NCVPP

National Centre for
Violence Against
Women & Girls and
Public Protection

College of Policing

Using the Experience of Victim/Survivors to Improve Police Practice

Stage 5 – Analysing Data

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College of Policing

NPCC
National Police Chiefs' Council

Contents

Executive Summary

- While not all voice of the victim/survivor practices demand extensive data analysis, promoting rigorous analysis can help ensure more robust findings.

- Conducting analysis either internally or through independent external teams have their own benefits and challenges relating to impartiality, capacity, skills gaps and resource costs. This highlights the importance of strong partnerships, appropriate training and peer review processes.

- Quantitative data analysis helps identify trends, measure perceptions, and track changes over time, whereas qualitative data analysis offers a deeper insight into the experiences of victim/survivors.

- Disaggregating data by demographics or crime type is essential for gaining deeper insights into the varied experiences of victim/survivors, though it can be constrained by small sample sizes and ethical considerations.

- Triangulation strengthens data analysis by offering a more comprehensive understanding and addressing gaps, though it demands time, expertise, and resources.

- Findings should be presented clearly and engagingly, using reports, graphics, and presentations.

- Strong governance structures are needed to disseminate findings effectively, ensuring they reach relevant audiences and inform decision-making.

5.1 Who Analyses Data?

While not all voice of the victim/survivor (VoV/S) practices may require extensive data analysis or rigorous examination of feedback, it is important to conduct thorough analysis wherever possible to ensure more robust findings. The responsibility for who conducts the analysis may vary between practices.

5.1.1 Independent external analysis

Where data collection is conducted independently from forces, contracted agencies or independent teams (such as researchers and academics) may be responsible for analysing the data. Internal VoV/S practices may also contract external agencies to collect and analyse data. Independent analysis can offer impartiality, specialised knowledge, and expertise to provide meaningful insights.

Challenges:

- Contracting out data analysis can be challenging for forces with limited resources, such as when navigating lengthy and time-consuming processes for establishing data-sharing agreements with partners.

Considerations for Practice:

- Building strong relationships with external agencies and fostering effective partnership working can help streamline challenging data-sharing processes.

5.1.2 Internal analysis by police personnel

Data collection can be conducted internally by police personnel, such as through analysis, performance and research teams within the force.

Challenges:

- Those conducting analysis may have limited capacity due to constrained resources, which may impact the quality of analysis. Non-independent analysis may also lead to bias in the interpretation of data.

Considerations for Practice:

- Ensure police personnel who analyse data have the appropriate training and required skills. Where this may not be possible, consider using peer review processes or involving external agencies to validate findings.
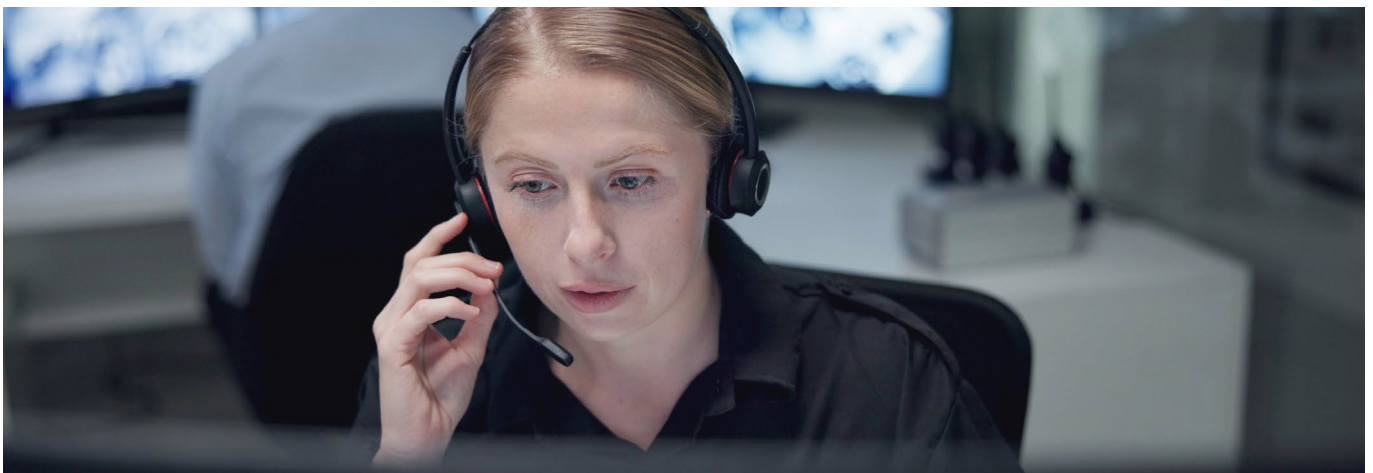
5.2 Quantitative Analysis

