UNDER REPORTING OF CRIME FOR CAMBRIDGESHIRE & PETERBOROUGH

"Understanding reporting behaviours from the victims perspective"

AUGUST 2014

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The aims of this report are:

- to identify local patterns of non-reporting and set these in a national context
- to provide an analysis of why a proportion of victims choose not to report crime
- to provide the basis for developing strategies to increase the reporting of crime.

The report achieves this by starting with a review of international research to understand the conditions under which victims report, or do not report, a crime. This is then used as the context for presenting the findings of a local survey of victims carried out specifically for this project. In addition the report also includes the opinions of local experts who work regularly with victims in Cambridgeshire and Peterborough.

Extent of Under Reporting

- **Nationally**, according to the Crime Survey for England & Wales (CSEW), only 42% of victims report the offence to the police.
- However, there is a significant variation in reporting depending on crime type. For example the CSEW reports that 97% of 'theft of vehicles' were reported to the police compared to only 26% of 'criminal damage to vehicles'.
- **Within our local survey** 90 respondents said that they had been victims of a crime in the last 12 months of which 67% of them stated that they had reported it to the police.
- 80 respondents stated they had witnessed a crime of which 41% had reported it to the police.
- Locally, young victims in the under 24 year old age group were less likely to report the crime, compared to those in the 25 – 64 age ranges.
- People in the age group of 65 and over were also less likely to report (the same pattern was noted with witness reporting).
- Those living in rural and sub-urban areas were more likely to report offences than those living in urban areas. This difference was particularly noticeable with witnesses in urban areas, with 57% of them choosing not to report offences.
- Females were more likely to have reported the offence than males. Only 36% of male witnesses reported the crime.
- **The local 'Cambridge Speaks Out 2014'** survey conducted by Cambridge University Student Union also identified under-reporting of serious sexual offences. Of the over 2,000 female respondents 142 identified that they had been victims of attempted rape (assault be

attempted penetration) of which only 0.8% had been reported to the police.

Reasons for Under Reporting – National Findings

The report looks in detail at both national and International findings. These can be simplified into three steps:

- There are studies that focus on the cost / benefit decision made by the victim. Considering a high value loss / crime (either financial or personal) to be reported more often than a low value one, with many victims not bothering to report minor offences e.g. low value criminal damage. This is useful when looking at property offences, particularly where the victim requires a police report number in order to claim insurance. It is also helps when considering how to overcome the cost (in time / effort) of reporting minor offences compared to the perceived limited benefits.

  However these studies do not help to explain why victims of serious offences (e.g. sexual assault) are often reluctant to report. Or other observed patterns in our research such as the difference in reporting between urban and rural areas.

- Other studies focus directly on the victim's personal situation and their immediate social environment. In this case the victim's relationship to the offender, their position in their immediate social network and fear of shame, blame or reprisal, are important factors in explaining their decision to report or not report.

  To overcome these barriers, the availability of structured support for the victim is of particular importance together with confidence in local services encouraging people to come forward. This is particularly important for offences committed in the home (or private domain).

- Finally there are studies that look at wider social issues including norms of behaviour within particular neighbourhoods and communities, where an established culture of non-reporting may exist. The wider positive relationship between the police and the community is particularly important in this case.

Reasons for Under Reporting – Local Findings

- **In the local survey** 32% of victims and 31% of witnesses gave their one <u>key</u> reason for not reporting as 'Police would not or could not help'.

- At this level in the survey, there is an issue with small sample size; however one respondent was the victim of a 'serious' crime and didn't report because the 'Police would not or could not help. An additional four victims experienced a 'concerning' offence and did not report for the same reason.

- Ten respondents reported that the main reason that they didn't report the crime was that it was too minor / didn't have time or they couldn't get hold of the police (and gave up). <u>Responses that reflect the cost / benefit calculation theory mentioned in the previous section.</u>

- This combination of weighing the likely police response against the importance of the offence is particularly evident amongst witnesses. Comments from this group included *"No faith in the Police, doubt they would or could help"* and *"[I]have the strong impression that if something does not tick a box it's disregarded".*

- Both witnesses and victims who had reported the crime were asked to rate their satisfaction. Across both groups the split was approximately 40% dissatisfied and 60% satisfied.

- When asked if their experience of crime reporting would encouraging them to report again just under a third (31%) of both victims and witnesses said they were now less likely to report a crime again based on their experience.

Other Observations by Respondents

Some respondents enlarged on the poor experience that they had from the reporting offences to the police in Cambridgeshire & Peterborough

- *"I hadn't had a positive response from the police in the past with reporting domestic violence. When I did make a report I felt I wasn't believed and male officers were less than sympathetic about the situation, failing to take the right course of action"*

- "In *the past I have reported things (e.g. witnessed a hit and run collision between a bike and car) then heard nothing back - this may be because nothing has come of it but it would be encouraging if you got a response saying this is what we did with the info, this is what will happen, even if that's "thanks for reporting, having investigated we do not believe the incident worth investigating further."*

- It is already known that there is an ongoing problem of 101 telephone answering system in Cambridgeshire and it is a key concern of the Cambridgeshire Police and Crime Commissioner. However, approximately 15% of the respondents to our local survey reported a negative experience of using the 101number.

  - "I find the ringing the Police on 101 very frustrating in terms of the time it take to actually get to talk to someone to report the crimes. This has taken up to 30 minutes. Also, I feel the Police are not really interest in my problems with very little feedback."

  - "……..If you see Hare Coursing you are told to ring 999. If you have suffered multi thousand pound theft and property damage you report the crime by ringing 101. You may reluctantly be given a Crime number for Insurance purposes. You are very fortunate if you have a policeman attend to provide any kind of support……"

  - "101 numbers is poor, one often has to wait ages for a reply i.e. as long as 20 minutes"

- A large number of people suggested that community policing or increasing the presence of police would be helpful in encouraging reporting. As stated by this respondent "*I would like to see more police officers, and PCSO's walking around, and also more actually doing drive bys. Having a more visible presence, might instil more confidence in the police, and broker a better working relationship between the younger members of society*".

Key findings-expert view

Expert views were captured in the form of a small questionnaire with six (mostly) open questions used as part of group discussions. A total of 18 experts from statutory and non-statutory groups were consulted to share their views on under reporting of crime.

- **From the local expert point of view** the most common reason why people chose not to report a crime was 'Fear of reprisal' (89%),

- Other reasons were that the 'Crime was too trivial to report' (56%), 'Police would not or could not help' (56%) and 'Don't want to involve in legal matters' (56%).

- This difference of view from our survey sample of victims and witnesses maybe due to many of our experts' work being focused on high needs victims.

  - "Fear of reprisals from the perpetrator. Fear of the police and community reaction. Low conviction rate for rape/sexual abuse crimes. Going public means 'everyone' will know what happened to them, media, work, friends"

  - Another expert stated that "Common reasons for not reporting I have come across in my work with victims of rape and sexual abuse include fear of not being believed, fear of being

blamed for the abuse, fear of the crime not being taken seriously or not being taken forward to trial, fear of not being believed due to the perpetrator being in a position of authority".

- Building confidence among local communities was important to the experts. It was seen that Black and Minority Ethnic (BME) groups are more reluctant to come forward and report a crime. One of the expert working with the BME community stated *"I have found victims who are BME and/or LBT are much less likely to report as they fear experiencing prejudice from the police, sometimes based on prior negative experiences, or they fear that the police won't have specialist knowledge and understanding of their community (for example that they won't be aware of the difference between arranged and forced marriage or of the fact that domestic violence can also take place in same-sex relationships)."*

- There was some recognition by the experts that previous reporting experience influenced victims.
  - "Belief that police fail to act previously"
  - "We don't get the true picture so don't really know the level of success that are regd. Depending on what happened in previous incidents -may feel it's not worthwhile reporting again"

Overall the report paints a picture of services that first and foremost need to inspire <u>confidence as well as</u> be efficient and easy to use. The open availability of structured support for victims of serious offences is of particular importance combined with generating enough confidence in those services to encourage people to come forward.

It is also vital that services are aware that <u>how victims and witnesses are managed has a major influence on them reporting again in the future</u>. This should go hand in hand with fostering a wider positive relationship between the police and the community.

INTRODUCTION

Self-reporting by victims is the main source of information upon which the police and other agencies act. However victimisation frequently goes unreported. The Crime Survey of England and Wales (CSEW) shows that only 40% of all CSEW crimes against adults (16+years) were reported to police in year 2012/13 (CSEW, 2013).

Although attempts to address this gap are being made by encouraging increased reporting of crime and improving victim's services, it remains stubbornly wide. New ways in which citizens can file a report have been developed, for example the possibility to report (minor) crimes via the Internet or the establishment of third party reporting mechanisms. Emphasis has also been placed on the criminal justice system demonstrating that it is more responsive to victims as characterised by the efforts to increase the number of successful prosecutions for sexual assault and domestic violence. Understanding the degree of underreporting and how it varies between different communities and different crime types is critical for the development of further measures. It is intended that this research will ensure that Cambridgeshire & Peterborough is as well informed as it can be about under reporting otherwise:

- There can be no clear picture of crime across the County, making it much harder to address problems;
- There will be a disconnect between victims actual experiences and evidence used to develop policy to support them;
- Consistent under reporting will remain entrenched within some communities or groups of victims;
- Many more people may ultimately suffer further victimisation as issues remain hidden and go unaddressed.

METHODOLOGY

The research project was divided into three sections in order to match the main objectives of the research brief.

LITERATURE REVIEW

It was agreed that to understand the conditions under which victims report, or do not report,a literature review will be carried out. A thorough knowledge of the factors influencing the decision making process of a victim is critical for the development and implementation of support for them. In this section various international and national journals were consulted to attain knowledge about the factors which influence a victim's decision to report or not to report a crime. All personal, normative and social factors were studied in detail. Some of the models such as economical, psychological and sociological were studied to understand the root causes behind under reporting of crime. This section of the research project was carried out from April to May 2014.

NATIONAL AND LOCAL CONTEXT

It was agreed that national and local data will be analysed to have a clear understanding of the current status of reporting in Cambridgeshire and Peterborough. National level data was extracted and analysed from Crime Survey of England and Wales (CSEW, 2013).[1]

Local data was provided by Cambridgeshire police for Cambridgeshire and Peterborough. This section of the research project was carried out from May to June 2014

SURVEY AND EXPERTS' VIEWS

Two separate survey questionnaires were designed for the purpose of this research project. One of them was a victim/witness survey and the other was an 'experts' view survey. There was also engagement with the Cambridgeshire Victim Service Providers Forum.

VICTIM/WITNESS SURVEY

This survey was directed at victims of crime or people who have witnessed a crime. The aim for this survey was to capture the views of a general sample of the public around the issue of under reporting. To have the answer for our research question that 'why people chose not to report a crime?' This fitted with the brief to avoid focusing too much on specific groups of victims for which the reasons for under reporting have already been heavily researched e.g. those suffering from domestic violence.

The survey consists of nine questions that were informed by the literature review; A mix of open and closed questions to capture the entire experience of a victim, specific to their individual

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[1]Office of National Statistics (ONS) for the year 2012/13

circumstances (see appendix one for a copy of the questions). To reach a broad range of people quickly, the survey was mainly undertaken online or via e-mail with the option to complete it over the phone if desired. To publicise the survey social media as well as website postings was used. The survey was published at the following places:

- Cambridgeshire insight[2]
- Shape Your Place[3] (which has sub-pages for each of the major settlements in Cambridgeshire)
- CCVS (Cambridge Council for Voluntary Services) June Newsletter.
- Newsletter of VCAEC (Voluntary & Community Action for East Cambridgeshire)
- South Cambridgeshire District Council's weekly bulletin
- All Children Centres in Cambridgeshire (40 centres), included in their Newsletter

Many other experts who work directly with peoples in communities were also asked to distribute the survey

- All participants of Operation Armitage meetings (fire service initiative)
- All six district community safety partnerships including Peterborough
- CCC community engagement team
- CCC FIP (workers co-ordinator)
- CCC Locality managers
- CCC Public Health directorate
- Cambridge Women's Aid
- IDVA (Independent domestic violence advisor's) team members
- ISVA (Independent sexual violence advisor's) team members and volunteer co-ordinators
- Neighbourhood watch team members and co-ordinators
- Refuge and Cambridge Rape Crisis
- The Peterborough Voluntary Sector

EXPERT VIEWS SURVEY

Another questionnaire was designed to capture 'experts' views. The experts here are those people who work directly with victims or their families. From their experience of this work they have acquired a great understanding of the problems faced by victims in reporting offences (this is useful given certain groups of victims might not engage with our survey**).**

See appendix 2 for the full survey

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[2] http://www.cambridgeshireinsight.org.uk/
[3] http://shapeyourplace.org/

LITERATURE REVIEW

Several international and national journals were studied for the literature review. List of literature reviewed can be seen in the reference section of the report.

A number of researchers have suggested that neighbourhood social cohesion and confidence in police effectiveness influence the probability that victims report crime to the police. Approximately 25 per cent of the people in the Western world are crime victims every year and about one in five of them are victimised more than once (Van Kesteren *et al.* 2000). Many of these crimes are never reported to the police (Goudriaan *et al.* 2004). Massive amount of information on crime reaches the police via victims and witnesses (Greenberg *et al*. 1992; Bennett and Wiegand 1994). Victims in fact do not always feel a need to report a crime. Some of the crimes are not very serious and victims do not feel they require any further police or court efforts. Failure to report crimes can nonetheless have important consequences for the victims, as they refuse themselves the option of turning to the criminal justice system or other support. In addition, if victims' reporting decision depends in part on their position in society, this may perpetuate social inequality in the access to police support. For example, neighbourhood differences in willingness to report crimes make efficient police efforts problematic (Baumer 2002), as it is all the more difficult for them to know where to best focus their scarce time and attention.

REASONS WHY PEOPLE MAY NOT WANT TO REPORT A CRIME

There are numerous reasons why people may not want to report a crime. It could be person specific and region specific. Some of the reasons (as extracted from various journals or stated by experts) could be one or more of the following:

- **People's perception that 'it's too trivial' or experience is 'normalised'**
  For some people crime is a common occurrence and they do not report it to police because it is perceived as a normal/minor event. In other cases it may genuinely be a minor crime that the person considers not worth bothering with.

- **People's perception that 'it's too embarrassing / traumatic or fear of being blamed**
  sometimes people feel embarrassed or too traumatised to report crimes, particularly if they are of a sexual nature. They may think that the police might not treat them sensitively and they may self-blame or fear blame or judgement from others.

- **People's perception that 'the police won't care'**
  People might think that police are busy in performing their duty and may not be able to help. They presume that police would not do anything.

- **People are not concerned about what's happened**
  Sometimes people are not concerned or upset by what has happened. Some people can take

these things in their stride, and act as if they are not bothered, even if it has been a serious crime.

- **Inconvenient to report**

  People are concerned about going to the police and perhaps having to go to court and give evidence. If they report a crime then they have to appear to the court quite a few times which is time consuming.

- **Fear of reprisal**

  People are worried that the offender will come back and take revenge from them or their family members.

- **Private/dealt with ourselves**

  Some people think that it is their private matter specially if there is a relation with the offender and they don't want to involve any one else in the matter. They want to resolve it in their own way.

- **Reported to other authorities**

  the offence might have been reported to some other authorities. For example if a crime happened in a school it might be reported to a teacher or if a crime occurred within an organisation then it might be dealt according to the rules and policies of that organisation.

- **Previous experience with the police or courts**

  the crime may not be reported because of the previous bad experience with police or courts.

DECISION-MAKING PROCESS TO REPORT/NOT REPORT A CRIME

COST -BENEFIT THEORY

Within the literature a victim's decision is often implied to be logical. In other words, the lower the costs of reporting a crime and the higher the predicted results, the more likely victims are to report a crime to the police (Felsonet al. 2002). However, this perception should not be taken too literally. It is not unusual for a decision to report or not report to be driven by emotion rather than logic.

The nature and severity of crimes play a central role in cost-benefit theories when explaining the willingness of victims to report to the police. In addition to devoting attention to more detailed crime features, current literature on reporting also focuses on the role of the social environment in victims' decision whether or not to report the crime. Ruback and Greenberg give importance to the role of family and other social relations and networks. Especially in stressful situations, victims tend to listen to advice and opinions of the people around them (Greenberg and Ruback 1992).

MODELS ON REPORTING BEHAVIOUR

ECONOMIC MODEL

Much of the observed literature on crime reporting uses an economic model. It is assumed that the decision to report a crime is based on a cost benefit calculation by the victim on whether it is worth the effort to contact the police (Skogan, 1976, 1984). The victim will not file a report with the police if the anticipated costs of reporting are higher than the anticipated benefits and vice versa. According to this model of decision-making, crimes resulting in little or no financial losses or physical injury will be reported less often, as reporting always brings transaction costs (it takes time), while the anticipated benefits of reporting are low: it is perceived that the police will not take the case seriously and will put little effort into solving the case. Based on this model it can therefore be expected that the perceived 'loss' from being a victim of the crime will play an important role in victims' decision-making. The amount of financial loss and/or physical injury received will heavily influence the perceived seriousness of the crime by the victim (Bennett &Wiegand, 1994; Felson, et al., 2002). This economic model focuses purely on characteristics of the crime and does not incorporate influences of the social environment

PSYCHOLOGICAL MODEL

Psychological model is a significant part of the literature on crime reporting which uses a cognitive approach. Researchers who use this model assume that added factors such as the social network of the victim play a role in the decision-making process. They come to an agreement that victims make a cost-benefit calculation to decide what action to take, but also that victims are occasionally too emotional or fearful in the aftermath of a crime to be able to make rational decisions. Researchers of this model were the first to recognise that victims have diverse behavioural options after a crime and that reporting the crime to the police is just one of those options.

RUBACK, GREEBNBERG AND WESTCOTT

According to Ruback, Greenberg, and Westcott (Greenberg &Ruback, 1992), there are three phases that victims go through after victimisation. In the first phase, people mark themselves as crime victims. They have observed a 'distrustful event' or have been involved in a situation that could be inferred as a crime. Whether people figure it as a crime or not depends on their own classification of a crime and the connection between this classification and the incident. In the second stage, people estimate the seriousness of the crime. This decision is based on the perceived discrimination of the incident and the perceived vulnerability to similar crimes in the future. In the third phase described by this model, victims decide whether to seek help from the police, to seek a private solution, or to

do nothing at all. This decision is based on prior understanding about the different options. It is assumed that when deciding what to do, a victim's aim is to lessen the experienced suffering. Another important factor is whether or not a victim knows the offender(Goudriaan, H., 2006). If this is the case, one might, for example, fear reprisal by the offender if the crime was reported. This could reduce the chance that the victim will report. The victim's direct social environment is also important. If, for example, a victim's social network recommends him or her not to report, he or she will be less motivated to turn to the police for help. Thus, the assertiveness of victims and of their social network toward reporting crimes to the police also impacts decisions making. When people in close circle trust that reporting is fit for the situation, victims will be more convinced to report. Victims' previous experiences with reporting are also important according to this theory. Thus, the psychological model focuses predominantly on the victim's personal experience and effects of the direct social environment.

