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EVALUATION OF THE USE OF VIDEOCONFERENCE INTERVIEWS FOR VICTIMS OF DOMESTIC ABUSE

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INTRODUCTION

Sussex Police

Sussex Police covers the counties of West and East Sussex, and consists of three divisions, each led by a Chief Superintendent (West Sussex, East Sussex, and Brighton & Hove). These are further divided into the districts of Chichester, Arun, Horsham, Adur & Worthing, Crawley, Mid Sussex, Brighton & Hove, Wealden, Lewes, Eastbourne, Rother and Hastings). Within each district Neighbourhood Policing Teams conduct community policing work and Neighbourhood Response Teams respond to emergency calls from hub stations. Sussex Police have five custody suites, located in Brighton, Crawley, Eastbourne, Hastings and Worthing. Sussex Police has a Public Protection department for specialist investigations such as RASSO, child and adult abuse and neglect and high-risk domestic abuse.

Domestic abuse in Sussex

Figures from the Office for National Statistics show that in 2020-2021 Sussex had a slightly lower than average rate of recorded domestic abuse crimes (18,957 - 11 per 1000 population, compared to 14 per 1000 population for England and Wales). The rates for combined domestic abuse incidents and crimes show a similar pattern – 18 per 1000 in Sussex compared to 24 per 1000 in England and Wales. Sixty-one percent of the combined domestic abuse incidents and crimes were classed as crimes in Sussex, compared to 58% in England and Wales. Domestic abuse crimes comprised 17% of Sussex's total crimes in 2020-2021.

In Sussex in the year 2020-2021 60 arrests were made per 100 domestic abuse offences, much higher than the England and Wales average of 32 per 100. Six percent of domestic abuse crimes in Sussex resulted in a charge or summons in the year 2020-2021, compared to the England and Wales average of 8%.

For 2020-2021, ONS statistics showed that domestic abuse prosecutions accounted for 13% of total prosecutions in Sussex, with 81% of these resulting in conviction. This is the highest rate in five years, with previous years being between 76-79%. The prosecution rate is slightly lower than the England and Wales average of 15% and the conviction rate

slightly higher than that in England and Wales (78%). A high proportion of cases experienced evidential difficulties, the majority where the victim does not support the action (58%), and a smaller proportion with victim support (18%). www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/domesticabuseinenglandandwalesdatatool

The Local Resolution Team (LRT)

The LRT was established in March 2020 and comprises approximately 40 specially trained officers. In the first year of operation (March 2020 – April 2021), the LRT conducted around 5500 appointments. Between August 2020 to April 2021, 66% of the appointments conducted by the LRT were by video. The introduction of a video conferencing platform coincided with the introduction of the LRT and with the advent of COVID regulations which necessitated new ways of policing to ensure the safety and wellbeing of staff and service users alike.

The team covers the whole of Sussex and has three teams working the investigations shift pattern. There are four supervisors under the command of one Detective Inspector. The core function of the Local Resolution Team is to deal with non-urgent domestic incident reports via set appointments with the person reporting an incident. The appointments take place at a police station local to the victim or via video call. Under exceptional circumstances such as a vulnerability which prevents a person from attending the police station or completing a video call then the team will conduct a home visit. The team aim to meet with victims within a service level agreement of 48 hours from their initial contact (CAD creation) with police and appointments are offered every day of the year aside from Christmas Day.

When a CAD is created and assessed as suitable for progression via LRT, it is passed to the LRT queue on Storm. It is initially triaged by an LRT supervisor to ensure the risk is suitable for attendance via planned response. If accepted into the unit, an appointment is made with the victim and initial safeguarding considerations are discussed and documented. A RAG traffic-light system assists in highlighting those with a greater risk associated to ensure they are prioritised.

If the set appointment is over 48 hours from the CAD creation a supervisor will review the circumstances to assess whether the delay is tolerable to the risk. If required an interim follow up call may be set between the appointment being booked and its scheduled time to reiterate safeguarding and to ensure there have been no further issues which change the threat, harm or risk.

During an appointment with an LRT investigator an initial investigation is completed with the victim. This includes but is not limited to; taking an evidential statement, Victim Personal Statement, DASH risk assessment and (thorough safeguarding procedures) referrals to further support. The initial investigation is submitted for supervisory review whether the incident reported is recorded as a crime or as a non-crime domestic incident. The supervisor will determine whether the occurrence is to be filed or subject of further investigation. If subject to further investigation, the matter will be allocated to the relevant department for additional enquiries. If a prompt arrest is required, the suspect will be added to the local DMM (Daily Management Meeting).

If a person fails to attend their appointment, then all safe methods of contact are attempted by the officer in charge. If the person responds and requests a rebooking, a supervisor will ensure the additional delay is suitable and safeguarding will be reiterated. If contact still cannot be made, the circumstances, threat, harm and risk will be assessed by the supervisor and direction given to either conduct a welfare check at the address or submit a report on details known. The welfare check will be conducted by LRT staff where possible however on occasions response may be asked to assist if the investigator is not local to the address or the risk requires a double-crewed unit.

Where demand allows, or it is necessary to allow progression of a report, LRT may complete further enquiries such as witness statements, Data Protection Act (DPA) requests or Charter applications to find phone or computer details. On occasions the team may also assist with grade 2 calls if the risk is acceptable to be treated as a planned response.

The Local Resolution Team have also recently taken over responsibility for the face-to-face meeting in the DVDS RTA (Right to Ask) process and look for opportunities to submit RTK (Right to Know) applications.

Continuous professional development via internal and external inputs is provided and all staff on the department are added to the DA Champions network.

What do we already know about video interviewing?

There is very little existing research on remote interviewing of domestic abuse victims by the police. Innovations by police involving remote technology during COVID restrictions, for example, phone-call applications for search warrants, remote hearings for Domestic Violence Protection Notices/Orders, were positively viewed although their use has not been formally evaluated (Godfrey, Richardson and Walklate, 2021).

COVID-19 led to major changes in use of technology in courts, for example, in remote hearings, appearance of court participants by video, to the extent that HMCTS recommended its use as one of their pillars to recovery of the court system (2020). However, there is concern over the impact of remote hearings on vulnerable defendants and witnesses in court (see for example, The Equality and Human Rights Commission 2020; Byrom, 2020). The same concerns for vulnerable victims exist in the context of conducting police interviews. Dando (2020), for example, comments that 'in normal times, highly trained police interviewers conduct interviews with groups of vulnerable and traumatised witnesses and victims, guided by well researched accepted guidance and principles'. The changes precipitated by COVID-19 have raised many questions about whether this expertise can be transferred to a remote setting. Gavin Oxburgh and colleagues are aiming to explore this through a project looking at remote communication for interviews across the criminal justice system, starting from the lack of evidence: 'remote communication as a way to conduct interviews within the criminal justice system "is not standardised and the current research-base to prove its efficacy is extremely limited"' (<https://www.remoteinterviewing.co.uk/> accessed 7th March 2022).