Quantitative analysis of VoV/S data typically focuses on evaluating statistical information. This is useful for identifying patterns and trends and can be compared more easily across practices or over time.

5.2.1 Internal analysis by police personnel

Analytical tools: Some survey platforms, such as SmartSurvey, offer basic analytical options. MS Excel is commonly used for analysis whilst more specialised tools, such as SPSS (Statistical Package for the Social Sciences), can be used for more in depth statistical analysis of large data sets. They make it easy to apply basic statistical methods, particularly in relation to descriptive statistics, trend analysis and inferential statistics. This can help organisations track response percentages and identify changes over time. Visualisation tools, such as Power BI, can also be used to aid analysis.

Advanced analytical techniques: More advanced techniques such as correlational data modelling may be used to gain a more comprehensive understanding of victim/survivors' responses. For example, this method may aid understanding around what areas of service, if improved, would predict higher levels of overall satisfaction.

Challenges:

- **Limited analytical capability**: More advanced methods require expertise in statistics and data science, which may not be available in all forces. Limited analytical capability also poses concerns around the rigour of data analysis and the potential for assumptions to be made about causal links.

- **Availability of analytical tools:** Limited availability of appropriate analytical tools can also cause challenges. For example, working across multiple datasets can be difficult and time-consuming when tools are not designed to efficiently manage or integrate complex data.

- **Time constraints:** Data often requires cleaning or recoding before analysis, which can be time-consuming. This may create time constraints that limit quantitative analysis to high-level overviews, making detailed examination of survey data a lower priority. This may risk missing valuable insights that could be uncovered through more in-depth analysis.

Considerations for Practice:

- If internal analytical capability is limited, consider contracting partner agencies or academic contacts for advanced analysis. It would also be beneficial to invest in upskilling additional staff to perform quantitative analysis where possible.

- It is important to ensure that the analytical methods and tools being used are robust and capable of handling the scale and complexity of the data. Identifying the most appropriate tools and technology can improve efficiency and ensures the accuracy and reliability of the analysis.

- It is important that constraints (e.g., time and resources) do not prevent data from being analysed. This ensures that victim/survivor contributions are meaningful and that their data/information is not held unnecessarily in line with UK GDPR requirements.

5.3 Qualitative Analysis

Qualitative data can often provide unique insights that statistical metrics cannot. This allows a fuller understanding of the underlying issues that victim/survivors experience, offering a pathway to meaningful change.

5.3.1 How can data be analysed?

Thematic analysis: A common method of analysis whereby data is systematically coded, and themes are identified. This is used for a variety of data collection methods, including free text survey responses, group-based practices (such as forums and IAGs), semi-structured interviews and focus groups. Thematic analysis can be conducted through specialist software, such as NVivo, or by using more general software, such as MS Excel or Word, to create coding frameworks.

Challenges:

- **Limited analytical capability:** Competing force priorities and limited analytical capability can result in a lack of robust, systematic analysis of qualitative data, making it difficult to interpret findings effectively. This can also result in the underutilisation of qualitative data.

- **Thematic analysis:** When conducting thematic analysis, it can be easy to rely on analysing summaries or notes instead of full transcripts. This can result in the voice of the victim/survivor being weakened.

Considerations for Practice:

- **Build analytical capability:** Provide training opportunities for staff in qualitative analysis techniques and software, and recruit or develop specialists to strengthen analytical teams.

- **Standardise processes:** Establish clear procedures for qualitative analysis. Promote collaboration and knowledge sharing across forces and third-sector partners to ensure consistency and rigor.