SOCIOLOGICAL MODEL

The third model frequently used in studies on reporting behaviour is a sociological model. It assumes that the probability that a crime is reported to the police is a function of social structures in the society in which the victim and offender live

SOCIAL ECOLOGY FRAMEWORK BY MÉNARD

Ménard (2003) used a multilevel model to study the effects of different characteristics on reporting behaviour of victims of sexual victimisation. She found that factors concerning both the nature of the sexual assault (e.g. the victim-offender relationship) and the area in which victims reside (e.g. the structural disadvantage) affect their decision to contact the police. Normative processes, in contrast, are not a direct result of the expected costs or benefits, but of norms that exist, for instance, in the victims' social network. These processes are thought to be of importance for victims' reporting behaviour in the psychological model.

To summarise, in the psychological model, it is assumed that people are often in an intensified state of aggravation after victimisation (e.g. they experience feelings of injustice and vulnerability, or fear), and that they will therefore often ask people around them for advice on what to do (e.g. whether they should notify the police or not). Norms existing within victims' direct social network will then influence their reporting behaviour. In the sociological model, normative processes are assumed relevant at higher levels of aggregation, for example at neighbourhood and country level. Thus, existing norms within a society are assumed to influence the behaviour of individuals belonging to that society. An example of the above model is represented in the RASASC (Rape and Sexual Assault Support Centre) survey conducted in South London.

RASASC (Rape and Sexual Assault Support Centre) South London carried out a survey in March 2011 (147 participants). They collected 'monitoring information' from clients asking whether they had reported their sexual violence to the police, and the reasons they had for doing so/not doing so.

- Key reasons for not reporting sex offences in this research include
    - the stigma of sexual violence –
    - the fear of not being believed
    - Feelings of blame and embarrassment that survivors carried with them.
- Key reasons for reporting sex offences related to
    - protecting others from victimisation
    - ensuring the offence cannot occur again
    - A desire to move on from the abuse.
- Barriers also related, though to a lesser extent, to process issues, such as not knowing where to go to report an offence, mistrust of the police and not wishing to go to court.

FACTORS AFFECTING REPORTING

RURAL –URBAN DIFFERENCES

The residents of urban areas appear to feel more dependent on formal police control than residents of rural areas. In areas where informal social control[4] is limited, residents are assumed to feel more of a need for formal social control[5] mechanisms to help solve the problems they are confronted with. Therefore, victims in these kinds of areas are more likely to report their victimisation to the police in order to get help in solving disputes, preventing repeat victimisation and punishing criminals (Laub, 1981).

DIFFERENT DOMAINS OF THE INCIDENT LOCATION

It is important to know that whether the location is in the public, semi-public, semi-private, or private domain. A private location can be someone's home or other private property. A semi-private location is less private than the first category, but is only open to specific people (e.g. someone's work or school). Semi-public locations are open to everyone, but one has to follow the norms and

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[4]Informal social control is a form of social control that relies on other members of society (like friends and neighbours, peer pressure)

[5]Formal social control is expressed through law as statutes, rules, and regulations against deviant behavior. It is conducted by government and organizations using law enforcement mechanisms and other formal sanctions such as fines and imprisonment

regulations that exist in that specific location and sometimes one has to pay to be allowed in (e.g. cinemas, nightclubs, restaurants and public transport).Public locations are open to everyone, free to enter, and they are owned by the (local)government (e.g. streets, forests and beaches). A great deal of research has been conducted on the willingness to report violent crimes taking place in the private domain (e.g. Block, 1974; Gartner & Macmillan, 1995).These studies have shown that victims' willingness to report violence taking place in the private domain is relatively low. In the case of the semi-private domain, if victims are confident in the organization (work place or school) they belong to is capable of protecting them against future crimes and/or punishing the offender, they might be less likely to report the crime to the police. On the other hand, in the case of a comparable violent crime taking place in a public space, absence of an alternative formal authority that can punish the offender and/or protect the victim may increase the odds of an incident being reported to the police. In those instances, the police are often the only formal organization one can turn to. Victims of a violent crime report this to the police more often if the incident takes place in the public domain than if it takes place within an organization they belong to.

VICTIM – OFFENDER RELATIONSHIP

Victimisations occurring within the context of familial, intimate or friendship relationships will not be reported to the police as frequently as those involving strangers (Gartner & Macmillan, 1995). Informal social control is more likely to be available to those who know each other. Formal social control, on the other hand, is most common where interaction, intimacy and integration are scarce. Strangers frequently use formal social control to solve their disputes, whereas people who know each other well are less likely to call the police regarding each other. Thus, it seems that in locations where most people know each other, an unknown intruder who victimises someone might be reported to the police more often than a known offender.

DEGREE OF RELATIONSHIP

Two of these considerations are strongly related to how well a victim knows offender: fear of retribution by offender and the perception that an incident is a private matter and should therefore be solved between them. If the victim knows the offender well, the chance that the victim fears reprisal by the offender after reporting the incident to the police or an alternative authority will be higher than if the offender is unknown (Felson*et al.*, 2002; Gottfredson*et al.*, 1979). The second is a normative consideration: in case of a known offender the probability that the victim decides that it is a private matter and the situation should be resolved privately is higher than when the offender is unknown (Felson*et al.*, 2002). These concerns would have a negative effect on victims' willingness to report crimes if they know the offender.

SOCIAL COHESION

In neighbourhoods with limited social cohesion, there is also less of the kind of informal organisation that could enforce the public order in a neighbourhood. This results in difficulties securing an adequate share of various public services, such as formal police protection (Baumer, 2002).

Baumer (2002) uses a multilevel approach in his study on the effects of neighbourhood social composition on victims' reporting behaviour. One of his findings was that the socioeconomic status of the neighbourhood has a relationship with the likelihood of reporting simple assaults. Living in either a highly disadvantaged or highly affluent neighbourhood decreased the likelihood that crimes were reported to the police.

REPORTING BEHAVIOUR AMONG MIGRANTS

According to different past studies on migrants, in general, there is very little consistent relationship between crime and migration, however if the study is divided in separate migrant groups, the evidence is more consistent. The probability of a migrant being involved in a crime is lower for highly educated individuals; those in work or students, those with higher income and for women(Georgios Papadopoulos, 2013).

Migrants are less likely to report having been involved in criminal activity and may also be less willing to take risks associated with criminal activities. It is believed that crimes are more costly for migrants than natives, because it can jeopardise their smooth integration into the host country's society. It may even result in deportation (Brian Bell and Stephen Machin, 2011). It is also evident that migrants are discriminated against at various points in the criminal justice system. Migrant workers generally keep a low profile and are reluctant to complain. At work they may be vulnerable to losing their job and as tenants they face potential eviction if they complain, potentially losing their livelihood, their right to remain in the UK, or being made homeless. As a result, most of the time migrants want to stay away from being involved in any criminal activities including reporting of a crime. However, as the time in UK increases the reporting behaviour changes and after 10 years there is little difference between reporting behaviour of a migrant and a native.

CONFIDENCE IN POLICE EFFECTIVENESS

Many researchers have suggested that victims will less likely to report a crime if they have low confidence in police effectiveness (Anderson, 1999; Baumer, 2002; Hagan &Albonetti, 1982). The estimated benefits of reporting to the police are believed to depend on the victims' individual judgment of the police to a great degree. In the event of doubt or in stress situations, however, victims will allow their decision to partially depend on the judgment of their social environment (Greenberg &Ruback, 1992; Ruback, Greenberg, & Westcott, 1984). The estimated benefits of reporting crimes to the police can therefore generally be assumed to be lower for residents of

neighbourhoods with a lower confidence in police effectiveness than for similar residents of neighbourhood's with a more positive perception of the police. The less confidence people in a neighbourhood have in police effectiveness, the lower the probability that crime victims who live there report to the police (Conklin, 1975).

SOCIO ECONOMIC DISADVANTAGE

The lower the socio-economic status of a neighbourhood, the less uses its residents make of the law in solving their problems and the more frequently they deal with them by themselves. This is known as the stratification hypothesis (Gottfredson Hindelang, 1979).Baumer (2002) noted a direct negative relationship between a neighbourhoods' socio-economic disadvantage and the reporting behaviour of victims of simple assaults, but positive relationship only in cases of extreme disadvantage.

'CODES OF THE STREET'

Due to the high degree of poverty and unemployment and limited labour market opportunities, residents of socioeconomic disadvantaged neighbourhoods, youths and migrants especially, are considered to be alienated from the general norms of society. In neighbourhoods of this kind, there are specific norms and codes of conduct emerge which Anderson (1999) refers to as 'codes of the street'. One of the things these codes tell people is how to deal with and respond to crime. In extremely socio-economic disadvantaged neighbourhoods particularly, residents are expected to be personally responsible for their own safety and the safety of their property. In these kinds of neighbourhoods, it may be seen as weak or even cowardly to go to the police and expect them to help solve any problems (Anderson, 1999; Baumer, 2002). This kind of subculture, with a negative attitude towards the police, might be reinforced by the fact that the residents of socio-economic disadvantaged neighbourhoods are more likely to be working illegally or trade within informal or 'black markets' as they have less access to legitimate economic options. This will discourage them from contacting the police if they become crime victims, since they do not want the authorities to find out about their own activities (Anderson, 1999; Skogan, 1984). This subculture also keeps the wider community from disadvantaged neighbourhoods from calling the police, knowing it might get other residents into trouble.

OFFENDERS AS VICTIMS

Some groups of offenders are also highly vulnerable to becoming victims of crime for example sex workers or those dependent on illegal substances. A report from the London Assembly[6] identified

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[6] Silence the Violence, Improving the safety of Women. The policing of Off Street sex work and trafficking in London, 2012

that female sex workers are at far greater risk of violence than any other group of women. Concerns over the victimisation of women in this group has also been raised in relation to the coercion of women into sex work and the possibility of that women may have been "trafficked" in some way. The concept of trafficking is difficult to define; there is some ambiguity between organised trafficking, whereby criminal groups control the work of the women and non-organised trafficking where one or two individuals have coerced someone into sex work. The definition in UK law, which uses the term to describe the movement of all sex workers including willing individuals, is somewhat different from international protocols that refer to the use of force, coercion or fraud.
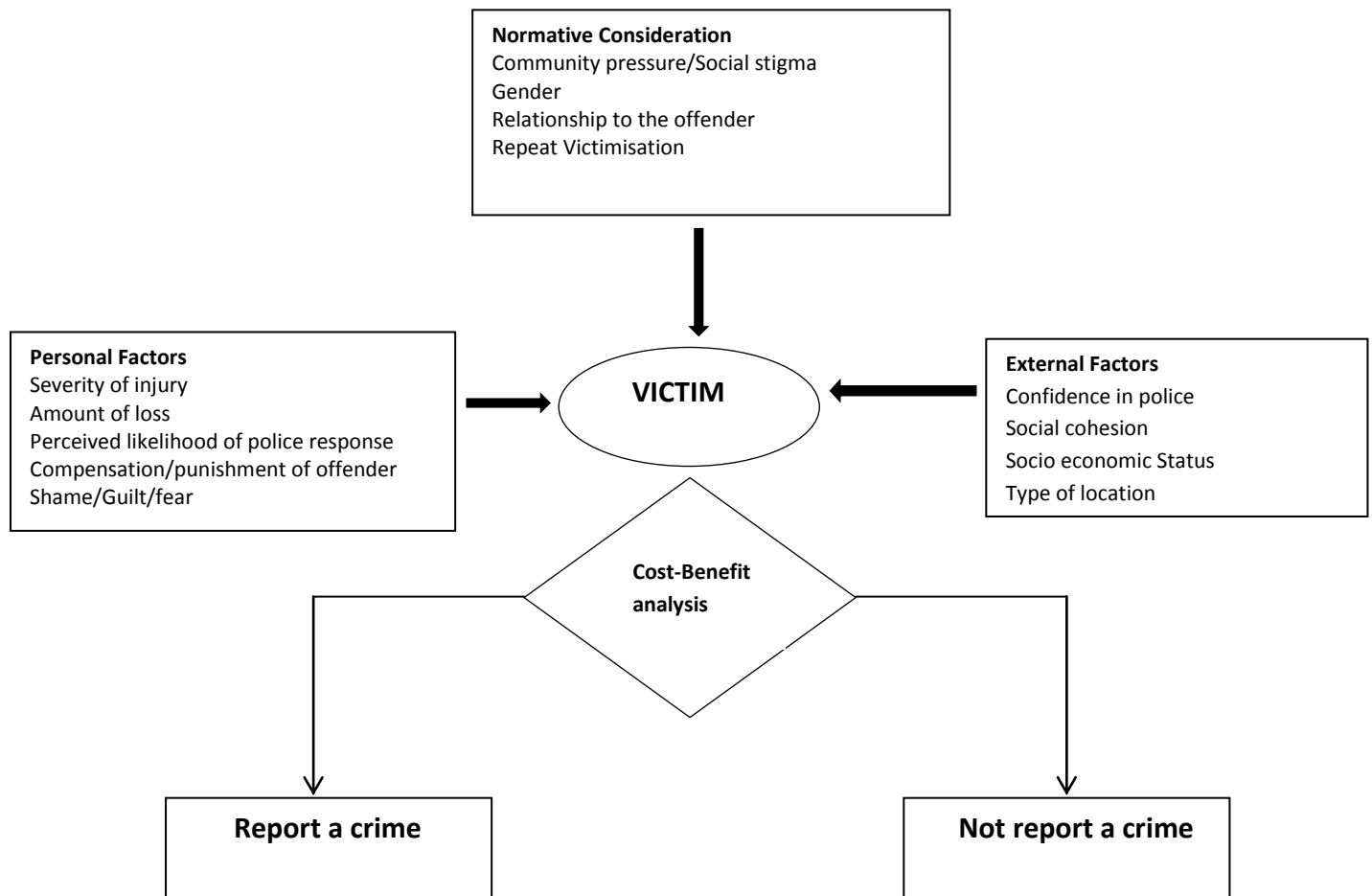
Another example is the street life community which was identified in the 2012 'offenders needs assessment' as being a group which included both offenders and victims. Whilst they are also evident as a group that caused a significant amount of anti-social behaviour. Some of them became a victim after a significant head or brain injury[7].

SUMMARY

For the purpose of this report all those factors, which could potentially influence the decision making process of a victim, have been collated in the form of a flow diagram. Figure 2 represents an overview of all the factors which influence the decision making process of a victim identified within the literature review. The prime factors influencing the cost benefit analysis are the factors which cause the personal loss to a victim. The most important personal factors influencing their decision could be severity of injury, amount of loss, perceived likelihood of police response, any previous experience with police (good or bad), compensation if any or punishment to the offender, shame or guilt (especially in case of serious sexual offences like rape) and fear of reprisal. Some external factors which may affect the decision are social cohesion in the community, socio-economic status, and type of location e.g. urban, sub-urban, rural and confidence of local people in police. Some other normative considerations which too influence decision making are pressure from the community or social stigma in case of sexual offences, relationship to the offender plays an important role, gender of the victim and whether it is a case of repeat victimisation. Based on a very complex combination of all these factors and doing a cost-benefit analysis the victim decides whether to report a crime or not.

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[7]http://www.cambridgeshireinsight.org.uk/files/caminsight/VONA_v1.5_2013_update.pdf

**Figure 2 Overview of the factors influencing the decision making process of victim**

```
                    ┌──────────────────────────────────┐
                    │ Normative Consideration          │
                    │ Community pressure/Social stigma  │
                    │ Gender                            │
                    │ Relationship to the offender      │
                    │ Repeat Victimisation              │
                    └──────────────────────────────────┘
                                    │
                                    ▼
┌──────────────────────────────────┐                    ┌──────────────────────────────┐
│ Personal Factors                 │      ╭───────╮      │ External Factors             │
│ Severity of injury               │      │       │      │ Confidence in police         │
│ Amount of loss                   │─────▶│ VICTIM│◀─────│ Social cohesion              │
│ Perceived likelihood of police   │      │       │      │ Socio economic Status        │
│   response                       │      ╰───────╯      │ Type of location             │
│ Compensation/punishment of       │                    └──────────────────────────────┘
│   offender                       │          ◇
│ Shame/Guilt/fear                 │      Cost-Benefit
└──────────────────────────────────┘       analysis
            │                                         │
            ▼                                         ▼
┌──────────────────────┐                  ┌──────────────────────────┐
│   Report a crime     │                  │   Not report a crime     │
└──────────────────────┘                  └──────────────────────────┘
```

NATIONAL CONTEXT

This section will analyse victim groups at a national level, look at the proportion of offences reported to police and also provide a broad analysis of under reporting among children and businesses.

TREND IN POLICE RECORDED AND CSEW CRIME

Figure 3 shows the time-series for both the CSEW and police recorded offences. CSEW crime increased gradually from 1981, and reached a peak in 1995. After that it declined up until the 2004/05 survey. Police recorded crime also increased during most of the 1980s, reaching a peak in 1992, and then fell each year until 1998/99. There have been changes to the way that police record crime, including a major change in April 2002 with the introduction of the National Crime Recording Standard (NCRS). This change resulted in a rise in the volume of offences recorded by the police, particularly in the categories of violent offences.