In 2021 DASH data, victim satisfaction data, and commentary on the interviewing process by police officers was independently analysed by academics at Liverpool University (Godfrey, Richardson, Williams, Walklate, 2021) who found that:

- In terms of risk assessment, LRT were more consistent than Response officers in assessing risk, whether via F2F or via videoconference. The expertise of the Local Response Team in handling interviews with domestic abuse victims was key to understanding incidents and evaluating risk. Victims were more likely to speak at length about their circumstances and experiences to the LRT than Response officers.

- DASH enabled officers to leave additional comments offering assessment of each case or important information not captured elsewhere. Videoconferencing also provided more 'yes' answers in DASH than F2F interviews.
- Videoconferencing interviews recorded three times as many comments made by officers than F2F interviews. Videoconferencing interviews were four times as likely to result in a form with police officer comments. There were three potential explanations for this significant difference – the need to wear face masks in face-to-face meetings, making facial expressions harder to read; victims participated more fully in videoconferencing interviews and offered officers more contextual information; videoconferencing allows officers to take detailed written notes more discreetly during interview.
- Victim satisfaction surveys showed that 90% of victims who undertook videoconferencing interviews described themselves as completely satisfied with the experience compared to 87% of those who were interviewed F2F; 80% of those who interviewed with videoconferencing strongly agreed that they had confidence in Sussex Police, compared to 65% of victims who undertook phone or F2F interviews; and victims undertaking videoconferencing remain clear on how the process will progress, who to contact if any issues arise, and have multiple opportunities to discuss safety and safeguarding with officers.
- A survey of police officers in 2020 found that the flexibility and efficiency of videoconferencing system enabled better allocation of staff time and allowed victims to be attended to sooner than with F2F interviews. Videoconferencing appointments are missed less frequently by victims than F2F appointments. Officers specifically highlighted the benefit of videoconferencing to victims with limited time or flexibility. A videocall in the victim's home also provides several operational benefits. Officers can see any children or dependents discussed in a report, as well as the physical dimensions and details of the residence.

The Liverpool University report concluded that videoconferencing maintains the quality and consistency of case risk assessment and was equally as effective as F2F in helping officers to gather, understand, and rank this information.

Other work in this area is being conducted by Kent McFadzien (Kent Police/ University of Cambridge) to explore the use of a rapid video response for domestic abuse victims (where no immediate attendance is

required, the victim is safe, and no offender is present). Initial findings indicate a high satisfaction with video response, with 80% saying they would choose a rapid video response again, over a delayed in-person response. The rapid video response provided a space to deal with the anxieties of DA victims, who consider their incident to be serious, even though police might not code it as such (Cambridge EBP Conference, 14th July 2021). Overall, this area remains under-researched.

AIMS AND OBJECTIVES OF THIS STUDY

Initial evidence and the first study suggest that that the use of video calls works well for victims and for police. The aim of the second part of the research was therefore to conduct a more detailed quantitative evaluation using a larger data set together with a set of qualitative interviews to widen our evidential base.

SCARF forms completed during 200 face-to-face interviews and 193 video-platform interviews were supplied by Sussex Police in anonymised and redacted format. The data contained was entered into a spreadsheet, analysed using SPSS, and graphically depicted using excel. Data from victim satisfaction survey (completed by 390 people) carried out by Sussex Police was analysed alongside a database of criminal justice outcomes for domestic abuse incidents (containing 8285 entries). Semi-structured interviews were conducted with nine police officers, comprising six officers in the LRT team and three officers who were leads in disability, mental health and gender. One interview was conducted face-to-face, the others were conducted via Teams or Zoom. We then conducted interviews with seven people who had reported domestic abuse to, and been interviewed by, Sussex Police. Of these, four police interviews had been face-to-face and three via video call. Six of the seven victims we interviewed were female and one male. On the day of/evening before the planned interview each participant was contacted by Whatsapp to make arrangements. Six interviews were conducted by Zoom or Whatsapp video call, and one was conducted face-to-face.

FINDINGS

What does SCARF data tell us?

Two-thirds of people interviewed were female (66 %) with no difference between F2F and Video in terms of gender. The most prevalent offences in our sample were harassment (29%), malicious communications (15%), and assault (14%). A quarter (26%) were recorded as unknown. Most people reporting incidents were female. Overwhelmingly, the perpetrator was reported to be an ex-partner (75%), followed by a family member (15%). Most perpetrators had a history of offending (particularly violence) (see Appendix 1).

The majority of victims whose ethnicity was recorded were defined by the police officer as White British/ European (89%), with a small number of people recorded as Black, Asian and Chinese (10%). However, the ethnicity of most complainants had not been recorded (62%). The majority of complainants described themselves as White British (69%). Again, self-defined ethnicity was unrecorded for approximately a quarter of people interviewed (26%). The employment status of approximately half the victims was unknown (48%). Where recorded, 18% were not employed and 34% were employed. Approximately 13% of victims reported a disability.

In terms of differences between those interviewed F2F or by video, the age profile of those who were interviewed by video was slightly younger (average age 36) than those interviewed F2F (average age 39), with a spread from 16 to 80. There were twice as many people over 50 in the F2F group than over 50s in the video group; and four times as many over 60s in the F2F group as video group.

A notably greater proportion of people interviewed over video stated that they had been abused by someone who had previous contact with police (33% compared to 21%).

People who reported assaults/coercive control were more likely to be interviewed by video; (in our sample) and people who reported harassment/mal comms were slightly more likely to be interviewed F2F (in our sample).

There is some volatility in data for Medium risk complainants. Whereas Standard risk victims had approximately the same % of yes responses to each

DASH question, for Medium risk, Video more often elicited Yes answers, particularly for Q 6, 7,10,21, and 27. F2F had proportionately more Yes responses to Q.8 only. This suggests that the victim may be more likely to be graded as Medium risk if they were interviewed by Video rather than F2F. This may be related to the offence reported.

What does victim satisfaction data tell us?