- **External expertise:** Hiring external experts ensures specialised knowledge and can provide an independent, unbiased analysis free from internal influences.

- **Ensure transparency:** Develop feedback loops to share analysis outcomes and processes with staff involved in data collection.

Qualitative information is as important as quantitative data when trying to understand victim/survivor experiences. Consider using a mixture of both techniques to ensure the findings reflect the lived experience behind the numerical data.

5.4 Enhancing Data Analysis

5.4.1 Disaggregating data

Disaggregating data by demographics or crime type allows forces to better understand variations in victim/survivor experiences and satisfaction. This should be encouraged to gain an understanding of the perspectives or experiences across specific populations within samples.

Challenges:

- **Ethical considerations:** To enable this type of data analysis, further demographic information from participants or sensitive information about the nature of the crime may be required. Some participants may not give their consent for this.

- **Sample sizes/binary choices:** It may not be possible to disaggregate data from surveys which feature only binary choices or for practices with limited sample sizes. Additionally, certain categories may be grouped together (e.g., 'modern slavery' or 'exploitation' categorised under 'other violence'), creating further challenges.

Considerations for Practice:

- **Ensure transparency:** Being transparent with participants around data analysis aims may help to gain their consent to share the necessary information. Develop feedback loops to share analysis outcomes and processes with staff involved in data collection.

- **Improve survey design:** Improving survey designs to include detailed demographic questions while ensuring sufficient sample sizes can help to support meaningful subgroup analysis. It may be necessary to wait until datasets are large enough for meaningful interpretations of the data to be made.

5.4.2 Triangulating findings

Triangulation involves comparing victim/survivor responses with multiple sources of data. These sources may include:

- **Internal data:** e.g., victim satisfaction surveys, force performance, staff absence data or complaints.

- **External data:** e.g., academic research, societal trends, or external evaluations.

This process can enable a comprehensive understanding of victim/survivor experiences. It can also be used to identify and fill existing gaps in knowledge. It is particularly important if there is a lack of diversity represented within the data. In these cases, alternative data sources can be used to provide additional insight, especially when lacking data from minoritised groups.

Utilisation of data triangulation can also help provide knowledge of the wider context within the force.

Challenges:

- **Resource constraints:** Triangulation is time-intensive and requires both analytical expertise and sufficient resources.

- **Limited scope:** Triangulation can be restricted to internal comparisons, such as mapping quantitative survey feedback against qualitative survey findings. This limits the breadth of insights.

Considerations for Practice:

- **Establish clear procedures:** Develop clear procedures and processes for triangulating datasets where possible, including providing appropriate resources to compare both internal and external data to identify patterns and address potential data gaps.

- **Consider diverse data sources:** Utilise insights from victim/survivors alongside other sources of data such as internal performance audits as an additional measure to inform the efficacy of internal force performance evaluations, and to identify gaps in service delivery.

5.5 Communicating the Voice of the Victim/survivor

5.5.1 Presenting findings

Findings should be presented in ways that are clear, accessible, engaging and audience-appropriate to maximise their impact. This may involve:

- Collating all insights into report documents, outlining summaries of findings and key points raised.

- Collating quantitative data into graphics which visually highlight key findings obtained from datasets.

- Presenting findings at meetings with police personnel.

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> **Good Practice:**
> Utilise graphic designers or tools to create concise, visually engaging summaries, such as one-page visual articles or infographics, for decision makers to easily digest the findings. Present findings through multiple formats, rather than relying on just one, to cater to different audiences and ensure that key messages are conveyed effectively. Use available guidance on accessibility to support this process (e.g. GOV.UK's Dos and Don'ts on Designing for Accessibility).

5.5.2 Disseminating findings

To ensure findings reach the relevant audiences, dissemination should be systematic and involve strong internal governance structures. This can guarantee findings from practices are presented across various performance, tactical, strategic, and executive management meetings, at a local, regional and national level.

Challenges:

- **Limited agenda time:** The time allocated for the presentation of findings in strategic meetings may vary between and within forces, often because of busy agendas. This can result in only a small portion of the data representing victim/survivor voices being discussed with senior personnel and force leads.