Figure 3 Trends in police recorded crime and CSEW, 1981 to 2013/14
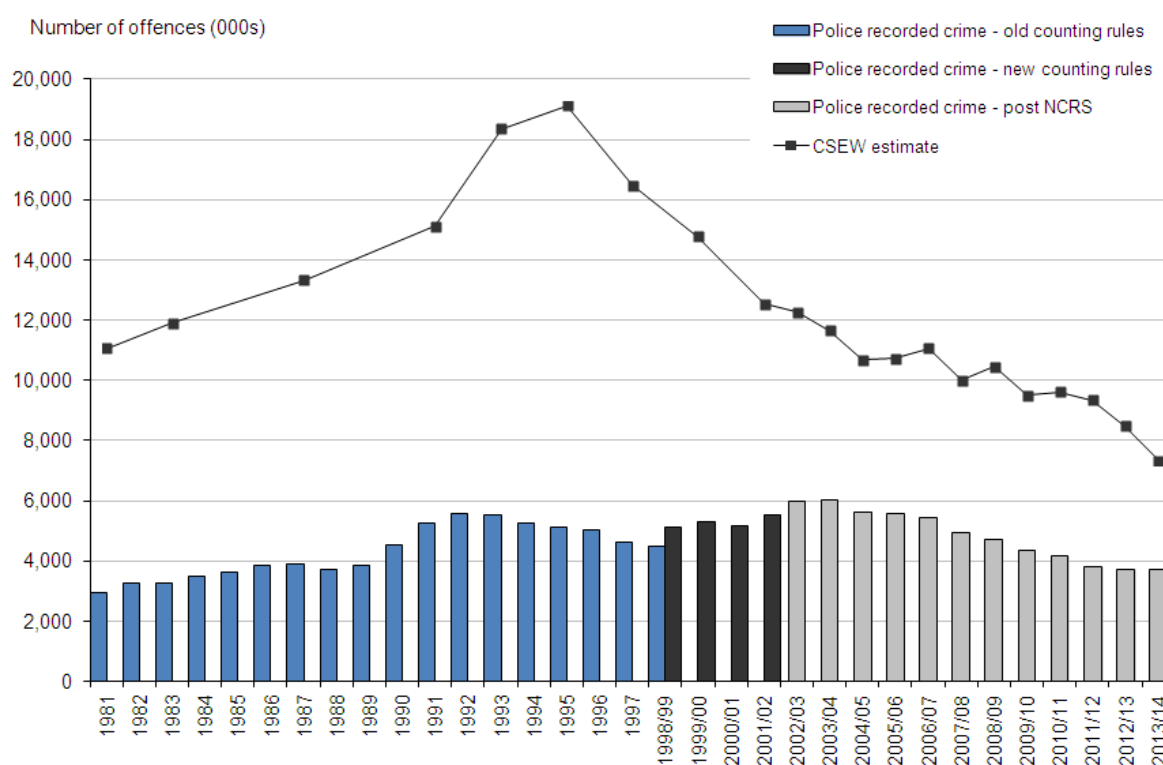
Source: Crime Survey for England & Wales, ONS March 2014

The latest CSEW figure ending March 2014 showed a decrease by 14% from the previous year's survey and continues the long downward trend seen since 1990's. It is lowest estimate since the survey began in 1981. The latest CSEW figures are estimated to be 62% lower than its peak value in 1995.

Crime Survey of England and Wales records the percentage of all victims for personal crime[8]. Figure 4 represents the trend in the percentages of victims of all personal crime in each age group for the last three years.

Figure 4 Proportion of victims of all personal crime from 2011-2014
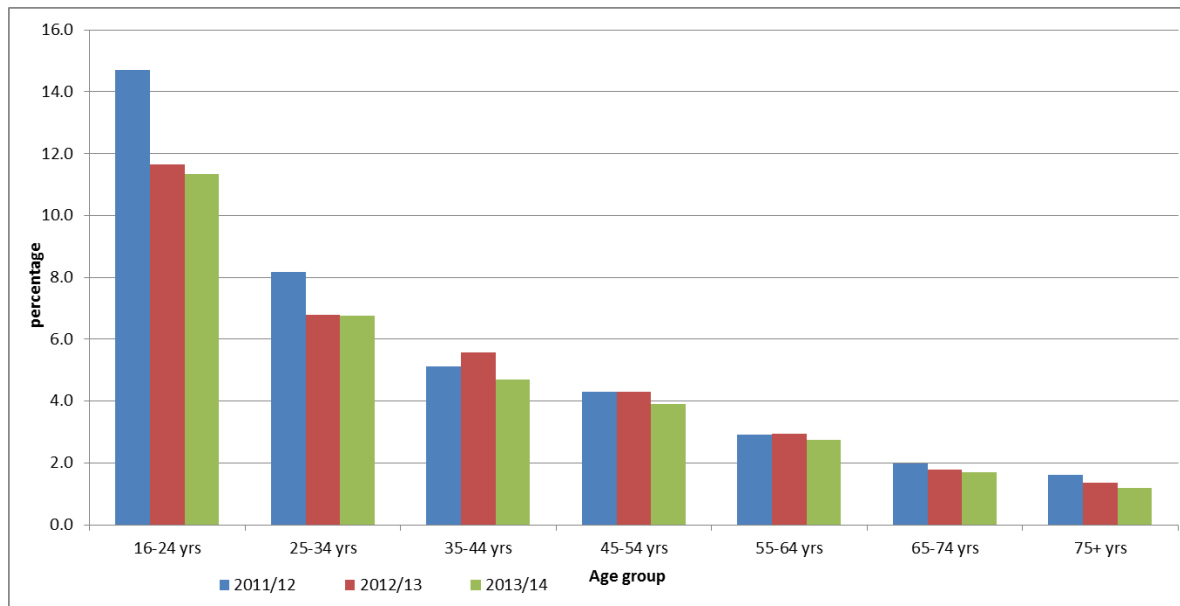
There is a noteworthy decline in the percentage of victims in 16-24 years of age. This is a reduction from 14.7% in 2011/12 to 11.3% in 2013/14. Victims in the age group of 35-44 years indicated a slight increase in 2012/13 with (5.6%) from (5.1%) in 2011/12 and then again a decline (4.7%). Nationally, not much noticeable changes in victimisation can be observed in age groups 45 years and over.

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[88]Personal crimes relate to all crimes against the individual and only relate to the respondent's ownpersonal experience (not that of other people in the household). An example of a personalcrime would be an assault. (home office)

Figure 5 victim profile showing age and gender for personal crime in 2013/14
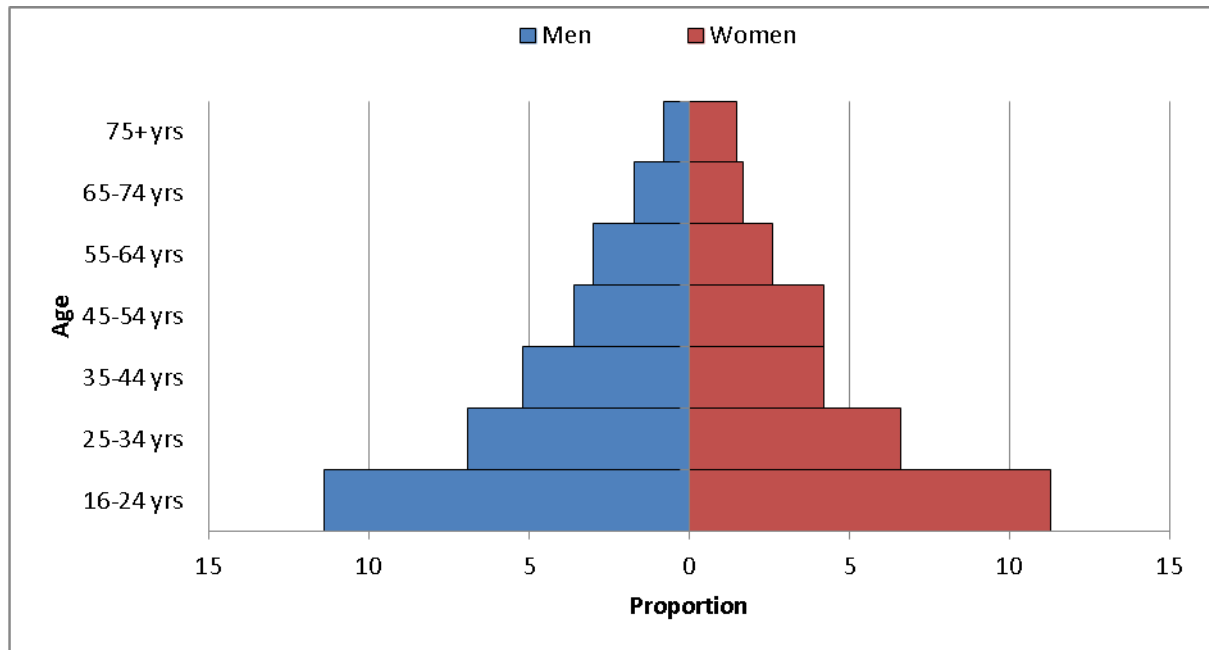
Source: Crime Survey for England & Wales, December 2013

Figure 5 represents the profile for all victims of personal crime in England and Wales in 2013/14. The red colour represents females and blue colour represents males. Seven different age groups were selected to represents all adult victims above 16 years. The group most frequently reporting victimisation is identified as young males in the age group of 16-24 years (11.4%). A large gender difference can be seen in the people over the age of 75 years. Females(1.5%) over 75 years are more frequently reporting than males(0.8), this may be due to the fact that population of females in this age group is more than males (60% females and 40% males among total population of over 75). On an average victimisation in men (4.7%) is slightly more than in women(4.6%).

CRIME OFFENCES REPORTED TO POLICE IN 2013/14

This section provides the percentage and type of crime offences, in England and Wales, reported to the police in 2013/14. Figure 6 represents the trend in the percentage of crime offences identified with the CSEW, from 2002-2014 that were reported to the police. The overall trend in reporting CSEW incidents over a period of twelve years is decreasing. There was not much change in all crime, it was quite steady throughout with the highest recorded in 2002/03 at 41% and lowest in 2008/09 and 2010/11 at 38%.

Figure 6 Percentage of CSEW incidents reported to the police 2002-2014
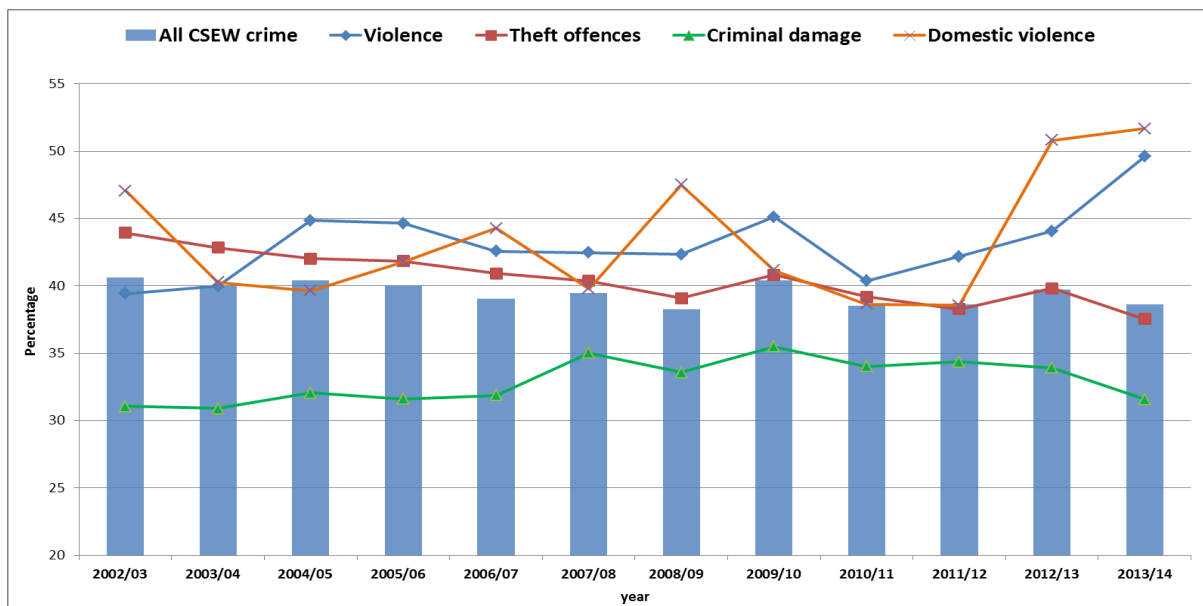
Source: Data fromthe Crime Survey for England & Wales, December 2013
*Domestic violence is a sub set of all voilence crime type

Figure 6 reveals that violent crimes reporting have increased since 2002. It was reported as 39% in 2002/03 with a sharp increase in 2004/05 (45%) then a decline in 2010/11 (40%) and reached its peak in 2013/14 with 50%. Reporting of theft offences had decreased steadily since 2002/03 from 44% to 38% in 2013/14. Criminal damage is also steadily reported since 2002/03 (31%) with two peaks (35%) in 2007/08 and 2009/10. Domestic violence has shown ups and downs until 2011/12 with 2008/09 as an exception (48%) but has increased to 52% in year 2013/14.This has been due in part to an increased focus on supporting victims and encouraging reporting for this type of offence. There has also been an upturn in reporting historical offences.

UNDER REPORTING AMONGST CHILDREN

In the 2012/13 CSEW, 13% of violent incidents identified by children aged 10-15 taking part in the survey years were reported to the police. In 50% of incidents of violence against children aged 10-15 the incident was perceived by the victim to be part of a series of bullying.

Victims aged 10 to 15 were also asked about the seriousness of crimes they experienced. Based on the 2012/13 survey, 26% of violence victims aged 10 to 15 thought the incident was a crime 37% thought it was wrong but not a crime, and 37% thought it 'was just something that happens'. This compares with 52% of theft victims aged 10 to 15 perceiving the incident to be a crime.

Table 1 incidents experienced by children 10-15 were reported to different authorities

England and Wales	Incidents, children aged 10-15, percentages All violence[1]
Whether police came to know about the incident	13
Unweighted base	*213*
Teacher	71
Friend	55
Someone else at school (incl prefect)	6
Unweighted base, (incident occurred at school)	*149*

*Source: Crime Survey for England and Wales, Office for National Statistics*

1. 'All violence' includes the offence types of wounding, robbery, assault with minor injury and assault with injury. '

Table 1 shows that 71% of the incidents experienced by children of 10-15 years of age were reported to teachers and 55% of the incidents were reported to a friend only 13% of the incidents were reported to police and 6% were reported to someone else at school. This indicates that 87% of the incidents which are experienced by children 10-15 were not reported to the police and reporting depends on the school policies.

UNDER REPORTING AMONGST BUSINESSES

According to the Commercial victimisation survey 2013 (CVS) reporting rates varied considerably by the type of offence. Of all the crime types, incidents of vehicle theft were the most likely to be reported, with a 100 per cent reporting rate according to the combined 2012 and 2013 CVS data.

Figure 7: Proportion of incidents reported to the police across all six industry sectors, by crime type, 2012 and 2013
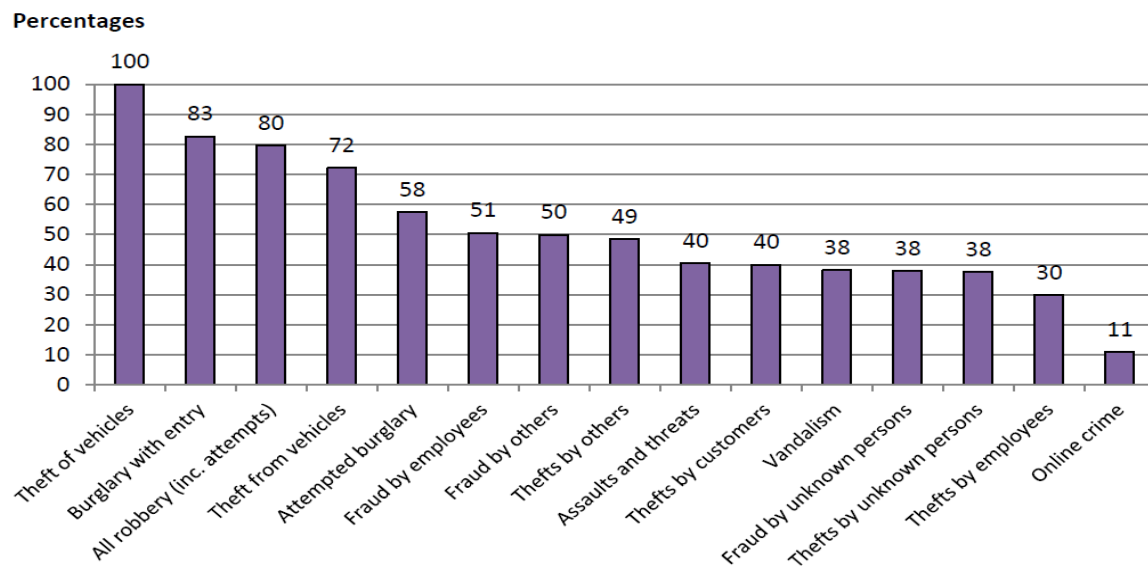

Source: 'Crime against businesses: headline findings from the 2013 Commercial Victimisation Survey (CVS)'

Figure 7 shows that incidents of burglary were also well reported with around 83 per cent of incidents of burglary with entry and 58 per cent of incidents of attempted burglary being reported to police. It is likely that, in cases of both vehicle theft and burglary, high reporting rates are related to the need for victims to obtain a crime reference number from the police in order to make an insurance claim.

Reporting rates were comparatively low for crimes such as thefts by employees (where 30 per cent of the most recent incidents were reported to the police), vandalism and fraud and theft by unknown persons (both 38 %). Incidents of online crime were the least likely to be reported to the police (11%).

Figure 8 Selected reasons for not reporting crime to police for selected crime types across all six industry sectors, by crime type, 2012 and 2013

Source: 'Crime against businesses: headline findings from the 2013 Commercial Victimisation Survey (CVS)'

Victims of crime were asked about their reasons for not reporting. Figure 8 shows that the most frequently mentioned reason varied by crime type. For example, for theft from vehicles, 54% of victims perceived the incident to be too trivial or there was no/trivial loss incurred as a reason for not reporting the crime, compared to 12 per cent of victims of fraud by employees. Crimes involving employees often went unreported as the business at the premises dealt with the matter internally. For crimes involving other types of thefts or frauds, a perceived lack of police engagement was cited as the reason for not reporting the crime to the police.

PUBLIC PERCEPTIONS OF SUPPORT FOR VICTIMS OF CRIME

The proportion of incidents where the victim wanted the information, advice or support varied depending on whether the incident was reported to the police or not. Incidents that were reported to the police were more likely to coincide with the victim wanting some form of information, advice or support.