Analysis was carried out on the responses of 390 people who reported incidents of domestic abuse (abstracted from total number of people responding to a victim satisfaction survey conducted by Sussex Police in 2021/2). The survey consisted of a number of questions, some of which elicited free comments. The data was analysed in March 2022 and the differences between victims interviewed F2F and by video were analysed. Similar to our first report in 2021, victim satisfaction was high. Victim satisfaction surveys showed that 87% of victims who undertook videoconferencing interviews described themselves as completely satisfied with the experience compared to 83% for F2F. The free text comments were generally positive for both video and F2F.

I feel that I was listened to and understood and treated with care and compassion. The officer made me feel at ease talking about subjects that were so difficult.

It was extremely thorough and in depth. The PC was patient and kind, very encouraging and supportive. He made me feel validated and heard as a victim. I felt reassured and believed. He also conveyed how serious this matter was and that the evidence and information I provided had been helpful. He was very professional and informative but also kept his demeanour light when necessary to put me at ease. I found him to be an incredibly calming and reassuring presence during a very long, difficult matter. He was just excellent!

I can't thank the PC enough for his sincerity, empathy and having a wonderful way of conducting the interview; in which there was some sensitive information that I had to disclose, to make me feel safe and give me reassurance that I had done

exactly the right thing. I have been so worried and anxious since the offender contacted me, that myself or my children would come to harm, but since having the interview I feel so relieved and confident this will not happen further...this is such a valuable service and I will absolutely recommend this service to anyone.

I cannot praise the officer enough I started the call as an anxious stressed person feeling there was no one who could help me and ended it fully clued up on what I need to do to protect myself and children. She has restored my faith in Sussex Police.

I felt very supported. Wasn't made to feel silly for my reasons for contacting and felt the officer was open minded and didn't pressurise me into making any decisions about the next steps, left the decisions to me.

There were two negative comments, and seven which were specific to technical problems associated with video interviews.

Very quick to shut me down and turn it around to be me when I have finally tried to justify and explain how I get spoken to and treated it doesn't matter. Same issue in the UK with every case. When you're a man who remains silent then finally speaks, it ends up being a joke to most people but when will it end.

The officer told me what is going on is not exactly a crime even though it perfectly fits the definition of criminal harassment.

Difficult to hear

It went well although at times it timed itself out as such so either internet or signal issue

Not good on a mobile

The interview itself was great - the video call did not work - the camera would not work and I could not see the Investigator at all

The call failed part way through

A frequency analysis was conducted for some of the more detailed comments in the satisfaction survey. There was no difference in the frequency of particular words between F2F and video interviews. The word cloud below illustrates the frequency of answers to the question 'please tell us what you thought about the appointment/ interview' for all modes of appointment. This supports our findings (see below) from victims who were interviewed, which suggest that the important aspect was the attitude, approach and characteristics of the police officer, regardless of the mode of interview.

What do victims think about face-to-face and video interviews?

The victim satisfaction survey had asked why victims chose to be interviewed F2F or by video. For all victims, feeling comfortable and secure, and convenience, was important. Victims who were interviewed by video also referenced Covid regulations, that they could be seen more quickly, and that they could present evidence more easily (see Appendix 2). Free text comments by victims about video interviewing included: *Less daunting than coming into the station... Didn't want neighbours to see police came to my property after just moving in within a week of moving in.... Because it could be done sooner than the face to face one or I would have had to wait 4 extra days.* In the survey, 31% of victims interviewed F2F said that they felt they had not been explicitly given a choice; 18% of victims interviewed by video said the same.

More in-depth evidence for victim choice was subsequently collected in interviews. The themes arising from our interviews with victims should be dealt with cautiously. The small number of interviews (seven) means that we do not know if these themes are typical.

A key theme throughout the interviews we conducted with victims was about the police interview, regardless of whether it took place F2F or by video. Participants emphasized the importance of having a choice of how they shared information with the police and the timing when this conversation took place. The attitude and approach of the police officer was important to them - not being shocked, treating the incident as important, knowing something about their past history, making the victim feel safe and comfortable, being caring, giving plenty of time and control over the process, for example, responding to the person not driving the interview with his/her questions, ending the interview on a positive note and giving practical advice and support, for example, information about the law, useful apps to download, acquiring personal alarms.

His manner made me feel like somebody was listening to me and understood what I was going through. [...], I think the people that I've spoken to have been dealing with other people every day. And they made me feel you're not the only one and we can help you. It made me feel secure [...] I had gone in as an emotional wreck and come out almost calm and normal. That was because of the way he conducted it - he made me feel really comfortable. Yeah safe is the word (Linda)

She made me feel, which was really good, it was really important. But it wasn't something to be ashamed of, she took it quite seriously (Maddie)

They gave me so much useful information during that interview and they've done referrals with victims support and social services because I'm registered as a vulnerable adult, but I already have contact with social services, because of my health condition, so they were very quick to respond and ask do we need to put any safeguarding in (Ursula)

The benefits of a video interview for victims include being able to feel relaxed and comfortable in their own home, in comparison to a police station which could feel intimidating; not having to negotiate access to a police station – a particular issue for people with disabilities; not being seen by other people going to the police station.

It felt less formal than being in a police station and sat opposite them where you can see them taking notes, [...] there is kind of a level of formality that makes it feel so much more serious, and I was already overwhelmed with how serious it was. Actually the interview because it was on my phone in my home I was a lot more relaxed about it all (Ursula)

And I was like an emotional wreck and I felt that probably wouldn't be able to do it on the phone [...] I chose to go face to face. I just felt, I don't know why I just felt on the video, I was too much crying and shaking and feeling sick. And I just felt I'll go and see someone. I don't know whether that made me feel more secure (Linda)

Also I'm disabled, so it would have been physically demanding for me to go, it would have caused a lot more anxiety about kind of just get myself ready to go out and go through the streets, where he might be to go to that interview and then he might see me going in and out of the police station I don't know It it all seemed like more stress than I could deal with at the time to go in, but the video interview was so much easier (Ursula)

It was very easy to access and just kind of clicking on a link yeah and was much better than having to get myself all the way down to the station and then go and sit in a cold formal room on plastic chairs and I could curl upon my sofa where it's comfy and have a cup of tea and a cigarette while I was talking (Ursula)

And I say that because going to a police station when you haven't done anything wrong, like where

I live in a small town. If you walk in it, people think you're in trouble. So I think that also gave me that security that I don't have to like embarrass myself by walking in with everything that's going on in my life (Olivia)

Some of the issues with video calls described by participants include not wanting to be overheard by children in house if interview is by video; finding video less good if English is not the first language or for speech difficulties; the importance of being able to see as well as hear on the video link.

