



Victims' Survey 2023

What we found out



Easy Read



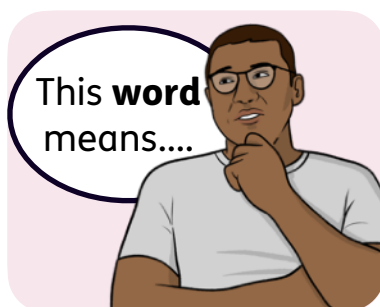
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

About this report.....	4
What we found out	6
What should happen now.....	12
Find out more	14

About this report



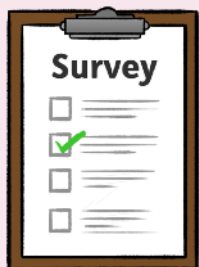
This is a report from the **Victims' Commissioner for England and Wales**.



The **Victims' Commissioner for England and Wales** improves how the **criminal justice system** works for victims of crimes.



The **criminal justice system** is all the different organisations involved in dealing with people who have broken the law. It includes the police and courts.



We did a survey in 2023 to find out what victims thought about the criminal justice system.



3048 people filled in the survey.



In this report, we will tell you what we found out from the survey.

What we found out

The main things we found out from the Victims' Survey were that:



- Many victims do not get the support they need.



- Some victims have a good experience of the criminal justice system.



- Many victims do not have a good experience of the criminal justice system.



- We need to look at how we can improve victims' experience of the criminal justice system.



We also found out that victims did not feel confident that the criminal justice system would be fair or work well.



We also found out that not enough victims knew about the **Victims' Code**.

The **Victims' Code** is a list of what organisations that are part of the criminal justice system must do to support victims.

We will look at what victims said about:



- The police.



- Victims' services.



- The courts and the **Crown Prosecution Services (CPS)**.
The **CPS** decides whether a case should be taken to court.

The police

Victims said that:



- The police did not look into their report about the crime well enough.



- They were not happy with how the police dealt with their report.
1 victim said the police did not treat them like an adult because they had a disability.



- The police did not tell them about what was happening with their report.



- They did not feel confident that they would **get justice** by reporting a crime to the police.

Getting justice for a crime you reported means that the person who did the crime is held responsible and you are supported.



But some people did have good experiences with the police.



7 out of 10 victims said they would still report a crime to the police again.

Victims' services

We found that:



- Less than 2 out of 10 victims were offered support from victims' services.



But many victims who did get support said it saved their lives.



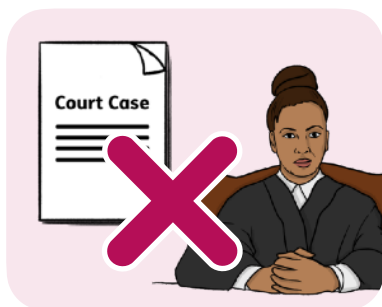
- Victims had to wait too long to get support from victims' services.



- Many victims did not get the support that was right for their needs.

The courts

We found that:



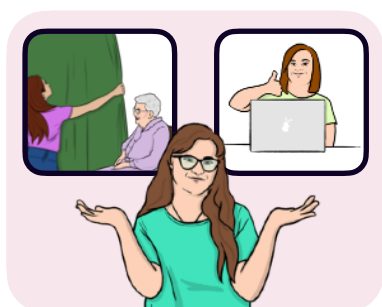
- Some victims were not told about what was happening with their case in court.



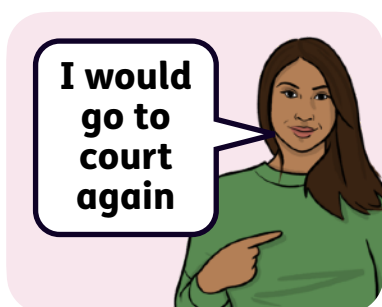
- Victims were not given enough support during the court process.



- Victims had to wait too long before their case went to court.



But some victims did have a good experience when changes were made in court to support their needs.



More than 8 out of 10 victims who went to court said they would go to court again.

What should happen now

Better



We have some ideas about how to make things better for victims of crime.

To make delivering the Victim's Code better, we want:



- There to be a system to check that the Victim's Code is being followed.



- To make sure that organisations have training in how to follow the Victims' Code.

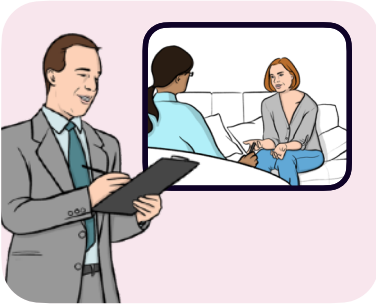


- There to be another section in the Victim's Code to support people who are victims of **anti-social behaviour** over and over again.



Anti-social behaviour is when someone does things to upset or harm other people, groups of people or places.

We want there to be:



- Services that meet all victims' needs.

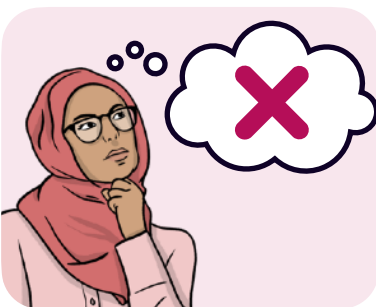


- Checks of how services are set up and paid for.

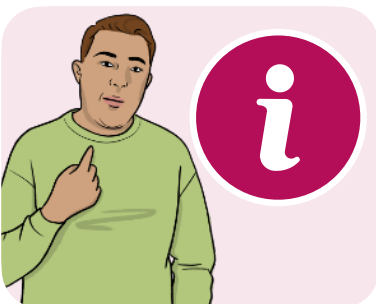


To improve the experience of victims in the criminal justice system, we want to:

- Find out how the long court waiting times are affecting victims.



- Understand why some people are not taking part in the criminal justice system.



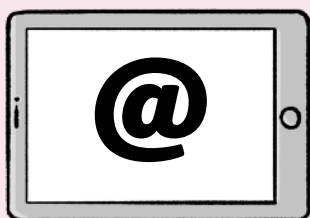
- Collect information about victims and their backgrounds.

Find out more



You can look at our website here:
www.victimscommissioner.org.uk

The best way to contact us is by:



- Email:
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