Figure 9 Type of information, advice or support victims wanted by whether the incident was reported or not (2007/08 and 2008/09 CSEW, all incidents)1,2,3,4
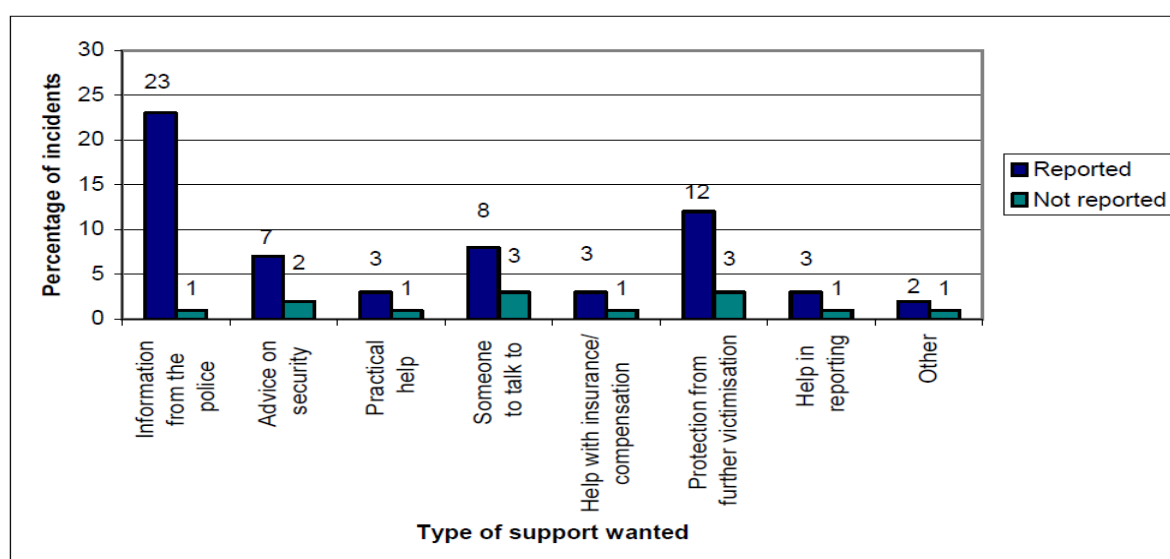
1. Based on the percentage of incidents, not victims.
2. Respondents could select as many answer options as were applicable to them, so percentages do not sum.
3. Unweighted base for reported incidents was 10,264.
4. Unweighted base for non-reported incidents was 14,892.

Source: Support for victims: findings form CSEW 2013; Ministry of justice analytical series

Figure 9 shows the type of information, advice or support victims wanted by whether the incident was reported or not. In reported incidents 23% of victims wanted *information from the police* compared with 1% of non-reported incidents, and in 12% of reported incidents the victims wanted *protection from further victimisation* compared with 3% of non-reported incidents. In 37% of

reported incidents, the victims felt very or fairly well informed by the police on the progress of the case. However, in 34% of reported incidents, the victims did not feel well informed.

LOCAL STUDIES

In this section some key findings from the recent local studies are highlighted. Most of the local studies done so far were on under reporting of sexual and domestic violence offences. The following is a study from victims' services advocates to improve the support for victims.

SOME OF THE KEY FINDINGS FROM LISTENING AND LEARNING[9]

The main aims for this study were to summarise current support for victims in Cambridgeshire, identify what victim need from local services and propose actions from the PCC to meet these needs. Some of the key findings of this study were:

- Victims feel that the impact of anti-social behaviour needs to be taken more seriously by agencies, and any assessment of victims' needs should focus in particular on the impact that the antisocial behaviour is having on their lives.

- Victims of domestic abuse and sexual violence benefit from flexible and adaptable services which fully support their needs. There is a need to look at the capacity of all services.

- Provision of access to counselling, therapy and support for children and young people bereaved by murder and manslaughter.

- Services for victims of hate crime are very small in number. Victims of hate crime feel that providing services that offer support to deal with hate crime, plays an important part in sending out a clear message that it will not be tolerated within society.

- Improving communication between the police and victims was the most common theme mentioned across all the crime/incident types. A number of issues relating to communication were identified; the lack of a single point of contact, proactive follow ups with victims (often the victim reported having to request an update from agencies) and the general manner of police officers were all a concern for victims.

- The attitude of police officers also plays an important role when it comes to reassuring victims. *"Everything seems so frightening and when I spoke to them, they were like well it doesn't have to be".* The victims felt that officers needed to show understanding, demonstrate care and sensitivity and take victims seriously. Being taken seriously or believed from the outset by the police was mentioned as an important element of support. The idea of being taken seriously was often talked about in relation to feeling reassured that

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[9]Listening and Learning: Improving support for victims in Cambridgeshire. A report from victim's services advocates (VSA) November 2012

the perpetrator's behaviour was unacceptable and they should not have to put up with it. Victims also said that when officers were supportive, they felt reassured they were doing the right thing in reporting the crime: *"I never felt like I was wasting their time".*

A survey was conducted by the CUSU (Cambridge University Students' Union) Women's Campaign which explores the factors influencing students reporting incidents and the impacts such incidents has on students (over 2,000 respondents). The aim of the survey was to collect data on the prevalence of sexual violence, stalking and physical violence among the whole student body at Cambridge University. Some of the key findings from the survey are:

- 77% of respondents have experienced any type of sexual harassment once or more.

- 28.5% have experienced sexual assault.

- 91% of perpetrators of sexual assault were men.

- 78% of perpetrators of sexual assault had been drinking.

- 96.3% did not report sexual assault offences only 1.2% of the offences were reported to police.

- 98.4% (142 respondents) did not report attempted assault by penetration only 0.8% of the offences were reported to police and 0.8% to student with official role.

- Over 80% across all types of incidents did not report the incident.

- 85% experienced a negative impact on their mental health.

- 80% of sexual assault victims did not report because they thought it was not serious enough to report.

- 47% of stalking victims thought that they can handle it by themselves.

- 47% (71 respondents) of victims of assault by penetration did not report because they thought they would be blamed for what had happened. (for more details and victims comments please refer Appendix 3 and 4)

LOCAL CONTEXT

Police recorded data for victims in Cambridgeshire and Peterborough between April 2013 and March 2014 was collated and analysed. Nationally, in Figure 5 for England and Wales, it can be seen that the group most frequently reporting victimisation is young males in the age group of 16-24 years.

VICTIMS PROFILE

Figures 10-15 represent the profile of victims in each district showing their age and gender. It is difficult to state any one single age group which is reporting more frequently in Cambridgeshire and Peterborough as different age groups are reporting frequently in each district within Cambridgeshire.

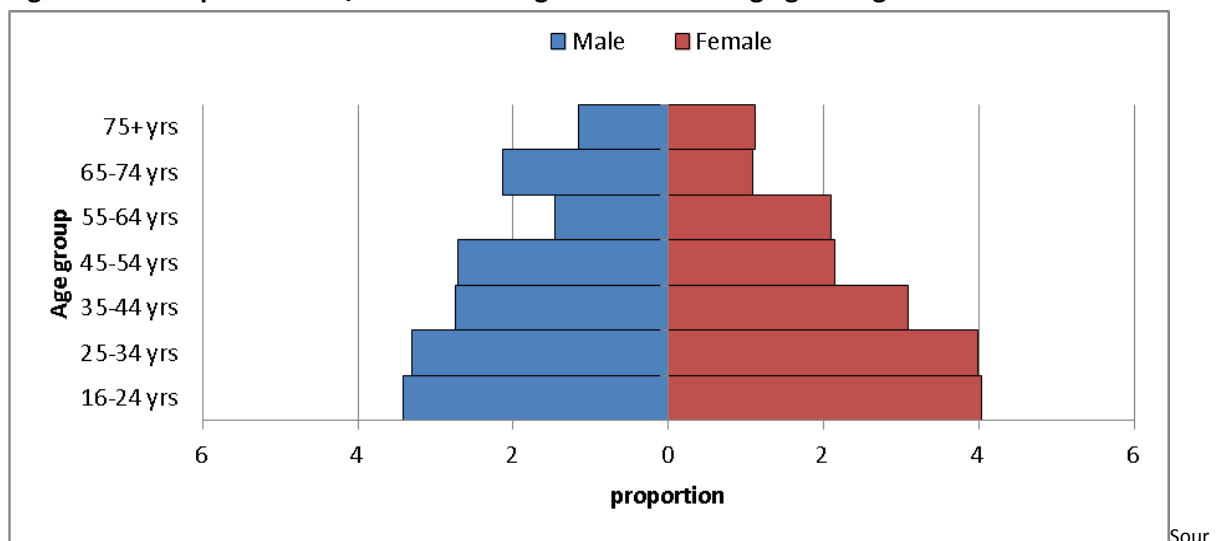**Figure 10 victim profile 2013/14   for Cambridge Cityshowing age and gender**
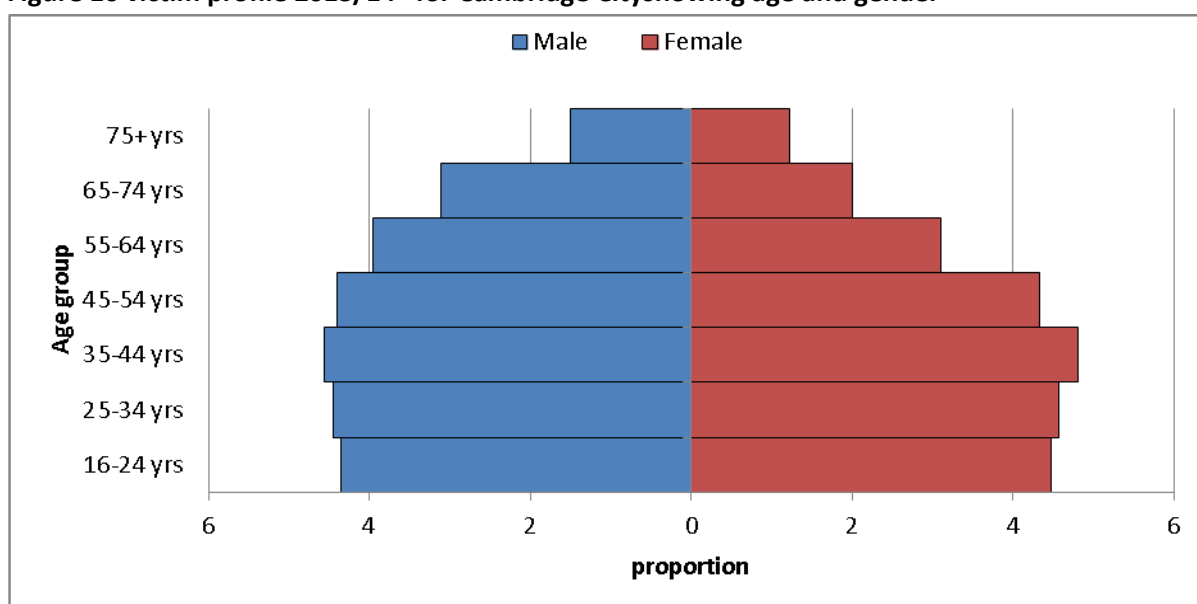
Source: Police recorded data from April 2013 to March 2014

Figure 10 indicates that the group most frequently reporting victimisation in Cambridge city is of females in the age group of 35-44 years (4.8% of population of that age group). On an average it can be seen that percentage of victimisation is higher in males (average 3.8%) than in females (average 3.5%).
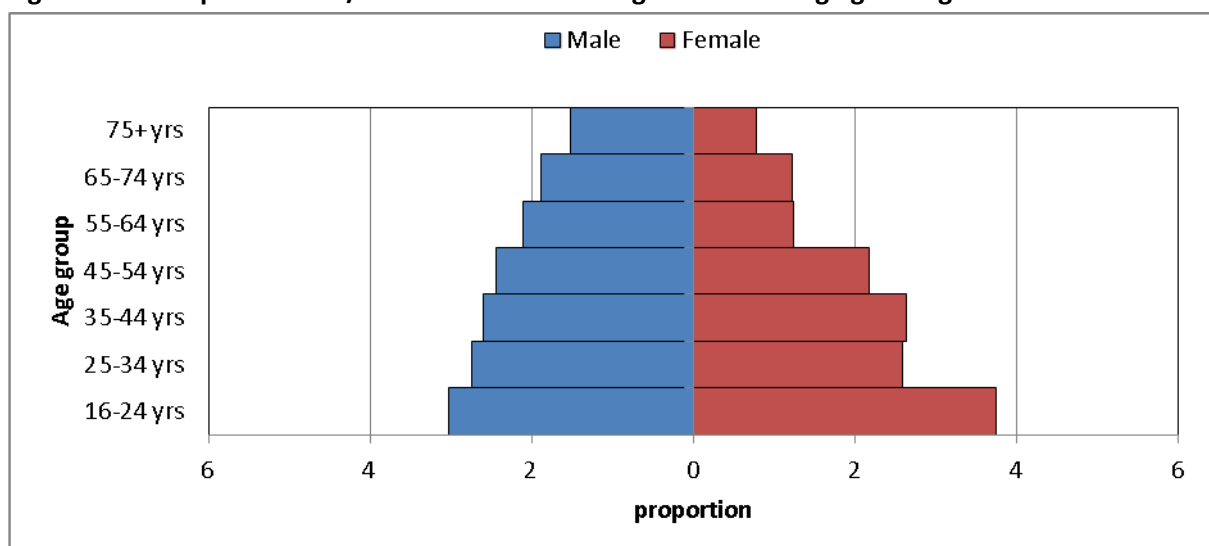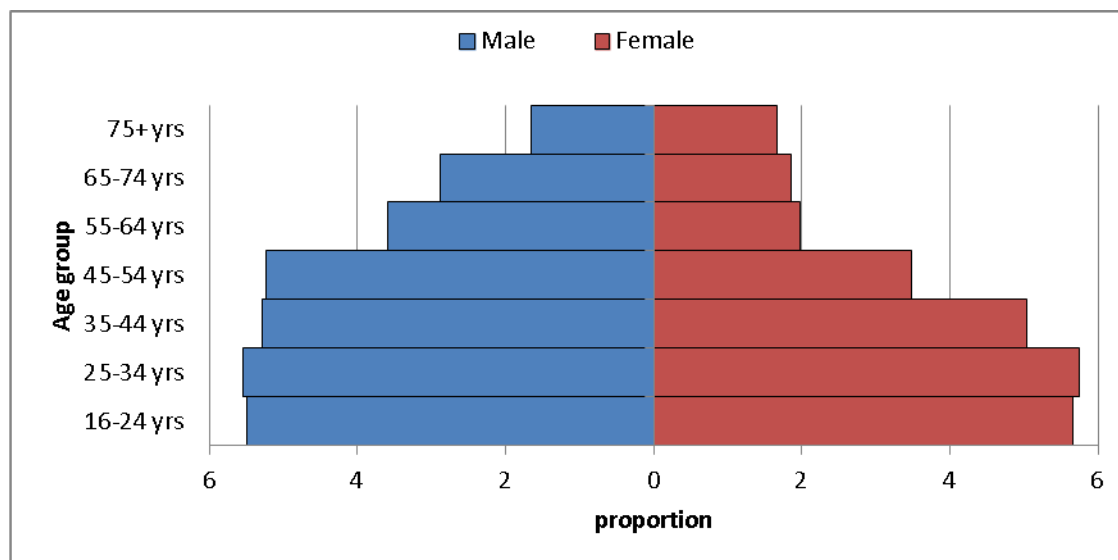
Figure 11 victim profile 2013/14 for East Cambridgeshire showing age and gender
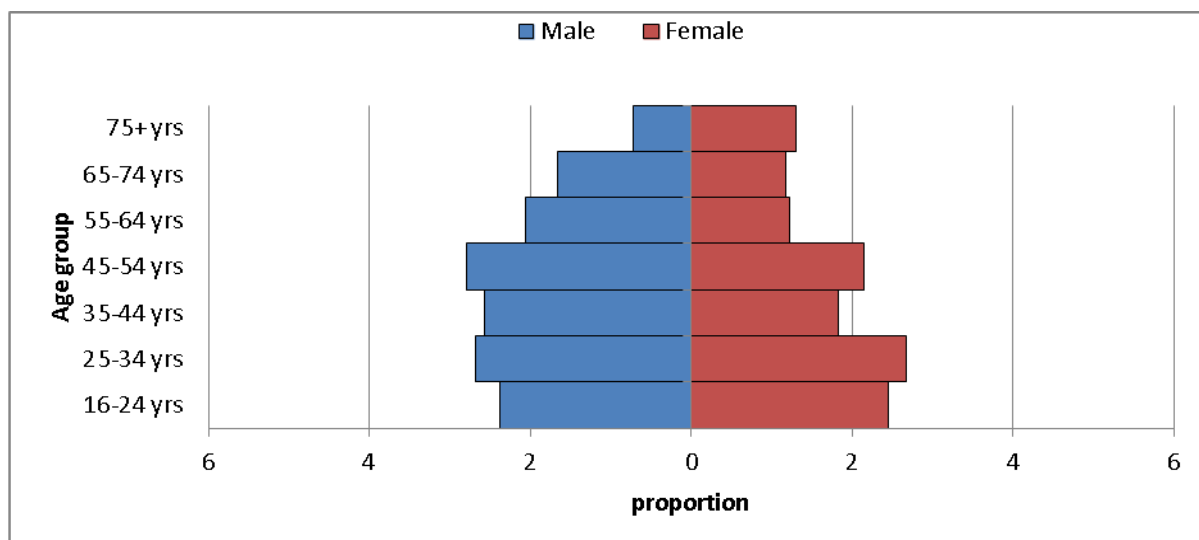
Source: Police recorded data from April 2013 to March 2014

Figure 11 represents the percentage of victims in East Cambridgeshire for year 2013/14. The group most frequently reporting victimisation in East Cambridgeshire is males in the age group of 45-54 years (2.8% of population). Overall on an average it can be seen that percentage of male victims (2.1%) are higher than female victims (1.8). An unusual increase can be seen in female victims; in the age group of 75+ years (1.3%) which are almost double than male victims (0.7%). This could be due to the higher population of females 75+ yrs. than males in East Cambridgeshire (59% females and 41% males).

Figure 12victim profile 2013/14 for Fenland showing age and gender
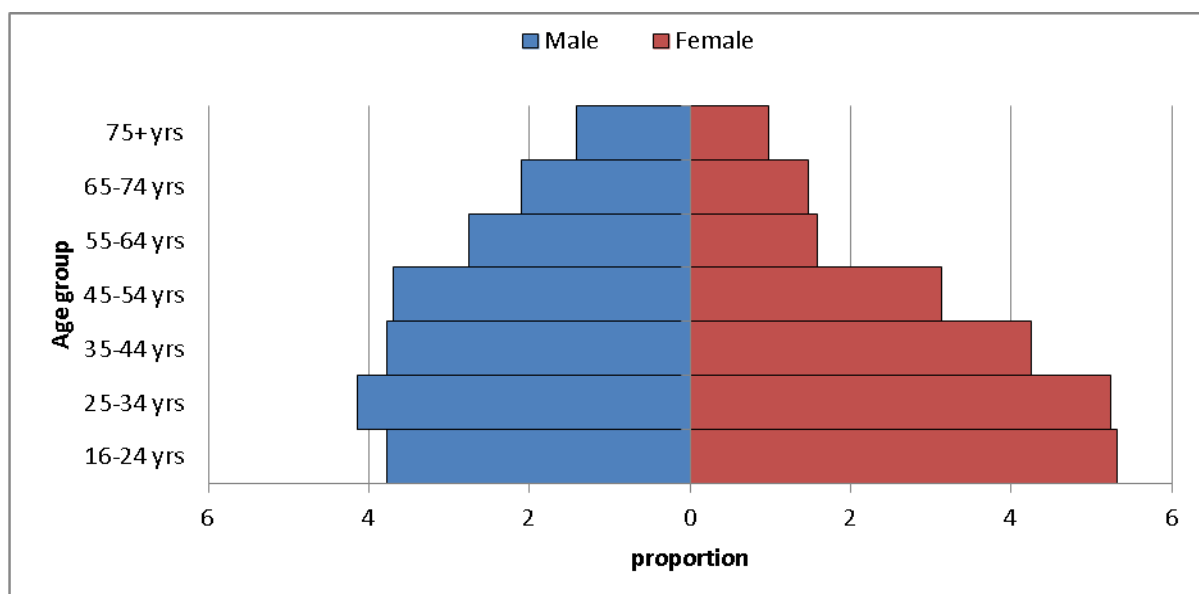
Source: Police recorded data from April 2013 to March 2014

Figure 12 indicates that the group most frequently reporting victimisation in Fenland is of females in the age group of 16-24 years (5.3% of population), which is also highest most frequently group

reporting victimisation in the County. Overall it can be seen that percentage of victimisation is higher in females than in males. On an average the percentage of male victims 75+ is similar to females (3.1% of population) despite of the low population of males 75+ years (59% females and 41% males).