- **Limited dissemination to frontline officers:** A recurrent challenge seen across forces is the ability to cascade findings to frontline officers, so they are informed of present issues. Officers may be unaware of findings or where they can access this data.

- **Exclusion of victim/survivors:** Victim/survivors or individuals with lived experience are often not invited to attend meetings where findings are communicated to senior leads, as some settings are not considered suitable for them to attend.
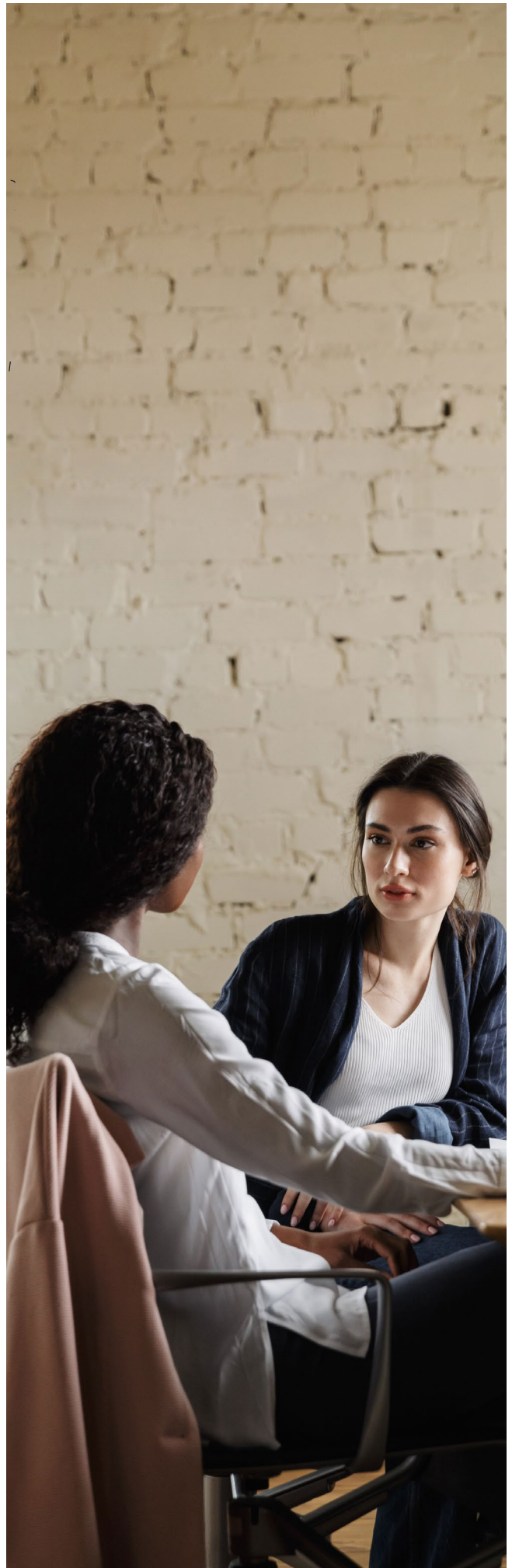
Considerations for Practice:

- **Time allocation & governance frameworks:** Ensure there is sufficient time on the agenda at meetings to enable findings to be presented to key personnel such as force leads. Develop robust internal and multi-agency governance structures to ensure findings are disseminated at various levels and across different forums.

- **SPOCs & partner agencies:** Host regular meetings with Single Points of Contact (SPOCs) across force areas to ensure findings are cascaded effectively to frontline officers. It may also be helpful to collaborate with partner agencies to communicate findings directly to frontline staff, as external presenters may have more impact than internal personnel.

- **Involve victim/survivors:** Where appropriate, invite victim/survivors to participate in meetings. Findings presented to police personnel by those with lived experience can create a more emotional response that results presented in writing or statistics alone cannot achieve. If victim/survivors cannot attend these meetings, ensure they are informed about how their contributions are being shared and the outcomes of these discussions.

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Good Practice:

Attend events where those with lived experience share findings from research that they have been involved in. This includes local or national annual conferences and can help facilitate discussions around actions in response to findings. This can help create impactful engagement between decision-makers and victim/survivors.