For face-to-face interviews, some participants valued the security of the police station, and the ability to see body language and manage emotional issues better. One person mentioned that she was able to have another person present in a face-to-face interview that might not have happened via video call, and which, in this case facilitated the sharing of additional information. Participants who preferred face-to-face mentioned the importance of being able to easily access the police station, and, for some, it made showing physical evidence easier.

What do the police think about face-to-face and video interviews?

Police views focused mainly on efficiency and the quality engagement with victims. Video calls can be arranged more quickly and take place sooner than F2F, so the officer's perceptions were time between the incident and the interview could be shortened. They felt that using video allows some engagement which might otherwise not happen at all and that there are fewer cancellations compared with face-to-face, as the effort required to participate is less for video.

I think half the battle is getting that relationship with someone - when a response officer turns up and their radio's going [...] sometimes it might appear that person doesn't care much or is in a rush or whatever. Whereas sometimes you sit down and talk to people on video call or face to face. And then you just see them opening up a bit more. But it takes time (LRT 5)

LRT officers found that the system used for video calls was not always reliable – several officers reported regular failures of the system. Although Whatsapp video or phone calls were used as a back-up, this varied across the different areas, for example, some officers believed they were allowed to use Whatsapp and others that they could not. They also noted that

some vulnerable groups, for example, homeless people, do not have access to smart phones.

Officers stated that people with social anxiety may prefer F2F and (although not evident in our research) officers believed that older people would not have the technology or tech-ability to use video. They also thought that people with more complex cases may prefer face-to-face, and that victims who lived with the perpetrator would not have the same access to use of video technology so would prefer face-to-face. Officers found F2F easier in situations where evidence was paper-based and needed to be seen. They also commented on being able to give support and build rapport through personal touches such as offering cups of tea and stressed the importance of having a safe and welcoming space in the police station.

Brighton. about 10, 12 million pounds spent on it [...] we've got a beautifully accessible front office at Brighton, all electronic doors with disabled punch plates as well. So they open up, there is a lowered desk, as well, anyone with a wheelchair can come up and talk. We've got hearing loops that go into the front office as well. So from an accessibility point of view, I think we're in a good place (Lead 2)

It was acknowledged, however that accessing police stations is not always straightforward, particularly for people with disabilities, and that some people can feel intimidated coming to a police station (Lead 2). Video was easier for those with children and those who had to fit the call around work.

In terms of the police officers' own experience of video calls, they have a choice to conduct these from their own homes or from a station, with each setting having advantages and disadvantages. It was quieter to do video calls from home, but being in the station allows contact with colleagues, which can help reduce feelings of isolation. For officers with children, there was a preference for the station due to the content of the calls. Some officers reported people being distracted if they were at home. (LRT 3)

I tend to go into the police station, because my kids are going to be here in the evening. And some of the things we talk about, I don't want them to hear. So I go into the police station and do the video calls there. Which I find easier as well because if I need advice from someone - I know our sergeant's on the end of the line but because we are quite a remote department, we don't really see each other. We're not really ... we're a team, but we don't work together as a team. I quite like going into station and if there's a sergeant, I'm like - "Oh, what do you think about

this?" So there's that interaction with people as well (LRT 3)

Officers also commented more broadly about working in the LRT. They were very positive about being able to spend more time with victims, which meant that more information was often revealed than was apparent at initial incident, leading to a more detailed report. They were able to build continuity and trust with victims, which they felt was important in the interviews and for progressing cases (LRT5). However, they felt that recent changes in LRT have increased the pressure to get through more cases, which can mean less continuity for complainants. Some officers commented that they had a feeling of personal responsibility for victims, together with a risk of becoming a victim's 'personal police officer', who they would contact rather than going through 999 or 101. The lack of separation between home and work was a general factor for some LRT officers doing predominantly video calls from home, together with 'zoom fatigue', both of which contribute to the mental and emotional load of working in the LRT. However, many of the LRT officers emphasised that it was much better for family life than being on Response.

What do criminal justice outcomes data tell us?

Criminal justice outcomes data was supplied by Sussex Police for 8255 cases and analysed for cases where the interview was either carried out F2F or by video. For each format the data was then divided into the categories of charged or summonsed (1%); no arrest (34%); no prosecution as victim supports but there are evidential difficulties (14%); no prosecution as victim does not support (29%); no prosecution for some other reason (2%); and out of court disposal imposed (1%). There was little difference in outcome for those who had been interviewed F2F or by video. We then removed all cases which were cancelled, transferred to another area, or dealt with in a way where the incident was not proceeded with at an early stage, and the percentages were unchanged.

CONCLUSION

Officers talked in broader terms about the role of technology in improving the service they offer to domestic abuse victims, including the use of video technology to optimise utilisation of resources (ie police officers); to provide better/fuller evidence to be submitted; and to make all groups feel that they will be listened to, heard, and treated appropriately. LRT officers believe in what they are doing. They feel that they make a difference.

I deem that a success - if you can leave someone safer than they were when they called us, they probably have more trust in us and the process (LRT Officer).

Victim satisfaction is high, whether interviewed F2F or by video, because the officers are perceived to be very supportive. In addition to officers collecting information to assess risk and to collect evidence, victims gained from clear practical advice and the reassurance and support offered.

For both F2F and Video interview formats, victims emphasised the importance of convenience, safety and security. We found that video interviews were sufficient to provide a secure and comfortable environment for all victims interviewed remotely. However, victims should have the option to be interviewed in either format explained to them; a significant number of victims responding to the satisfaction survey felt that they had not been given a choice. The preference for Video may be a facet of the Covid period but will likely continue to be a preference for most victims. It may be that choice could be extended under this system so that victims could choose to be interviewed by a female or male officer, or by an officer who shares the same ethnicity/sexuality.

Technical problems were reported by officers and by victims. These should be resolved, or alternative (back-up) systems should be put in place to ensure effective appointments.

There appeared to be no bias in demography or protective characteristics amongst those who were interviewed F2F or by video, and whichever format was used, victim satisfaction was high. In terms of assessing risk, video interviews recorded more information (Yes answers, number of words used by victims) than F2F and therefore would seem to offer a firmer platform

for assessing risk. In terms of collecting evidence, or progressing a case, the translation rate from incident to charge was very low for both formats. Consideration should be given to providing a service which ensures that the gap between incident and interview is kept as short as possible. Video seems to be the ideal format for this.