Figure 13victim profile 2013/14 for Huntingdonshire showing age and gender

Figure 13 represents the percentage of victims in Huntingdonshire for year 2013/14. The group most frequently reporting victimisation in Huntingdonshire is young females in the age group of 16-24 years (4% of the population). On an average it can be seen that percentage of female victims (2.5%) is higher than male victims (2.4%). An unusual increase can be seen in male victims, in the age group of 65-74 years (2.1%)which is almost double than female victims(1.1%).

Figure 14victim profile 2013/14 for South Cambridgeshire showing age and gender

Figure 14 indicates that the group most frequently reporting victimisation in South Cambridgeshire is of females in the age group of 16-24 years (3.7% of the population). On an average it can be seen that percentage of victimisation is higher in males (2.3%) than in females (2.1%). Male victims in the

age group of 55-64 years are higher in percentage than female victims of the same age group. The percentage of male victims 75+ is higher despite of the low population of males than females (57% females and 43% males).

Figure 15 victim profile 2013/14 for Peterborough showing age and gender

Source: Police recorded data from April 2013 to March 2014

Figure 15 represents the percentage of victims in Peterborough by gender and age for year 2013/14. The most frequently group reporting victimisation in Peterborough is females in the age group of 25-34 years (5.74% of population). On an average it can be seen that percentage of male victims (4.24%) are higher than female victims (3.63%). A large difference in victimisation between male (5.24%) and female (3.48%) is observed in the age group 55-64 years.

The most frequently group reporting victimisation as recognised in the Cambridgeshire is of females 16-24 years in Fenland (5.3%), Huntingdonshire (4%) and South Cambridgeshire (3.7%). Males in the age group of 45-54 years are frequently reporting victimisation in East Cambridgeshire. The lowest average victimisation rate is observed in East Cambridgeshire (avg. females 1.9%) followed by South Cambridgeshire (avg. females 2.1%) and both these districts have a large number of rural wards. Either crime is low in these areas or under reporting is there.

CAMBRIDGESHIRE PERSONAS

The Cambridgeshire Personas are a demographic profiling tool developed for internal use by Cambridgeshire County Council. They identify groups in terms of lifestyle, behaviour, socio-demographics and culture showing differentiation between different areas of the county.

The Personas are intended to 'personify' or 'humanise' particular groups of people who would otherwise just be represented by a set of statistics. Through in-depth analysis of the Cambridgeshire population, 17 personas have been developed. Each Census Output Area (COA) has been assigned to one of these personas[10] based on the profile that best fits the population of that area. The entire victim in Cambridgeshire and Peterborough for 2013/14 was given a persona. The victims are residing in one of these personas' and according to that they are recognised that whether they belong to rural, sub-urban or urban areas.

Figure 16 Number of victims (2013/14) according to their Cambridgeshire personas
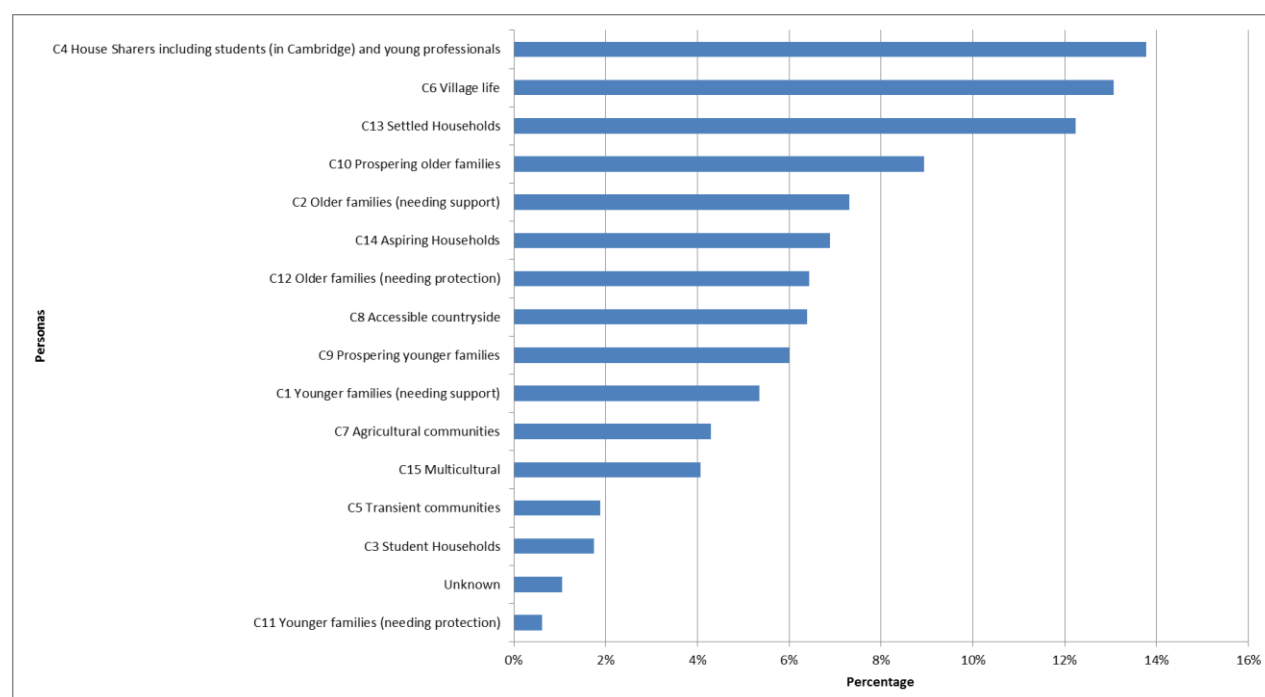
Source: Police recorded data from April 2013 to March 2014

Figure 16 indicates that highest numbers of victims were observed in C4 persona (14%) (House share including students in Cambridge and young professionals) that reside in urban areas. Among those theft, burglary and alcohol related crimes were higher. The second highest victimisation can be observed in persona C6 (13%), (Village life) although this is also the largest single group within the personas. Based on the Cambridgeshire personas overall percentage of victimisation is higher in urban areas (42%) as compared to rural areas (25%), while (32%) of victims can be observed in sub-urban areas.

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[10]http://camweb.ccc.cambridgeshire.gov.uk/cd/cst/cef/research/CambridgeshirePersonas.htm

VICTIM/WITNESS SURVEY ANALYSIS

A survey was conducted, aimed at people who were a victim of crime or have witnessed a crime in the last twelve months. The aim of the survey was to capture a broad cross section of views on the issue of under reporting and to understand the reasons behind under reporting.

LIMITATIONS

- The sample size used in this report (90 victims and 80 witnesses) is modest. This makes it difficult to draw significant conclusions but the results can be reviewed in the context of other national studies.
- Under 16s were not included in the survey
- Survey sample is self-selected. Self-selecting surveys may attract a bias towards respondents with a negative experience.

The survey has three main sections (refer Appendix 1 for survey questions).It should be noted that not all questions were obligatory, and therefore may not have been completed by all respondents. Percentages are therefore calculated from the total respondents for each question rather than respondent count overall. Quotes are written "as is", and therefore there might be grammatical and spelling errors within these quotes. A total of 321 respondents participated in the survey. Out of the total, 90 respondents (28%) were victims of a crime of whom 59 (67%) had reported the crime. Out of the total, 80 respondents had witnessed a crime (25%) of whom 33 (41%) had reported it.The analysis of the victim/witness survey is given below:
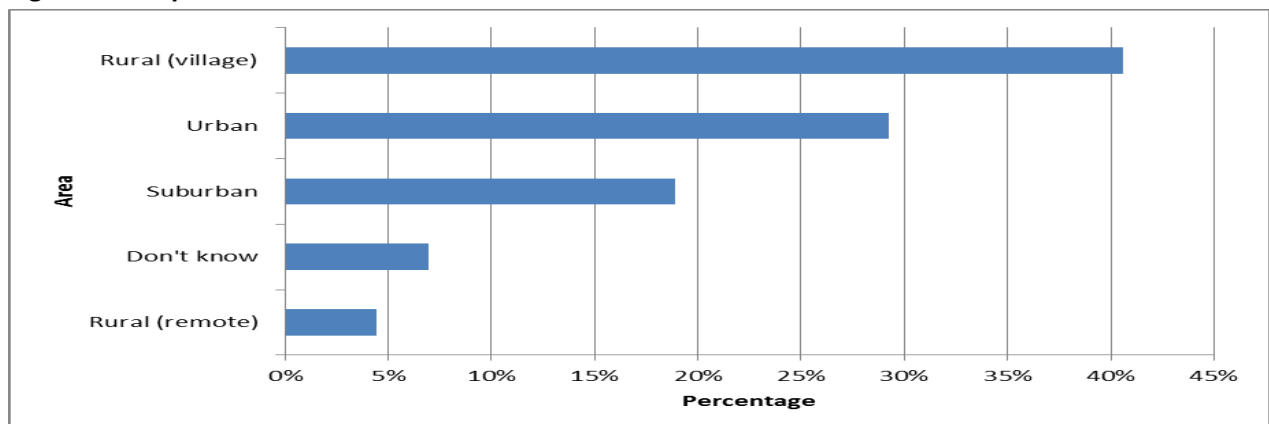
DEMOGRAPHIC PROFILE

Are you a male or female? (315 respondents)

- 53% of the respondents were males and 44% of the respondents were females and 2% of the respondents prefer not to say about their gender.

**Which of the following more closely describes the area in which you live? (318 respondents)**

Figure17: Respondents area of residence

- According to Cambridge personas (refer page 30) only 25% of the victims recorded by the police were from rural areas but in comparison 45% of respondents to our survey belong to rural (village) or rural (remote) areas.

How old are you? (307 respondents)

Figure 18: Age group of respondents
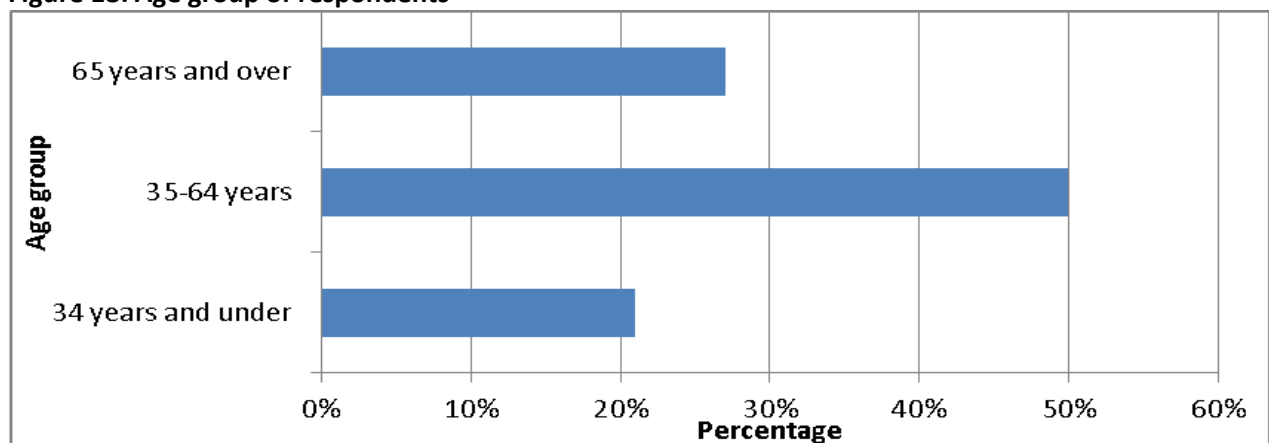
Approximately 50% of the respondents were between 35 and 64 years of age. Another 27% of the respondents were 65 years and over and 21% of the respondents were 34 years and under. Less than 1% of the respondents were between 18-24 years while the local statistics show that this age group has the highest percentage of victimisation (refer section local context on page 29).

This section of the survey was answered by victims of crime. People who had experienced a crime in the last twelve months were asked about their reporting behaviour.

Have you been the victim of a crime? (318 respondents)
- 28% (90 respondents) of the respondents were a victim of crime
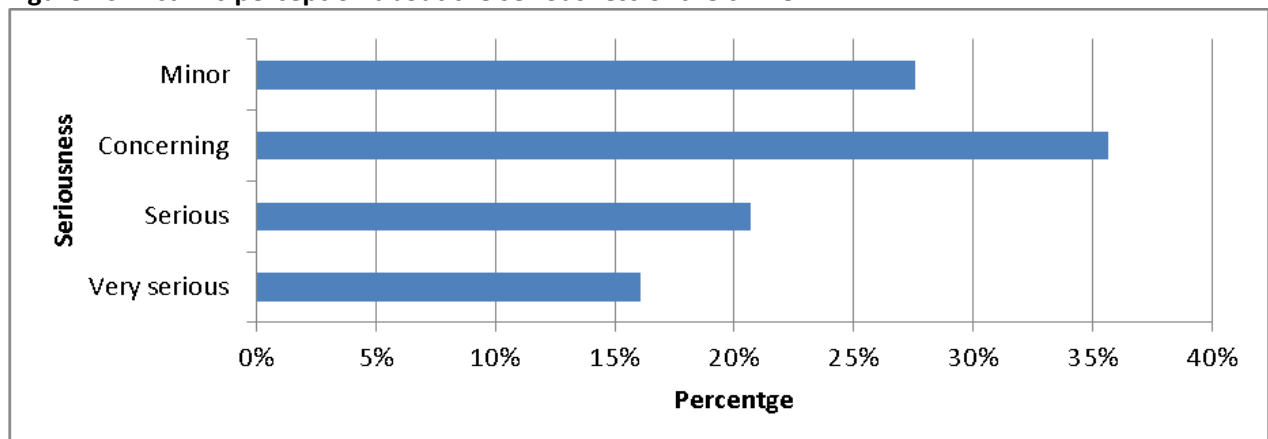- 72% of the respondents were not a victim of crime

Figure 19: number of times a victim experienced a crime
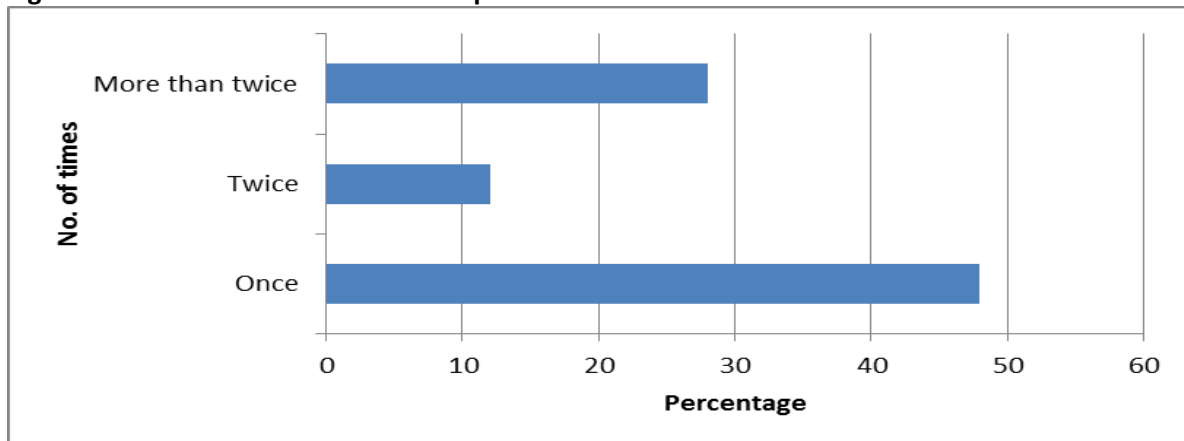
If yes then how many times? (90 respondents)
- 55% of the victims replied once
- 14% of the victims replied twice
- 32% of the victims replied more than twice

Figure 20: victim's perception about the seriousness of the crime

In your opinion, how serious do you consider the offence(s) to have been? (87 respondents)
- 16% of the victims considered the offence to be very serious
- 21% of the victims considered the offence to be serious
- 36% of the victims considered the offence to be concerning
- 28% of the victims considered the offence to be minor

Did you report the crime to the police? (90 respondents)
- 67% of the victims reported the crime

- 33% of the victims did not report the crime

If not, what was the <u>one key reason</u> you chose not to report it? (25 respondents)
Refer table 1
- 32% of the victims replied 'Police would not or could not help'

- 20% of the victims replied 'crime was too trivial to report'

- 12% of the victims replied 'couldn't get hold of police'

Among other mentioned key reasons victims were not sure 'whether the crime would be considered as crime' and 'resolved the matter on their own'.

Did any other reason(s) influence your decision not to report it? Please tick as many as apply? (21 respondents)
Refer table 2
- 38% of the victims replied 'Police would not or could not help'

- 19% of the victims replied 'crime was too trivial to report' or 'couldn't get hold of police' or 'crime was too trivial' or 'dealt with it in another way/personal matter'.

- 14% of the victims replied 'Fear of reprisal'.

Among other reasons, victims have believed 'nothing will be done about it'; or some of the victims made an attempt to contact the police by dialling 101 with no answer immediate response and that had discouraged them to dial again and report a crime.

