree |  | | |
| Tick YesAgree |  | | |
| Neither agree nor disagree |  | | |
| Cross NoDisagree |  | | |
| Cross NoCross NoStrongly disagree |  | | |
| Don’t know |  | | |
| **13. Is there anything else you want to tell us?**  Type your answer here: | | | | | |
| a thinking woman with a green tick and red cross in a thought bubble above her head | | **14. Thinking about your experience, how easy or hard was it to contact Police Scotland?** | | | |
| Tick YesTick YesVery easy | |  | |
| Tick YesEasy | |  | |
| Not easy or hard | |  | |
| Cross NoHard | |  | |
| Cross NoCross NoVery hard | |  | |
| I do not know | |  | |
| **15. Please tell us more about this.**  Type your answer here: | | | | | |
| a thinking woman with a green tick and red cross in a thought bubble above her head | | **16. Did staff understand what you needed?** | | | |
| Tick YesYes |  | | |
| Cross No No |  | | |
| I do not know |  | | |
| A person talking to a police officer | | **17. Please tell us more about when you first contacted police.**  Think about:   * did they give you what you needed? * did you feel comfortable and safe? * did you feel understood and listened to? | | | |
| Type your answer here: | | | | | |
| a police officer kneeling beside a young woman who is sitting on the ground, looking upseta thinking woman with a green tick and red cross in a thought bubble above her head | | **18. How happy or unhappy are you with the way you were treated by the first responder officers?**  **First responder officers** are the officers who were first to contact you.  Please choose 1 answer. | | | |
| Tick YesTick YesVery happy | | |  |
| Tick Yes Happy | | |  |
| Not happy or unhappy | | |  |
| Cross No Not happy | | |  |
| Cross NoCross NoVery unhappy | | |  |
| I do not know | | |  |
| a man and woman talkinga language interpreter talking to a woman | | **19. Please tell us more about your treatment by first responder officers.**  Think about:   * did the first responder officers give you the choice of a male or female officer to take your statement? * if you needed information in another language, were you offered a translator and could you choose if you got a male or female translator? * did you get breaks? * if you reported sexual crime, were you told that a Sexual Offences Liaison Officer (SOLO) would contact you? | | | |
| a young woman who looks sad sitting across a table from a police officer who is writing information down | | * were you offered support when giving your statement? * do you feel like the officers understood how you were feeling? * do you feel like the officers understood how the crime can make you feel or behave? * did you feel in control of what was happening? | | | |
| Type your answer here: | | | | | |
| a smiling woman giving the double thumbs upa thinking woman with a green tick and red cross in a thought bubble above her head | | **20. How much do you agree or disagree with this sentence:**  **I knew what would happen next.** | | | |
| Tick YesTick YesStrongly agree |  | | |
| Tick YesAgree |  | | |
| Neither agree nor disagree |  | | |
| Cross NoDisagree |  | | |
| Cross NoCross NoStrongly disagree |  | | |
| I do not know |  | | |
| When? - a clock, calendar and question markwho? - a question mark surrounded bys 6 grey silhouette heads | **21. Please tell us more - think about:**   * how long things took? * how often you might be contacted with updates? * who to contact and how to contact them if needed? | | | | |
| Type your answer here: | | | | | |
| A hand holding a computer mouse next to email on a computer screen2 people either side of a flipchart on a stand, showing the numbers 1,2 & 3 with a red arrow pointing to the number 1. | | You have now finished part 1 of the survey.  Please save your answers and email the survey to: [insightengagement@scotland.police.uk](mailto:insightengagement@scotland.police.uk) | | | |
| a website link on a computer screen, next to 2 people either side of a flipchart on a stand, showing the numbers 1,2 & 3 with a red arrow pointing to the number 2.Two women with their arms round each other giving the thumbs up. | | Then please go back to the website: [consult.scotland.police.uk](https://consult.scotland.police.uk/strategy-insight-and-innovation/publicprotectionfeedbackform/)  and fill in part 2 of the survey.  Thank you for telling us what you think.  What you tell us is important. | | | |

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