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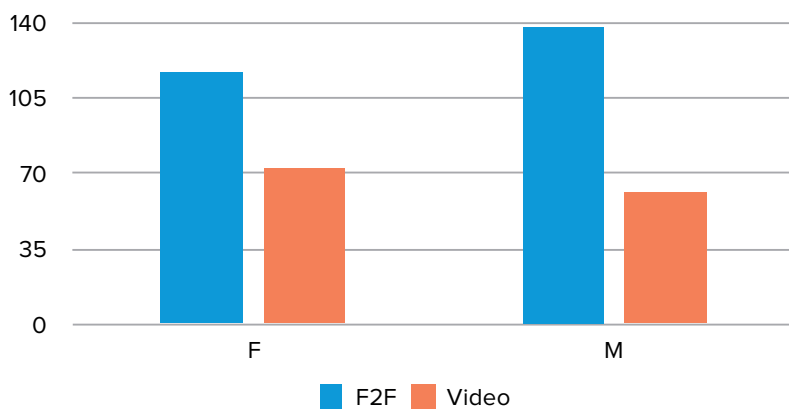
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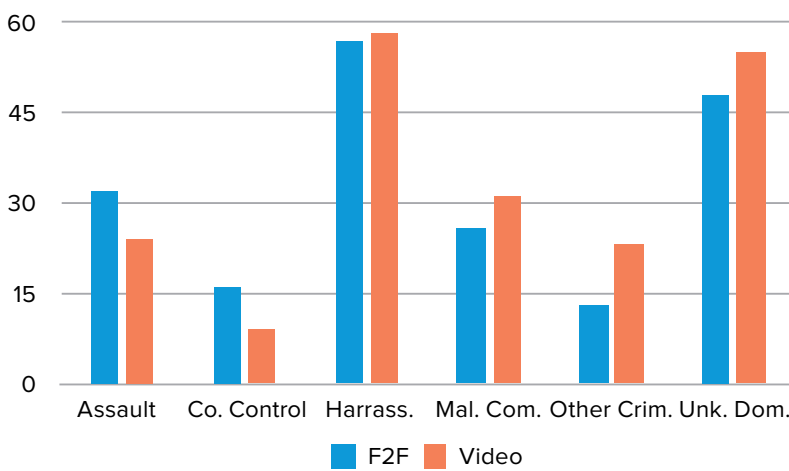
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APPENDIX 1: ANALYSIS OF SCARF DATA

Gender (numbers of reports) by interview format



Incidents reported by complainant



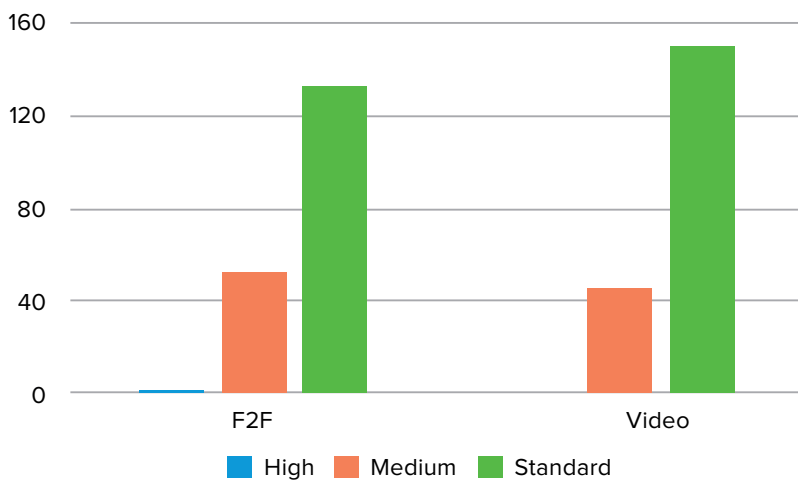
Risk Assessment

Format			Risk				Total
			High	Medium	Not noted	Standard	
F2F	Gender	F	2	38	4	73	117
		M	0	13	0	59	72
		U	0	1	1	1	3
	Total		2	52	5	133	192

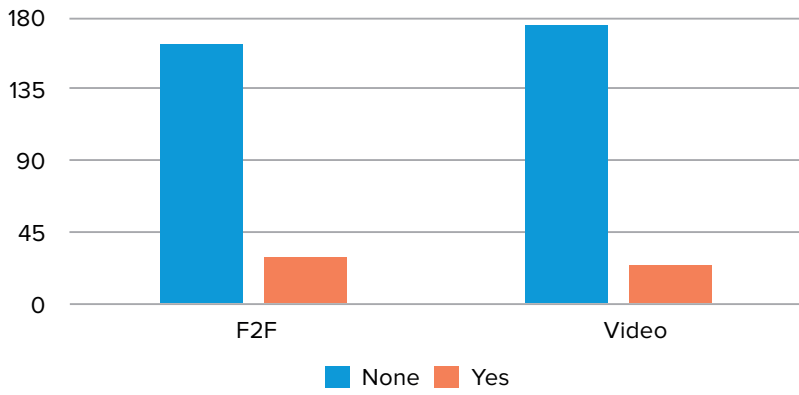
Video	Gender	F	1	35	1	101	138
		M	0	11	2	48	61
		U	0	0	0	1	1
	Total		1	46	3	150	200

Total	Gender	F	3	73	5	174	255
		M	0	24	2	107	133
		U	0	1	1	2	4
	Total		3	98	8	283	392

Risk Assessment

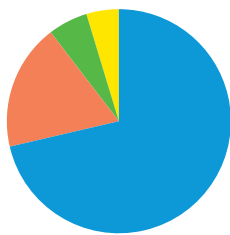


Disability (complainant)



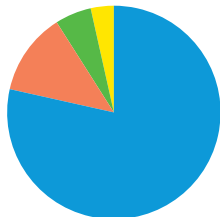
Relationship between complainant and perpetrator