**Figure 21: victim's response on satisfaction from police's responses**
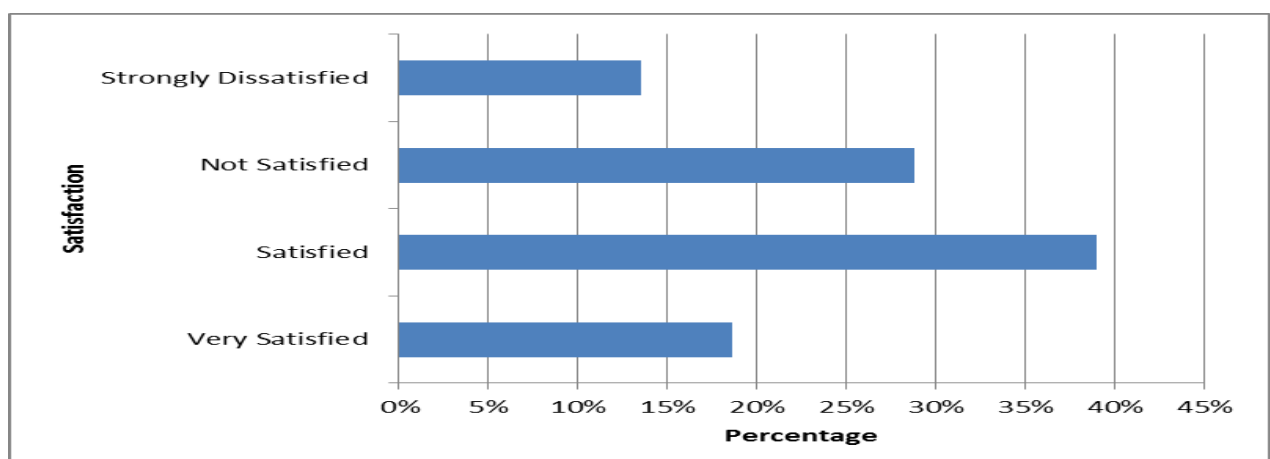
If you did report it, were you satisfied with the police's response? (59 respondents)
- 19% of the victims were very satisfied with the police's response

- 39% of the victims were satisfied with the police's response

- 29% of the victims were not satisfied with the police's response

- 14% of the victims were strongly dissatisfied with the police's response

Figure22: victim's perception of reporting in future
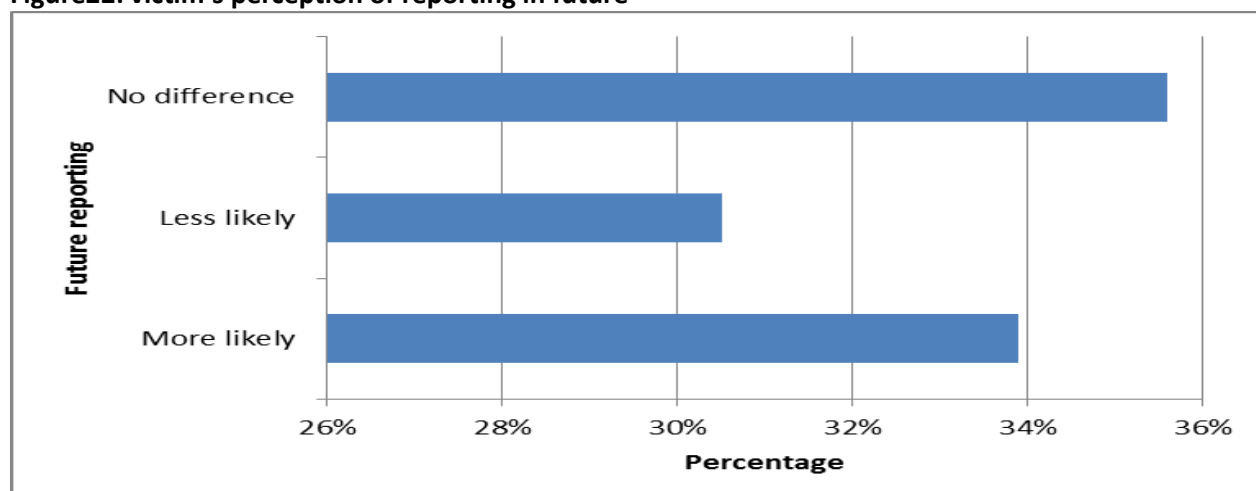
Would the response you received make you more or less likely to report a crime in the future? (59 respondents)

- 34% of the victims were more likely to report a crime in the future

- 31% of the victims were less likely to report a crime in the future

- 36% of the respondents replied that it make no difference to them for future reporting

Table 2: Victims' responses: reasons for not reporting a crime

Reasons not to report a crime	Key reason *(25 respondents)	Other reasons** *(21 respondents)
Fear of reprisal	-	14%(3)
Crime was too trivial to report	20%(5)	19%(4)
Couldn't get hold of police	12%(3)	19%(4)
Didn't have time	8%(2)	5%(1)
Didn't know how to	-	5%(1)
Don't want to involve in legal matters	-	5%(1)
Police would not or could not help	32%(8)	38%(8)
Reported it to someone else	8%(2)	19%(4)
Dealt with it in another way/personal matter	-	19%(4)
Other - please state	16%(4)	21%(6)

*small sample size

** Multiple responses were allowed therefore sum of totals can exceed 100%

This section of the survey was answered by witnesses of crime. People who witnessed a crime in the last twelve month period provided their views on reporting and not reporting of a crime.

Have you witnessed a crime in the last year? (316 respondents)

- 25% (80 respondents) of the respondents witnessed a crime
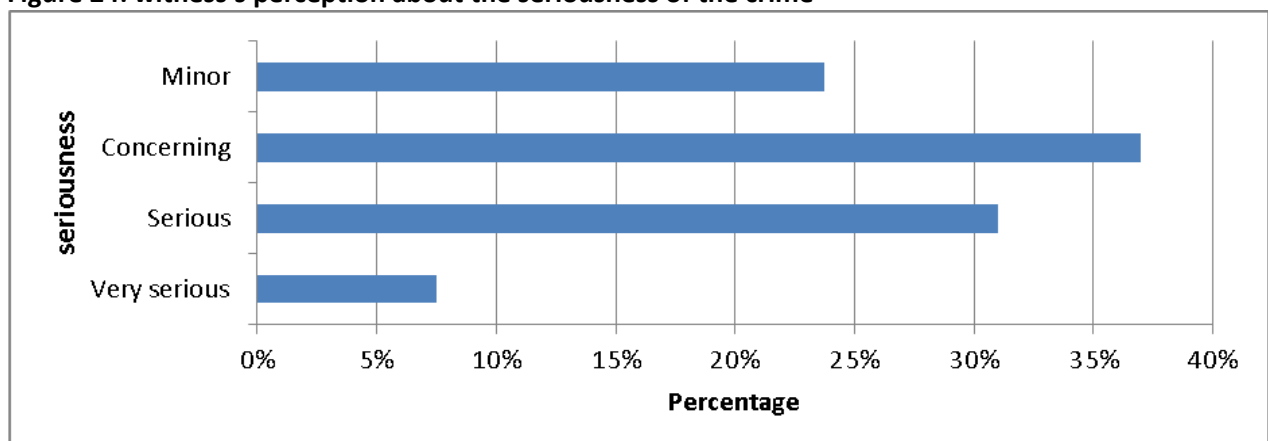
- 75% of the respondents did not witness a crime

Figure 23: number of times a witness observed a crime
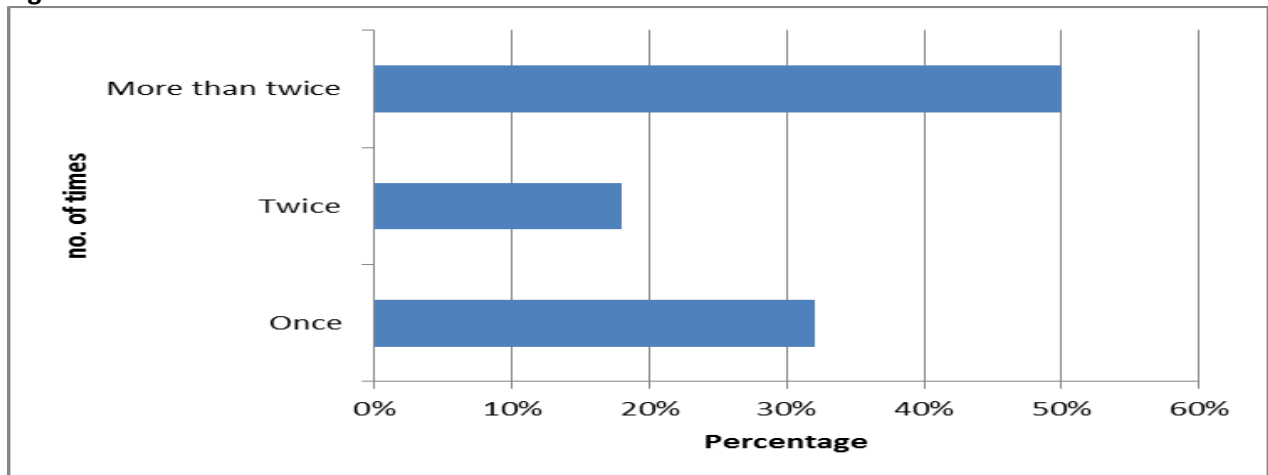
If yes then how many times? (78[11] respondents)

- 32% of the witnesses replied once

- 18% of the witnesses replied twice

- 50% of the witnesses replied more than twice

Figure 24: witness's perception about the seriousness of the crime

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[11] Not all respondents had attempted all the questions. The percentages are based on the number of respondents of each question.

In your opinion, how serious do you consider the offence(s) to have been? (78respondents)

- 8% of the witnesses considered the offence to be very serious

- 31% of the witnesses considered the offence to be serious

- 37% of the witnesses considered the offence to be concerning

- 24% of the witnesses considered the offence to be minor

Did you report the crime to the police? (80 respondents)

- 41% of the witnesses reported the crime

- 59% of the witnesses did not report the crime

If not, what was the <u>one key reason</u> you chose not to report it? (35 respondents)

Refer table 3

- 14% of the witnesses replied that 'Police would not or could not help or 'crime was too trivial to report'

- 9% of the witnesses replied that they 'reported it to someone else' or 'didn't have time' or 'dealt it in another way/personal matter'

Among other key reasons witnesses mentioned that 'victim was not ready to report the crime' or due to the type of the crime it was difficult to gather evidence for e.g. people using their mobile phone while driving or speeding cars.

Did any other reason(s) influence your decision not to report it? Please tick as many as apply? (39 respondents)

Refer table 2

- 28% of the witnesses replied 'Police would not or could not help'

- 26% of the witnesses replied 'crime was too trivial to report' or 'other reasons'

- 23% of the witnesses replied 'didn't have time' to report

Among other reasons witnesses' have expressed "I would think that every day I witness litter dropping and mobile phone use in moving vehicles but ok" , "It was verbal abuse and this seems to be common place now, the punishment (if any) doesn't stop" , "No faith in the Police, doubt they would or could help" and "Have the strong impression that if something does not tick a box it's disregarded".

Figure25: witness's response on satisfaction from police's response
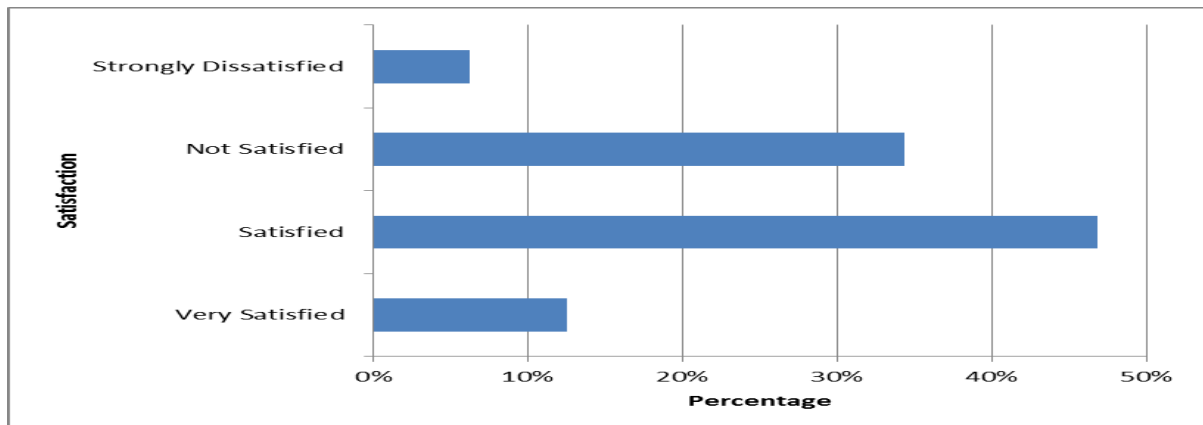
If you did report it, were you satisfied with the police's response? (32 respondents)
- 13% of the witnesses were very satisfied with the police's response

- 47% of the witnesses were satisfied with the police's response

- 34% of the witnesses were not satisfied with the police's response

- 6% of the witnesses were strongly dissatisfied with the police's response

Figure26: witness's perception of reporting in future
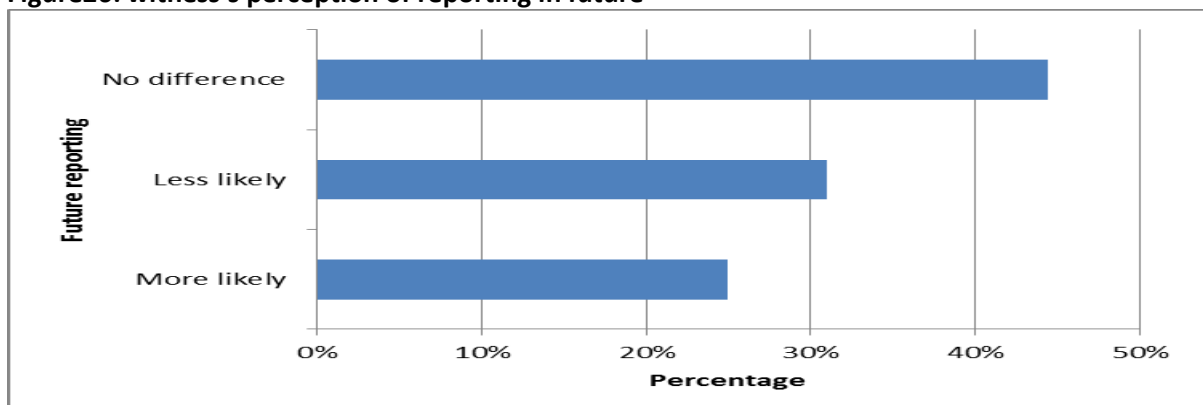
Would the response you received make you more or less likely to report a crime in the future? (32 respondents)
- 25% of the witnesses were more likely to report a crime in the future

- 31% of the witnesses were less likely to report a crime in the future

- 44% of the witnesses replied that it make no difference to them for a future reporting

Table 3: witnesses' responses to the key and other reasons they indicated for not reporting a crime

Reasons not to report a crime	Key reason *(35 respondents)	Other reasons** *(39 respondents)
Fear of reprisal	6%(2)	8%(3)
Crime was too trivial to report	14%(5)	26%(10)
Couldn't get hold of police	3%(1)	5%(2)
Didn't have time	9%(3)	23%(9)
Didn't know how to	3%(1)	-
Don't want to involve in legal matters	3%(1)	13%(5)
Police would not or could not help	14%(5)	28%(11)
Reported it to someone else	9%(3)	5%(2)
Dealt with it in another way/personal matter	9%(3)	5%(2)
Other - please state	31%(11)	26%(10)

*sample size was very small

** Multiple responses were allowed therefore sum of totals can exceed 100%

The demographic profile of victims' and witnesses' is compared among those who reported a crime and those who did not report and carefully analysed (refer figure 27-30).

Figure27 Victim reported vs not reported according to their age
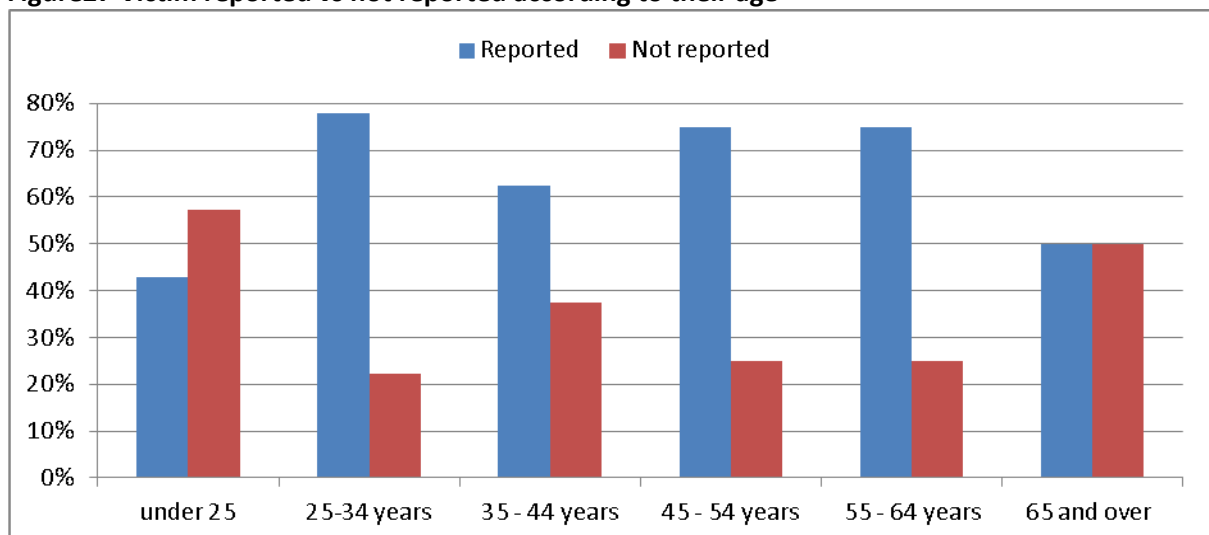
Among those victims who had completed this survey it is seen that young victims in the age group of 0 to 24 years are less likely to report the crime, the likelihood of reporting is higher for people in the age group of 25 to 64 years the likeliness of reporting declines again for the age group of 65 and over.