Glossary

Term	Description
Data Disaggregation	Disaggregating data refers to breaking down information into smaller subpopulations. For example, a victim satisfaction survey may collect extensive data on victims' demographic information. Disaggregating such data allows analysts to look at responses from specific populations in isolation from the rest of the dataset, such as (though not limited to) victims of a particular crime type, victims with a specific gender identify, or both combined.
Good Practice	Practice referred to as 'good practice' reflects positive processes, approaches and useful resources. This is intended to provide examples that could be considered by forces but may not have been evaluated.
Independent Advisory Groups (IAGs)	Independent Advisory Groups (IAGs) are a network of individuals independent of the Police who meet to advise and offer ideas to police forces on a wide range of activities relating to local policing.
Likert Scales	Likert scales are linear rating systems designed to measure people's attitudes, opinions, or perceptions. Commonly used in surveys and questionnaires, the respondent is asked to choose from a range of possible responses to specific questions or statements. Across victim satisfaction survey questions, responses typically included "extremely satisfied", "dissatisfied", "neither dissatisfied nor satisfied", "satisfied" or "extremely satisfied".
Minoritised communities / groups	The term minoritised communities usually refers to racial and ethnic groups that are in a minority within the population. It emphasises that these communities are minoritised by societal structures and systems, rather than inherently being minorities. ([Durham University, n.d.](#))
NVivo	NVivo is a data analysis software used to organise, analyse and find insights in qualitative data.
Office of the Police and Crime Commissioner (OPCC)	The OPCC supports the Police and Crime Commissioner by helping deliver the Police and Crime Plan, ensuring effective use of resources, meeting legal duties, and upholding high standards in line with the Nolan principles.
Police and Crime Commissioners (PCC)	PCCs are publicly elected to represent local policing priorities, enhance community safety, and hold the police accountable, working with agencies to prevent and reduce crime.
Power BI	Power BI is a collection of software services, apps, and connectors that work together to help organisations visualise, analyse and share data.
Semi-structured	Qualitative research method using a pre-determined set of open questions.

Term	Description
SmartSurvey	SmartSurvey is a web-based platform for creating surveys, collecting responses and analysing results.
Statistical Package for the Social Science (SPSS)	SPSS is a powerful and user-friendly software package for all sorts of statistical analysis of data.
Thematic Analysis	Thematic analysis is a research method used to identify and interpret patterns or themes in a data set; it often leads to new insights and understanding.
Triangulation	Triangulation in research is the use of multiple methods, data sources, or perspectives to increase the credibility and validity of findings.
Victim/Survivor	Those who have been subject to, or have witnessed, a vulnerability related crime. The term represents a continuum upon which people may find themselves, in recognition of the fact that people with lived experience of victimisation may prefer one term or the other, and each journey from 'victim' to 'survivor' is unique.
Voice	The term 'voice' covers both the verbal articulation of wishes, experiences, and needs, alongside non-verbal indicators and features of the individuals' context, environment, and relationships. Voice not only means capturing and recording wishes, experiences, and needs, but also listening to and considering voices to influence and inform decision making.
Voice of the Victim/ Survivor (VoV/S)	'Voice of the victim/survivor' refers to the perspective of individuals (adults and children) who have been impacted by crime or harm: either through lived experience, as a witness, family member, friend or colleague. The perspectives, opinions, rights and non-verbal cues of victim/survivors and their advocates must be heard, respected, prioritised and actively sought during investigations, enquiries and interactions. They must also be embedded within policy, practice, and support provision. In turn, this will aid in strengthening investigations, shaping and developing current and future policy, practice, response and support of policing and wider agencies to victim/survivors, for those who need support.
VoV/S Practice	A Voice of the Victim/Survivor Practice refers to any engagement process through which agencies collect feedback from or collaborate with victim/ survivors to gain insights into their perspectives, experiences, and rights. The information gathered should be used to inform future discussions, enhance responses, and strengthen practices moving forward.

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About the National Centre for Violence Against Women and Girls and Public Protection

We're a collaboration between the College of Policing and the National Police Chiefs' Council.

We work across law enforcement, the third sector and government to professionalise public protection and strive for a whole systems approach to prevent harm, give confidence to victims, survivors and witnesses to come forward and bring more offenders to justice.

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