F2F



■ ex-partner ■ familial ■ other/unre ■ partner

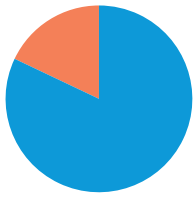
Video



■ ex-partner ■ familial ■ other/unre ■ partner

Previous Offending

F2F



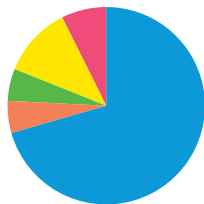
■ No ■ Yes

Video



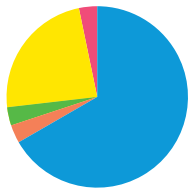
■ No ■ Yes

F2F



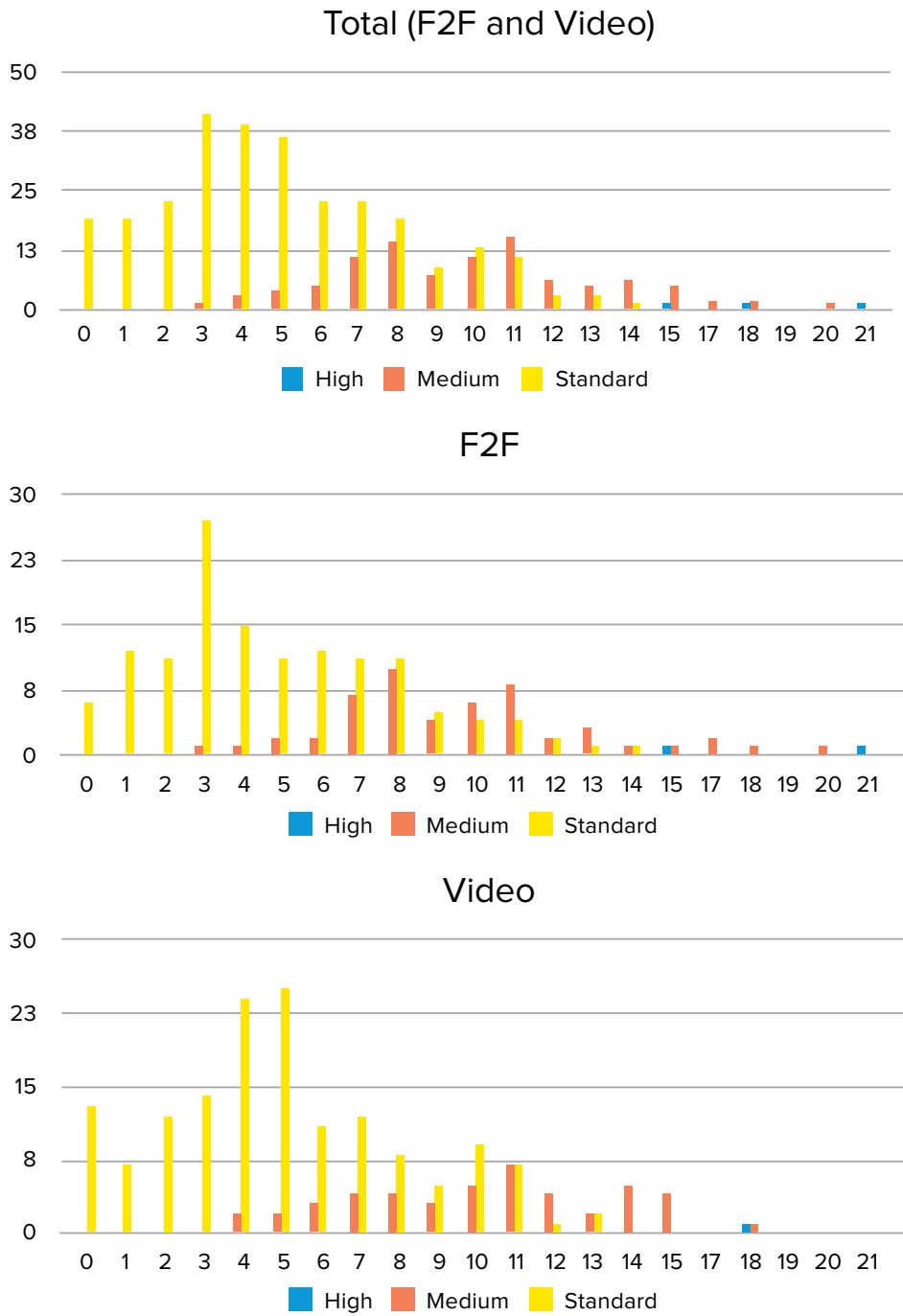
■ Violence ■ Domestic ■ Sexual ■ Other ■ NK

Video

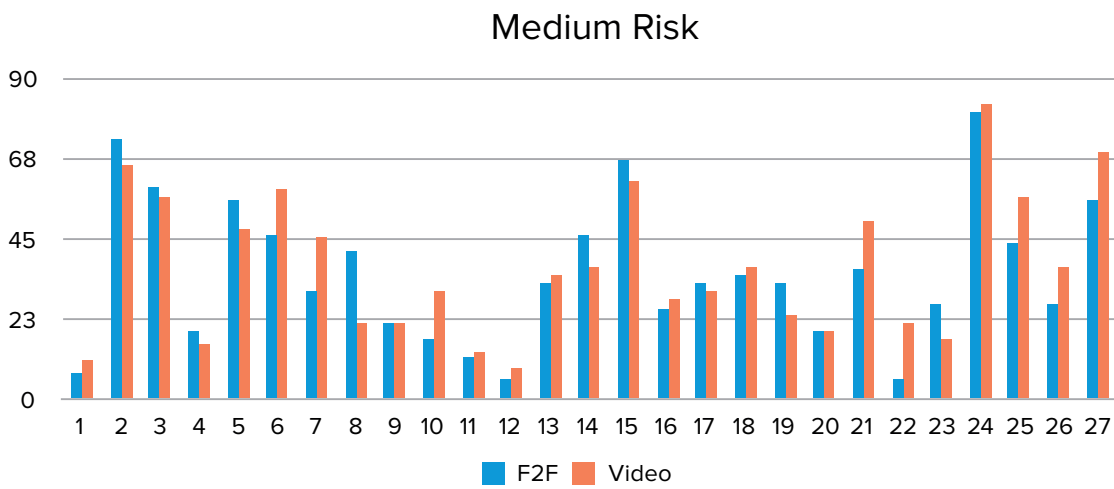
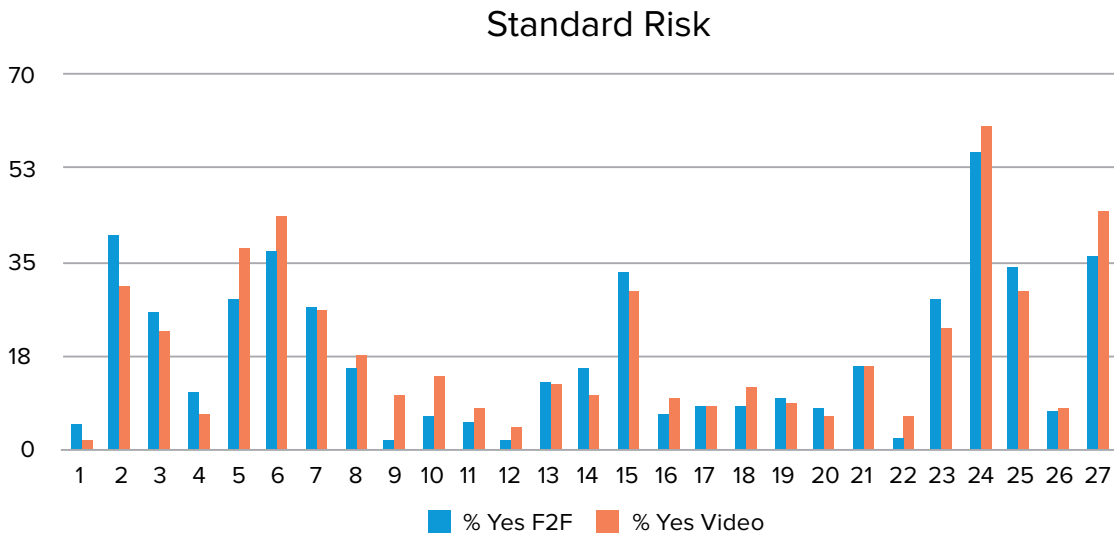