Figure28 Witness reported vs not reported according to their age
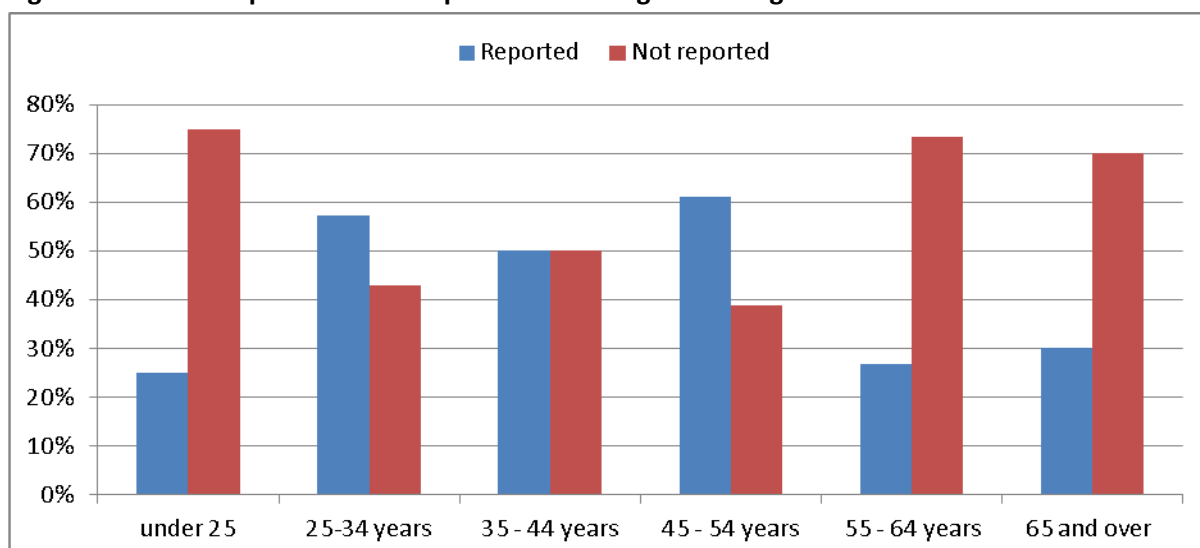
However, when looking at witnesses, reporting is less in under 25's and higher among people in the age group of 25 to 54 years of age and then it is declined in older age group from 55 and over.

It can be concluded that if a person is a victim of crime he/she will more likely to report it unlike in the case of a witness. The witnesses of crime usually report it less often. Reporting is less in under 25 and over 65 age group. When comparing with national victim profile (refer figure 4 on page 20) the young victims are highest in numbers and as the age is increasing the reporting is declining. This may depend on other factors such as population of the age group, number of people contacted etc.

Table 4 Gender of victim and witness who reported or not reported

Victim	Male	Female
Reported	61%	75%
Not reported	39%	25%
Witness		
Reported	36%	52%
Not reported	64%	48%

Among those victims who experienced a crime, 61% of males reported the crime and 39% had not reported the crime whilst 75% of females reported the crime and 25% had not reported the crime. Female victims are more likely to report a crime than males.

Out of those who witnessed a crime, 36% of males reported the crime and 64% had not reported the crime whilst 52% of females reported the crime and 48% had not reported the crime. Female witnesses are more likely to report a crime than males.

Figure 29 victims (those responded to the survey) demographic profile
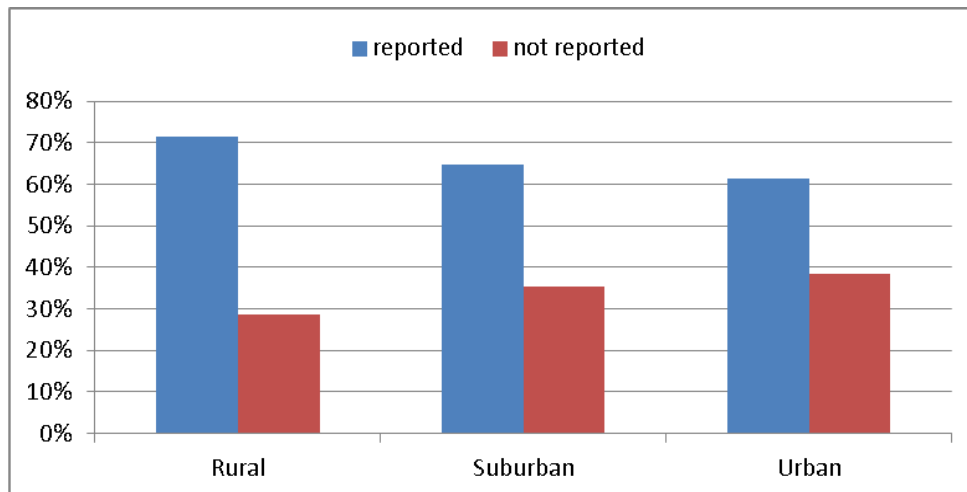
In rural areas 71% of victims had reported the crimes while 29% had not reported. Sub urban areas had 65% of the victims who had reported the crimes while 35% had not reported. In Urban areas 62% of the victims had reported the crimes as against 38% who had not reported the crime. Based on the survey victims from rural areas are more likely to report the crime as compared to urban areas. This contradicts part of the reviewed literature which theorised that reporting would be higher in urban areas then in rural areas as social cohesion is less in urban areas and therefore there would be a greater demand formal social control as represented by the police.

Figure 30 witnesses (those responded to the survey) demographic profile
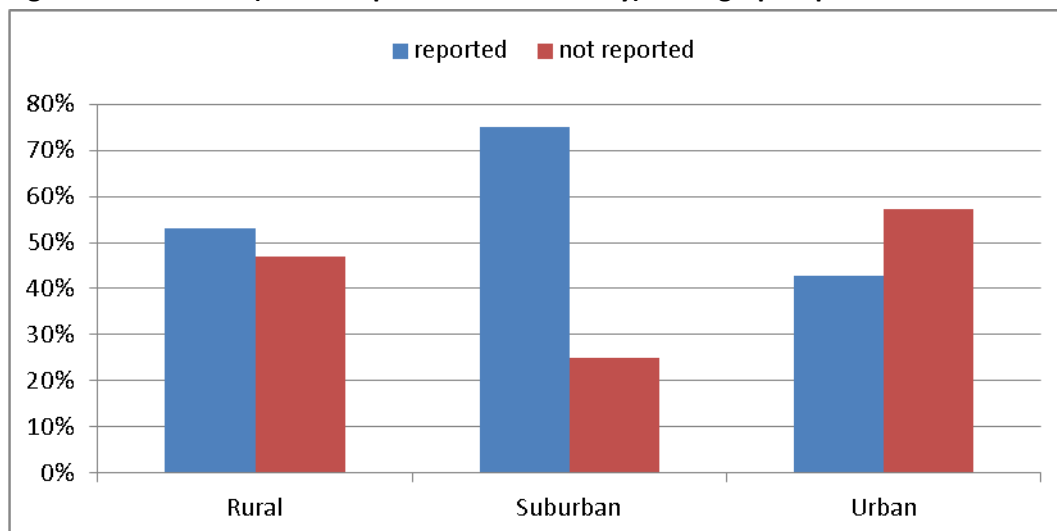
Out of those witnesses who reported a crime, 53% belongs to rural areas, 75% from sub-urban areas and 43% from urban areas. 47% witnesses who had not reported the crime belongs to rural areas, 25% from sub-urban areas and 57% were from urban areas. In case of witnesses under reporting is higher in urban areas followed by rural areas.

What factors would influence you in any future decision to report a crime? Please tick as many as apply. (313 respondents)

When asked about the other factors that influence peoples' decision to report a crime (refer figure 31)

- As mentioned in the economic model (refer page 11), one of the most important factors for reporting a crime is seriousness. A similar result is reflected in our survey where 79% of the people responded 'seriousness of crime' a factor which could affect their future reporting.

- Many people indicated that the process of reporting a crime is not easy and 50% of the people in the survey responded 'convenience of reporting' as a factor for not reporting their crime.

- Police effectiveness and confidence in police services is an important factor (refer page 16) mentioned in the literature review which results in under reporting of crime. In the survey 73% responded 'ongoing engagement from police' and 'knowing your local policing team' as a factor which will influence the future reporting of crime.

Figure 31: responses to factors influencing the decision to report or not to report a crime
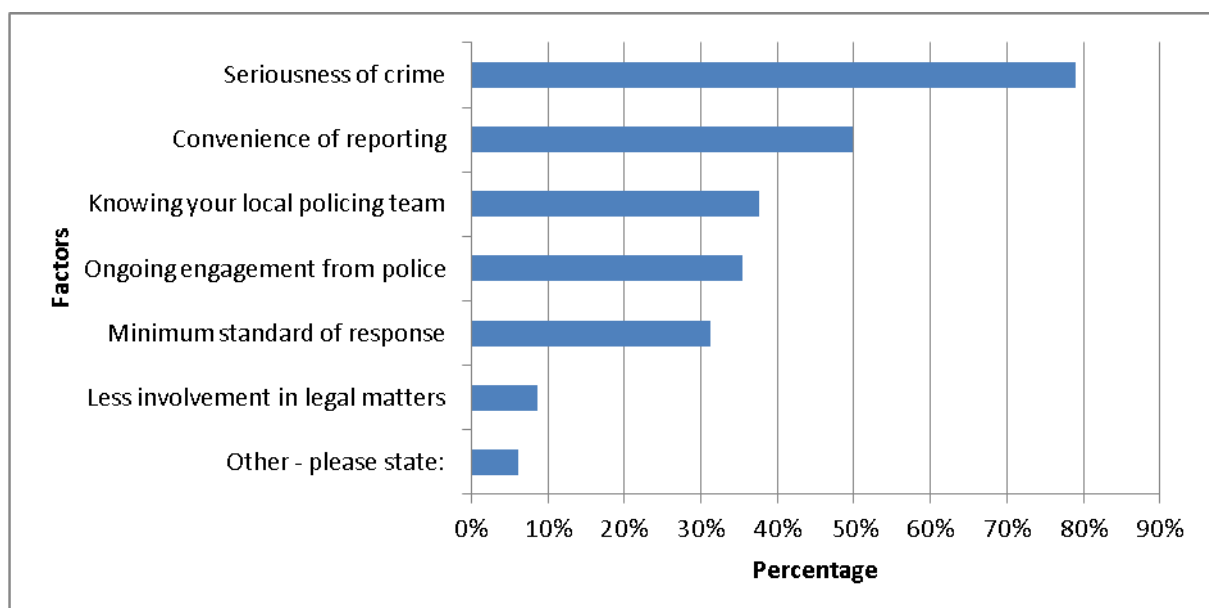
In other factors most of the people have expressed that they will report a crime 'if they know that something will be done and the matter will be dealt professionally'. Some of them were not sure about their local policing team and have doubts that if any officer is interested in their area. Some others have concerns about repercussions and lack of protection from police.Some of them wanted to see more convictions and court cases to make sure that cases are taken seriously.

In the survey 32% of victims and 31% of witnesses have provided their one <u>key</u> reason for not reporting as 'Police would not or could not help. Another 38% victims and 28% of witnesses have also indicated the same <u>other</u> reason for not reporting. Around 48% of the victims and 40% of the witnesses also reported that they were either not satisfied or highly dissatisfied by the responses they received from the police. With only 34% of the victims and 25% of the witnesses being more likely to report a crime in future based upon the experience that they had.

A wide range of comments were received by respondents. It is not possible to include all of them; some of the comments are incorporated in this section. The comments are divided in sub groups to make them easy to read.

No or poor response from police

"I have worked with many women who report crimes to police. Generally it appears there is a lack in communication between Police once the crime is reported and informing the victim of the progress of the matter. Many victims feel that nothing is being done and question the point in reporting further criminal offences"

"I hadn't had a positive response from the police in the past with reporting domestic violence. When I did make a report I felt l I wasn't believed and male officers were less than sympathetic about the situation, failing to take the right course of action"

"I feel that a "crime" may seem trivial to the Police force etc. but can be disheartening to the "crime reporter" and a feeling of "why should I bother" next time and this is critical - each and every crime should be treated with respect."

"With regards to non-serious crime for example; anti - social behaviour, (Of which we have a problem with in the area I live in.) I would report more incidences if I thought something would be done about it, as of course the "youngsters" know and are aware that even if reports were made, nothing will come of them."

"I feel that it is pointless to report crime as the police response is either very late or not at all."

"Most people do not report crime because they know it is a waste of time. They know that the chances of catching criminals are remote, and the chances of a prosecution even remoter."

"The level of response and follow up from Cambridgeshire police is not good. It is not the officer's fault; it is the lack of resources and what appears to be customer service training in then following up a reported crime. I have lived in other areas of the UK and seen a much better police service elsewhere – Cambridgeshire police is one of the worst forces in my opinion for their front line service."

Rural location

"…NOTHING is feedback and often there are NO officers to attend/be sent out especially in a rural location - just not enough Police about I feel. So why bother calling to report it if nothing is done about it and it is constantly seen as a "nuisance" by some."

"Rural areas are forgotten about."

"Rural crime is not being reported unless there is an insurance claim. Rural community have little faith in police action, response or resolution to crimes."

No anonymity

"I would be reluctant to report an important crime, like someone using their mobile while driving, as I imagine no action would be taken and there could be reprisals by the accused as my name and address would probably be made public."

"My wife was very disappointed many years ago when alone (with young children) in the house one night & reported a break-in taking place in house across the street, When the police arrived the first thing that they did was to come to our house, letting any criminals know who might have reported them. She was very frightened and then vowed never to report anything again!"

Lack of rights to victims

"The police are limited by the government from taking any real action against smaller problems. Plus the criminals have more rights than the victims."

Reporting for a crime reference number

"Very few of the folk in our NHW group have confidence in a police response to anything other than serious crime involving violence and injury. For example shed burglaries are not reported unless valuable equipment is stolen and then only for insurance purposes"

"There is a feeling that members of the public believe they will merely receive a crime number if they report a crime, and that there is no real deterrent for offenders."

Visible presence of police

"Reassurance from Police Service that police officer(s) will attend when a crime is reported. A visible presence of police officers 'on the ground' would make the public more supportive of the service. Sadly both of these elements are lacking in the current police set-up."

"The greater the visible presence of the police then the greater will be their effect on deterring crime."

"In my opinion, police generally needs to be more empathetic, responding and friendly with general public. I have lost trust in police services since my house burglary case was not taken seriously. Police didn't even bother to visit the home as they were too busy."

"Cambridgeshire is behind the curve when it comes to making it easy for people to report crimes. Elsewhere in the country Police and Crime Commissioners have introduced online systems for crime reporting."

"It is important that the Police and other public agencies continue to publicise crime awareness and the means of reporting"

Where I live it's a case of motor bikes taking a short cut from the main road to get to the other side of the estate. I haven't seen any police patrolling our estate for ages which might deter the bikers and any anti-social behaviour even just knocking on someone's door to turn their music down sometimes it's like a completion of who can get loudest music playing

Feedback of reporting

"With lesser policing resources available, it is absolutely essential that the sector sergeants play a more active role in linking with their areas of responsibilities. People who report crime want to see action being taken. It is not possible for such action to be taken at all times. In such cases, someone with reasonable knowledge needs to go back to the member of public reporting and explain the reason for such situation. However answers like it is not emergency or it is not our priority are not good enough as people will just decide not to report any future crime and the under reporting would go higher."

"The community need to know what the response will be to particular crime and what is the difference between reporting an incident and reporting a crime."

"Whenever I have rung in a crime in the past I feel frustrated that the person on the other end of the phone seems to want to know more about me than the crime itself. The story goes that if you call the police about a break in they just give you a crime number for insurance purposes. Also you will not see the police unless you specifically ask and then probably not for a few days. This I understand because of low man power but sadly this leads to up reporting of crimes which in turn shows lower crime figures and then we see a reduction of officers"

"In the past I have reported things (e.g. witnessed a hit and run collision between a bike and car) then heard nothing back - this may be because nothing has come of it but it would be encouraging if you got a response saying this is what we did with the info, this is what will happen, even if that's "thanks for reporting, having investigated we do not believe the incident worth investigating further."

Poor 101 services

"I find the ringing the Police on 101 very frustrating in terms of the time it take to actually get to13 talk to someone to report the crimes. This has taken up to 30 minutes. Also, I feel the Police are not really interest in my problems with very little feedback."

"…Spent over an hour trying to get through the 101. I have been told not to phone 999 because it is wasting their time."

"……..If you see Hare Coursing you are told to ring 999. If you have suffered multi thousand pound theft and property damage you report the crime by ringing 101. You may reluctantly be given a Crime number for Insurance purposes. You are very fortunate if you have a policeman attend to provide any kind of support……"

"The 101 service is useless. It takes too long and costs money to the reporter. "

"101 numbers is poor, one often has to wait ages for a reply i.e. as long as 20 minutes. Some not all of the people who answer 101"

"Trying to contact police on 101 is to laboured, By the time you listen to options then wait for an answer you either give up or the problem has gone away i.e. drunks or vehicles speeding."

EXPERT VIEWS

Expert views were captured in the form of a short questionnaire with six (mostly) open questions used as part of group discussions. A total of 18 experts were consulted. The experts who participated were either from non-statutory groups (including Women's Aid, Cambridgeshire and Peterborough Rape Crisis) or from statutory groups (including Cambridgeshire County Council and Cambridgeshire Police).

It should be noted that not all questions were obligatory, and therefore may not have been completed by all respondents. Percentages are therefore taken from each specific question rather than respondent count overall. Quotes are written "as is", and therefore there might be grammatical and spelling errors within these quotes.

In the question below respondents were asked to give their opinion on various reasons that some people chose for not reporting a crime. Nine different options were given with multiple answers permissible. A blank box was provided for comments.

Q1: In your opinion why do some people choose not to report a crime?

Options given	No. of respondent	% of respondents
Fear of reprisal	16	89%
Didn't know how to	9	50%
Didn't have time	7	39%
Crime was too trivial to report	10	56%
Reported it to someone else	5	28%
Couldn't get hold of police	3	17%
Police would not or could not help	10	56%
Don't want to involve in legal matters	10	56%
Dealt with it in another way/personal matter	8	44%

The most common combination of answer was 'Fear of reprisal' (89%), 'Crime was too trivial to report' (56%), 'Police would not or could not help' (56%) and 'Don't want to involve in legal matters' (56%). Some of the comments from the experts are:

- *"Common reasons for not reporting I have come across in my work with victims of rape and sexual abuse include fear of not being believed, fear of being blamed for the abuse, fear of the crime not being taken seriously or not being taken forward to trial, fear of not being believed due to the perpetrator being in a position of authority (for example when the perpetrator is a police officer or layer) and reluctance to report based on previous negative experience of trying to report."*

- *"Embarrassment and shame of being a victim, or fear that relative would put person in care. These are particularly relevant for older victims of crime and those who are victims of distraction burglary"*

- *"Victims has things to hide from the police .Do not want family and friends to know. Language difficulties. Do not want to be involved or seen talking to police (social pressure)"*

- *"Low number of convictions"*

- *"Previous bad experience"*

- *"Did not have confidence something would be done"*

In the question below respondents were asked to give their opinion on the factors which influence people's decision to report a crime. Five different options were given and they can select as many of them as applicable. A blank box was provided for their comments.

Q2 In your opinion what factors influence people's decision to report a crime?

