

## Recruitment message – Communication research

# Tell us how we can communicate better with people affected by crime

We want to make sure the information we and our partner organisations provide is accessible, clear and supportive to anyone who's been affected by crime.

So we're carrying out some research that will help us review and improve our communications like leaflets, letters and web pages.

This leaflet explains what the research is about and how you can share your thoughts.

We've listed our partner organisations below.

### Who can take part?

You can take part if:

- you have been a victim or a witness of crime
- you have supported someone who has been a victim or witness of crime (for example, a friend or family member).

### What happens in the research?

You'll be invited to an interview by video call, which will last no longer than an hour. Or you can do the interview over the phone, if you prefer. You can also have a friend or family member with you.

The interview will focus on your experiences, thoughts and feelings about communications like leaflets, letters and web pages. The interviewer will ask you to share what you find helpful or unhelpful. If you feel uncomfortable speaking, please let us know and we can discuss different ways for you to share your thoughts.

The interviewer won't ask you to share your experiences of crime. But it's important to know that the interview may touch on sensitive subjects or bring up difficult memories.

The interviewer can stop or pause at any time if you need them to.

### What will you ask?

The interviewer will ask questions like:

- What communications do you remember receiving?
- What did you think about the communications?
- What did you do with these communications?
- How were you feeling at the time you saw these communications?

## Who's carrying out the research?

The research has been commissioned by the Scottish Government. It's being carried out by research agency, 2CV.

2CV have been selected because they are independent. They're highly experienced in conducting sensitive research and they guarantee to keep all the participants' information confidential and anonymous.

## How will you use the findings?

We'll use what you tell us to review and improve the information we provide to victims and witnesses of crime and their families.

Some of these improvements will be made soon after we've completed the research. Other improvements will take longer, simply because of the amount of information produced by the Scottish Government and our partners.

## How can I take part?

You can take part by answering some questions here:

<https://takepartinresearch.co.uk/communicate-victims-witnesses-crime/>

We'll ask you to sign a consent form to say we can use your feedback to review and improve our communications. Taking part is voluntary and you can pull out at any time.

## Will I be paid?

You'll receive £40 to say thank you for your time and input.

## Where can I get support?

If you feel you'll need extra support to take part in the call, you're welcome to have someone with you during the call. This could be a friend or family member, or someone from your support network.

You can also call any of these organisations if you need to speak to someone:

- Victim Support Scotland Helpline: 0800 160 1985
- Scottish Women's Aid / Scotland's Domestic Abuse and Forced Marriage Helpline: 0800 027 1234
- Rape Crisis Scotland Helpline: 08088 01 03 02
- Action Against Stalking National Helpline: 0800 820 2427

To find out more about the project, or share your views if you're not selected for the research, please contact [sarah-jane.smith@gov.scot](mailto:sarah-jane.smith@gov.scot)

## **Who are our partner organisations?**

The criminal justice agencies we're working with are:

- The Crown Office and Procurator Fiscal Service (COPFS)
- Scottish Courts and Tribunals Service
- Scottish Prison Service
- The Parole Board for Scotland
- Police Scotland

We're also working with Victim Support Scotland and a wide range of other victim support organisations, so we can get their input and make improvements together.