■ Violence ■ Domestic ■ Sexual ■ Other ■ NK

Number of Yes answers to Q1-27 by format of interview and risk assessment



Yes answers to each DASH Q by format and risk assessment



APPENDIX 2: ANALYSIS OF VICTIM SATISFACTION DATA

Demographic make-up of sample

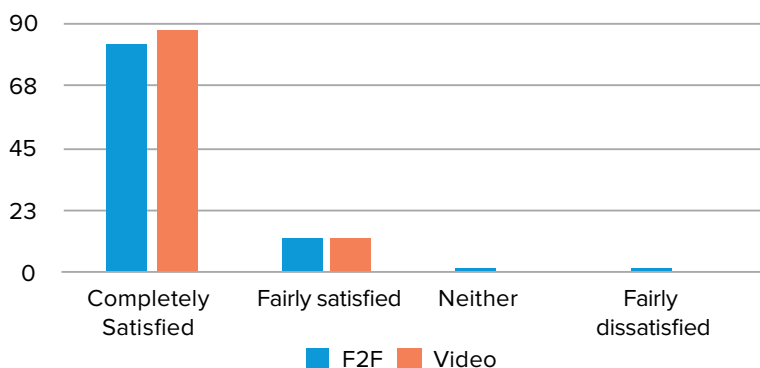
	%	%
	F2F	Video
'BAME'	6	6
'White'	94	94

Female	79	81
Male	21	19

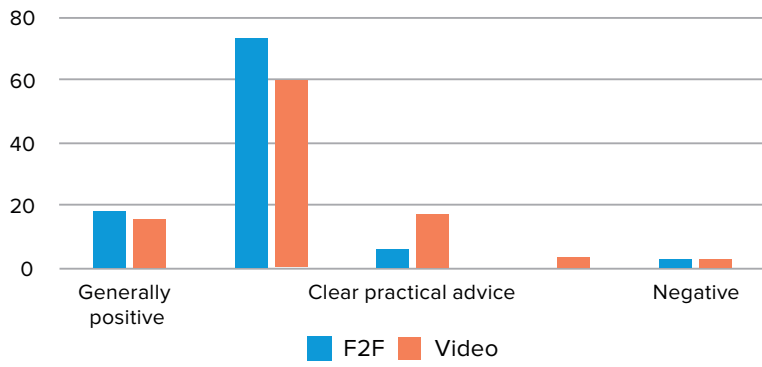
Bisexual	4	3
Gay woman/lesbian	0	2
Prefer not to state sexuality	6	3
Heterosexual	89	92

Has a declared disability	19	15
Prefer not to state a dis/ability	4	2
Declares as not disabled	77	82

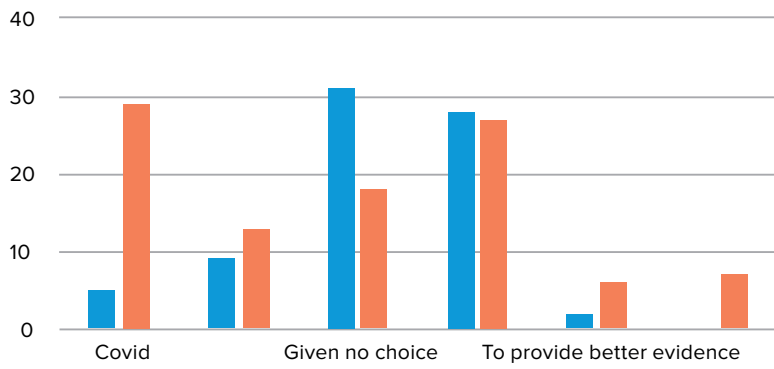
How satisfied were you with Sussex Police?



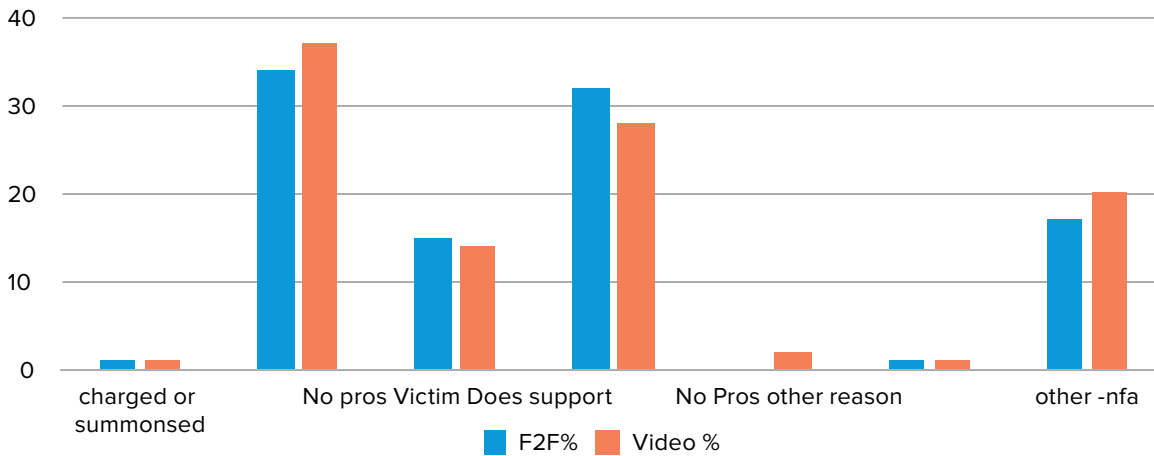
What were your feelings about the interview conducted either F2F or by video?