Options given	No. of respondent	% of respondents
Seriousness of crime	12	67%
Convenience to report	6	33%
Less involvement in legal matters	1	6%
Minimum standard of response	3	17%
Knowing your local policing team	7	39%

67% of the respondents answered that seriousness of crime is an important factor which influence the decision of people to report a crime and 39% responded that 'knowing your policing team' can influence people's decision to report a crime. Some of the comments from the experts are:

- *"Most of the women and girls I have worked with (around 90%) have not chosen to report. For those who have, their main reason was usually that they hoped it would make the sexual violence stop, or that they wanted to protect others from being abused by the same perpetrator."*

- *"For older people being a victim is so traumatic it can have devastating impact on their physical and mental health. Their fear of being a repeat victim influences their decision to report crime. In many cases it isn't the older person who reports the crime, it's their relatives"*

- *"Understanding that they deserve to be supported by legal system."*

- *"The need to tell someone. To seek justice I feel better"*

- *"Confidence in police"*

- *"Trusting the police will respond appropriately. The time it takes up"*

In the question below respondents were asked to give their opinion on the area people live and does it makes any differences in reporting of crime? Five different options were given and they can select as many of them as applicable. A blank box was provided for their comments.

Q3: Do you feel that the area people live in makes any differences in reporting of crime?

35% of respondents were not sure about the area differences in reporting. 29% of the respondent answered that Rural (remote) area can affect the reporting of crime. Some of the comments from the experts are:

- *"People living in rural areas feel more isolated and fearful of crime. One burglary in a village can cause panic in a village"*

- *"More chance of the person and perpetrator being known within the community and by the police, this can make more difficult to disclose as everyone knows everyone else and will have preconceived ideas" (for rural areas).*

- *" Rural areas perceptions it will take too long to get there and that police will focus on the cities"*

- *"Remote area exists a belief that police won't respond"*

Q4: Have you worked with any BME/other communities or any specific groups? Please comment on any specific issues you identified with in that community/group, which could affect the reporting of crime.

13 out of 18 (72%) respondents answered this question. The respondents who answered have worked with BME women, LBT (lesbian, bisexual or Trans), Asians and travellers communities. The comments they gave are:

- *"I have found victims who are BME and/or LBT are much less likely to report as they fear experiencing prejudice from the police, sometimes based on prior negative experiences, or they fear that the police won't have specialist knowledge and understanding of their community (for example that they won't be aware of the difference between arranged and forced marriage or of the fact that domestic violence can also take place in same-sex relationships)."*

- *"Fear of reprisal .Fear of police."*

- *"Lack of trust in the establishment. Unclear what will be required and what can be achieved"*

- *"Cultural issues and complexities"*

- *" Fear of not being believed and being blamed"*

- *"Lack of understanding that rape, sexual abuse is illegal and not expected. Thinking police may be corrupt."*

Q5: In your view what are the specific issues in under/non reporting of repeat victimisation?

13 out of 18 (72%) respondents answered this question. Some of the comments from the experts are:

- *"Fear of reprisals from the perpetrator. Fear of the police and community reaction. Low conviction rate for rape/sexual abuse crimes. Going public means 'everyone' will know what happened to them, media, work, friends"*

- *"The main issues in sexual violence cases, where the perpetrator is usually a relative such as the victim's husband or father, include: fear of the perpetrator, fear of breaking up the family, fear that no action will be taken and the perpetrator will then be antagonised by her having tried to report leading to an escalation in the abuse, not realising that what is happening is illegal (due to stereotypes that rape is perpetrated by strangers in dark alleys etc.) and financial dependence on the perpetrator (especially for victims under 18 who are being abused by family members)."*

- *"Not enough access to well-trained or female officers to speak to (or requesting a female officer and having the request ignored); fear that the police will not act quickly to remove the aggressor from the situation and so make things worse for the survivor; fear of reprisal from the aggressor following an attempted or actual report; fear that the case will not be taken forward through the legal system and so nothing will change ultimately."*

- *"person is usually in crisis and cannot make their way through the added stress"*

- *"Belief that police fail to act previously"*

- *"We don't get the true picture so don't really know the level of success that are regd. Depending on what happened in previous incidents -may feel its not worthwhile reporting again"*

- *" The belief that the whole criminal justice system is weighted against the victim has a big impact on whether people will make a report"*

Only 8 out of 18 (56%) respondents answered this question.

Q6: Would you like to add anything further regarding the under reporting of crime?

- *"Improving treatment of witnesses and victims throughout the criminal justice system is the best way to increase levels of crime reporting"*

- *"An understanding and supportive network for victims is extremely important where they can feel safe and protected reporting a crime and during the trial period. "*

- *"At the moment the majority of sexual violence cases reported to police result in NFA (no further action), so there is a need to improve the way victims who do report are treated before we encourage more victims to report as at the moment reporting usually leads to a negative outcome for victims. My experience is that if a victim tries to report and is not believed or has a bad experience, this seriously damages her trust in the criminal justice system and she will not come forward again."*

CONCLUSION

Looking across the survey analysis, expert views and data analysis the gap between individual experience of crime and what is reported has been clearly demonstrated. This is at its greatest for the victims of serious personal offences.

Victims of crime are more likely to report than witnesses. The main groups identified in our survey where tendency to report is lower than the general population are under 25s and over 65s year olds. Male victims are less likely to report a crime (39% victim and 64% witness not reported) than female victims (25% victim and 48% witness not reported).

Based on the survey reporting is higher (71% victims and 53% witness reported) in rural areas and under lower in urban (62% victims and 43% witness reported) areas.

Among the factors which influence reporting 67% of experts (from expert view) and 79% respondents of the survey stated that 'seriousness of crime' is an important factor and 39% of experts and 38% of respondent stated that 'knowing their local policing team' would be helpful in future reporting. A large number of respondents have commented on the inconvenience of reporting a crime, lack of policing in their area and some reported lack of response from dialling the number '101' as other reasons for under reporting.

Partnership action to increase reporting should be based on the victim's needs. Revisiting the flowchart (refer page 16) of factors affecting victims decision making process the aim should be to target these factors and try to reduce the barriers for not reporting a crime.

Figure 32 shows interventions at different levels to improve reporting
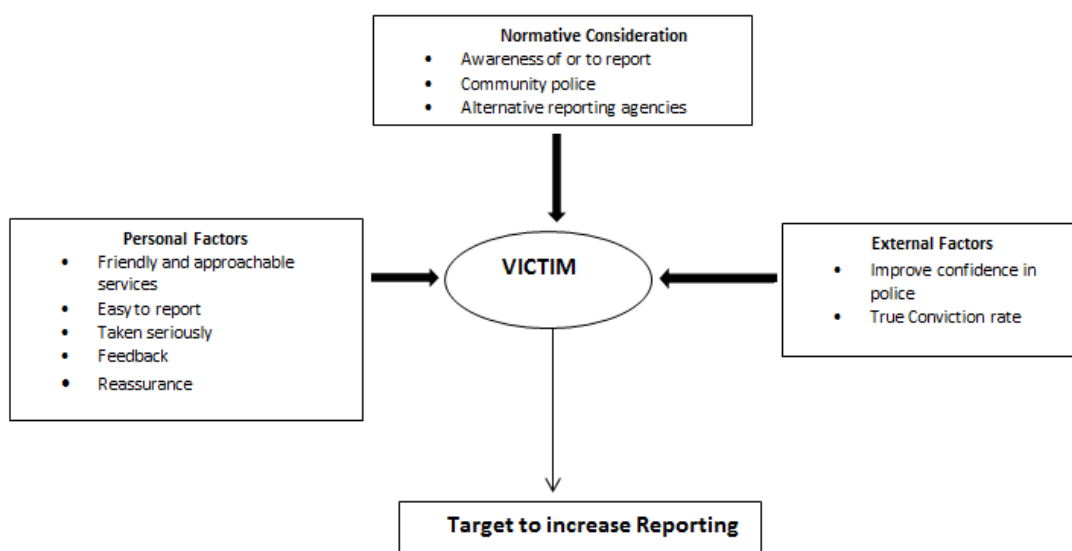
Figure 32 shows that to improve reporting at a personal level authorities should provide friendly and approachable services, ease in reporting, giving reassurance to the victims, take them seriously and provide them with the feedback about their report. Victims would be more likely to report if they feel that they are listened to and some actions has been taken which can be conveyed to them through regular feedback of their case. They will more likely to share their positive experiences with other people.

To improve the external factors actions should be taken in the short term to continually improve confidence in the police. This will range from publish success stories or conviction rates to ensure all contact works well. In the longer term the focus will need to be on community engagement led by community safety partnership to develop long term good relations with specific communities.

For tackling normative factors awareness of how to report a crime to the police should be spread by media or other ways. Alternative reporting mechanisms to report minor crimes should be encouraged as well as third party reporting for people who are under community pressure or have other concerns about reporting direct to the police. This approach would be complimented by the continuing development of community policing to promote confidence in police services.

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Consultation on the Under-reporting of Crime

Cambridgeshire County Council's Research Group is carrying out a research project on the 'under reporting of crime' which is funded by the Cambridgeshire Police and Crime Commissioner (PCC). Crime is defined as *"an illegal act for which someone can be punished by the Government."*

The aim of the research is to:

- Understand the level of crime in Cambridgeshire (the gap between reporting and non-reporting)
- Develop strategies to increase the reporting of crime and build victim's confidence in services
- Identify links between community confidence in the police and other community issues

As part of this research, this survey is important as it will help in understanding why some people choose not to report crime. This survey, along with the accompanying report will assist the commissioning of services for victims of crime during July 2014. The results will be published in September 2014 on the Cambridgeshire Insight website.

This survey will close at 5pm on 15th June 2014

It should not take longer than 5 minutes to complete this survey.

If you wish to discuss this survey further or would like a copy of this document on audio cassette, Braille, large print or in other languages, please contact Vandana Manocha, Research Officer:

Postal address: Cambridgeshire Research & Performance SH1306, Shire Hall, Cambridge CB3 0AP

Tel: 01223 715684/ 01223 715300

E-mail: vandana.manocha@cambridgeshire.gov.uk

This survey can also be completed online at: http://tinyurl.com/UnderReportingCrime

If you would like to be advised of new consultations being run by the County Council, please email us at rg_surveys@cambridgeshire.gov.uk, including the word "register" in the subject field.

Data Protection

Your personal information will be held and used in accordance with the Data Protection Act 1998. The Council will not disclose such information to any unauthorised person or body but where appropriate will use such information when carrying out its various functions and services.

Section 1a: Victims of crime

Have you been the victim of a crime in the last year? <u>If not, please move on to the next page.</u>
- ❑ Yes
- ❑ No

If yes then how many times?
- ❑ Once
- ❑ Twice
- ❑ More than twice

In your opinion, how serious do you consider the offence(s) to have been?
- ❑ Very serious
- ❑ Serious
- ❑ Concerning
- ❑ Minor

Did you report the crime to the police?
- ❑ Yes
- ❑ No

If not, what was the <u>one key reason</u> you chose not to report it?
- ❑ Fear of reprisal
- ❑ Didn't know how to
- ❑ Didn't have time
- ❑ Crime was too trivial to report
- ❑ Reported it to someone else
- ❑ Couldn't get hold of police
- ❑ Police would not or could not help
- ❑ Don't want to involve in legal matters
- ❑ Dealt with it in another way/personal matter
- ❑ Other - please state _____

_____

Did any other reasons influence your decision not to report it? *Please tick as many as apply.*
- ❑ Fear of reprisal
- ❑ Crime was too trivial to report
- ❑ Police would not or could not help
- ❑ Didn't know how to
- ❑ Reported it to someone else
- ❑ Don't want to involve in legal matters
- ❑ Didn't have time
- ❑ Couldn't get hold of police
- ❑ Dealt with it in another way/personal matter

- ❑ Other - please state _____

If you did report it, were you satisfied with the police's response?
- ❑ Very Satisfied
- ❑ Satisfied
- ❑ Not Satisfied
- ❑ Strongly Dissatisfied

If you were not satisfied, can you tell us why?

_____
_____

Would the response you received make you more or less likely to report a crime in the future?
- ❑ More likely
- ❑ Less likely
- ❑ No difference

Section 1b: Witnesses of crime

Have you witnessed a crime in the last year? <u>If not, please move on to the next page.</u>

❑ Yes ❑ No

If yes then how many times?

❑ Once

❑ Twice

❑ More than twice

In your opinion, how serious do you consider the offence(s) to have been?

❑ Very serious

❑ Serious

❑ Concerning

❑ Minor

Did you report the crime to the police?

❑ Yes ❑ No

If not, what was the <u>one key reason</u> you chose not to report it?

❑ Fear of reprisal

❑ Didn't know how to

❑ Didn't have time

❑ Crime was too trivial to report

❑ Reported it to someone else

❑ Couldn't get hold of police

❑ Police would not or could not help

❑ Don't want to involve in legal matters

❑ Dealt with it in another way/personal matter

❑ Other - please state _____

_____

Did any other reasons influence your decision not to report it? *Please tick as many as apply.*

❑ Fear of reprisal

❑ Crime was too trivial to report

❑ Police would not or could not help

❑ Didn't know how to

❑ Reported it to someone else

❑ Don't want to involve in legal matters

❑ Didn't have time

❑ Couldn't get hold of police

❑ Dealt with it in another way/personal matter

❑ Other - please state _____

If you did report it, were you satisfied with the police's response?

❑ Very Satisfied ❑ Satisfied ❑ Not Satisfied ❑ Strongly Dissatisfied

If you were not satisfied, can you tell us why?

_____
_____

Would the response you received make you more or less likely to report a crime in the future?

❑ More likely ❑ Less likely ❑ No difference

Section 2: About You

What factors would influence you in any future decision to report a crime?

- ❏ Seriousness of crime
- ❏ Less involvement in legal matters
- ❏ Ongoing engagement from police
- ❏ Other - please state:

- ❏ Convenience of reporting
- ❏ Minimum standard of response
- ❏ Knowing your local policing team

_____

The following questions will help us ensure a range of views have been considered. All information provided by you remains completely confidential.

Which of the following more closely describes the area in which you live?

- ❏ Rural (village)
- ❏ Rural (remote)
- ❏ Urban
- ❏ Suburban
- ❏ Don't know

Are you:

- ❏ Male
- ❏ Female
- ❏ Prefer not to say

How old are you?

- ❏ Under 18
- ❏ 18 - 24 years
- ❏ 25 - 34 years
- ❏ 35 - 44 years
- ❏ 45 - 54 years
- ❏ 55 - 64 years
- ❏ 65 - 74 years
- ❏ 75 or over
- ❏ Prefer not to say

Section 3: Further Comments

Do you have anything further you would like to add regarding the reporting on crime?

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Under reporting of crime

THIS SURVEY IS IMPORTANT AS IT WILL HELP IN UNDERSTANDING WHY SOME PEOPLE CHOSE NOT TO REPORT CRIME.

Cambridgeshire County Councils Research Group is carrying out a research project on the 'under reporting of crime' which is funded by Cambridgeshire Police and Crime Commissioner (PCC). The primary aims of the research are to:

- Understand the level of crime in Cambridgeshire

- Develop strategies to increase the reporting of crime and build victim's confidence in services

Q1: In your opinion why some people chose not to report a crime?

- Fear of reprisal ☐
- Didn't know how to ☐
- Didn't have time ☐
- Crime was too trivial to report ☐
- Reported it to someone else ☐
- Couldn't get hold of police ☐
- Police would not or could not help ☐
- Don't want to involve in legal matters ☐
- Dealt with it in another way/personal matter ☐

Other-please state

Q2: In your opinion what factors influence people's decision to report a crime?

Seriousness of crime ☐
Convenience to report ☐
Less involvement in legal matters ☐
Minimum standard of response ☐
Knowing your local policing team ☐

Other-please state

Q3: Do you feel that the area people live in makes any differences in reporting of crime?

Rural (Village) ☐   Sub-Urban ☐
Rural (Remote) ☐   Don't Know ☐
Urban ☐

> Why is it so?

Q4: Have you worked with any BME/other communities or any specific groups? Please comment on any specific issues you identified with in that community/group, which could affect the reporting of crime.

> Name of the community/ies/group:
>
> Issues identified:

Q5: In your view what are the specific issues in under/non reporting of repeat victimization?

Q6: Would you like to add anything further regarding the under reporting of crime?

Please provide your details:

Name: _____

Organisation: _____

Designation: _____

Postcode: _____

Email addresss: _____

For more information please contact: Vandana Manocha on 01223 715684/01223715300; or email at: vandana.manocha@cambridgeshire.gov.uk

Reporting

Who it was reported to	Sexual Assault	Attempted assault by penetration	Assault by penetration	Stalking	Physical violence
Staff in Fac / Dept	0.4%	0.0%	0.0%	2.6%	0.0%
Staff in college	2.1%	0.0%	10.7%	12.9%	4.2%
Student with official role	1.6%	0.8%	3.6%	3.6%	1.2%
Police	1.2%	0.8%	3.6%	0.0%	3.0%
No – didn't report	96.3%	98.4%	87.5%	83.5%	93.4%

"I've heard of college not believing women before when reporting sexual harassment, or just sweeping it under the rug."

"I said to my tutor and women's officer that I had been sexually assaulted but did not want to talk to the police. I was discouraged by college from making an official complaint. The perpetrator is still at my college, still drinks and college have not punished."

"I raised a concern with my (female) Senior Tutor about a (male) college fellow making a sexist remark directed at me and I was told that it was clearly intended as a joke."

"No - people laughed at me as it happened. I started to victim-blame myself. This sort of thing is often accepted as part of "lad culture" and I felt that if I reported it I'd be told that it was just a joke, or not to be over-sensitive."

"As I didn't actually say no or tell him to stop even when he asked (I was pretty scared by him, especially after he started being sexually violent towards me), I felt that it was my fault for not stopping it, and wasn't technically a crime."

"I didn't think the University would do anything about it."

"I reported the incident to the 'security' at the club, but was kicked out and banned for using violence against the male who had groped my breast without my consent."

"One of the friends I told provided me with the sexual harassment rules of the college of the man concerned - the only remedy this seemed to provide was to 'facilitate discussion between the parties' - this was not an option that I felt would be helpful in any way at all."

"Very well dealt with by tutors, DoS unsupportive."

Factors influencing reporting

	Sexual Assault	Attempted assault by penetration	Assault by penetration (this definition includes rape)	Stalking	Physical Violence
'I didn't think it was serious enough to report'	79.8%	69.3%	52.8%	72.2%	72.9%
'I didn't think that what happened was a crime'	36.7%	30.7%	45.3%	43.2%	25.7%
'I thought I could handle myself'	32.1%	37.8%	26.4%	46.9%	41.7%
'I felt ashamed or embarrassed'	15.0%	23.6%	54.7%	11.1%	8.3%
'I thought I would be blamed for what had happened'	14.1%	18.1%	47.2%	11.7%	8.3%
'I didn't want my parents/ family to find out'	5.0%	8.7%	22.6%	3.1%	4.2%
'I didn't think I would be believed'	8.2%	7.9%	30.2%	4.3%	3.5%
'I didn't want my friends to find out'	5.6%	10.2%	22.6%	4.9%	3.5%