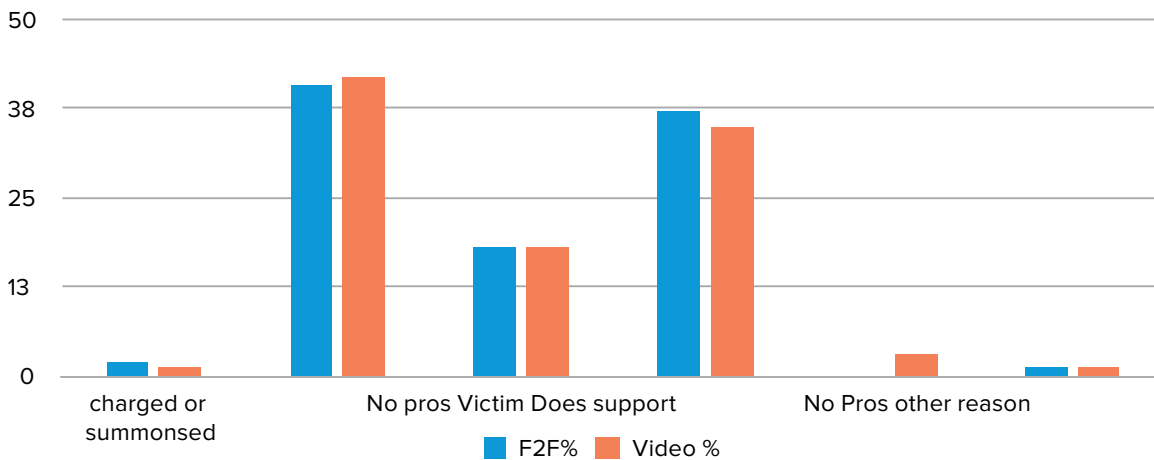
What were the reasons for this?

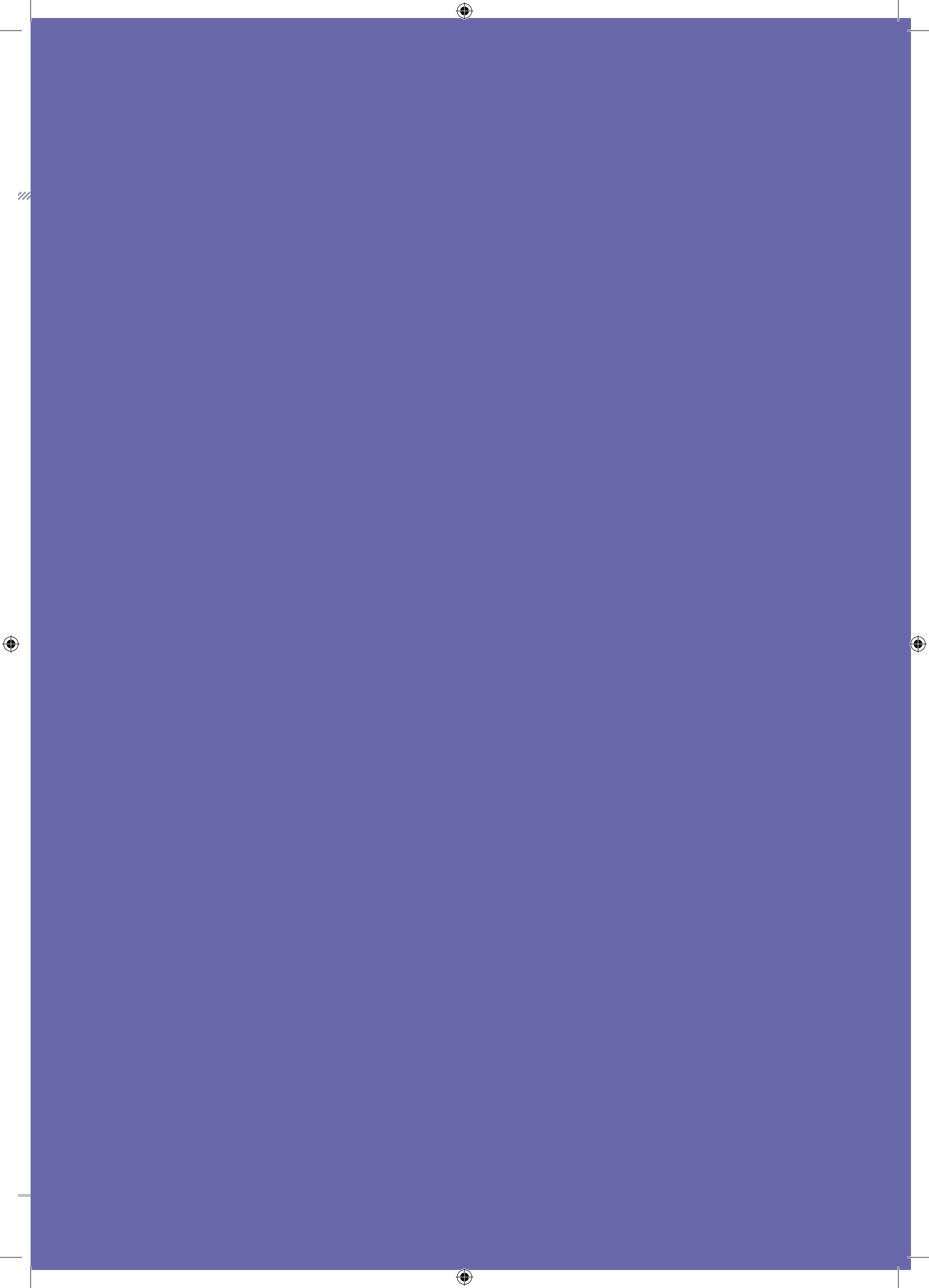


APPENDIX 3: ANALYSIS OF CJS OUTCOMES DATA



The second graph removes all N/A cases and redistributes the percentages of other categories accordingly.





Copies of the report can be accessed at:

www.liverpool.ac.uk/law-and-social-justice/research/coronavirus-research/the-shadow-pandemic/

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