



Tiesīcību ministrija

Project No.JUST/2010/KPEN/AG/1546 “Possibilities of solution of topical problems of restorative justice in the European Union”

Conference „Mechanisms of victim compensation in criminal proceedings in European Union”

22 May 2012, Riga

Assessment of the needs of victims during the first contact with the State Police

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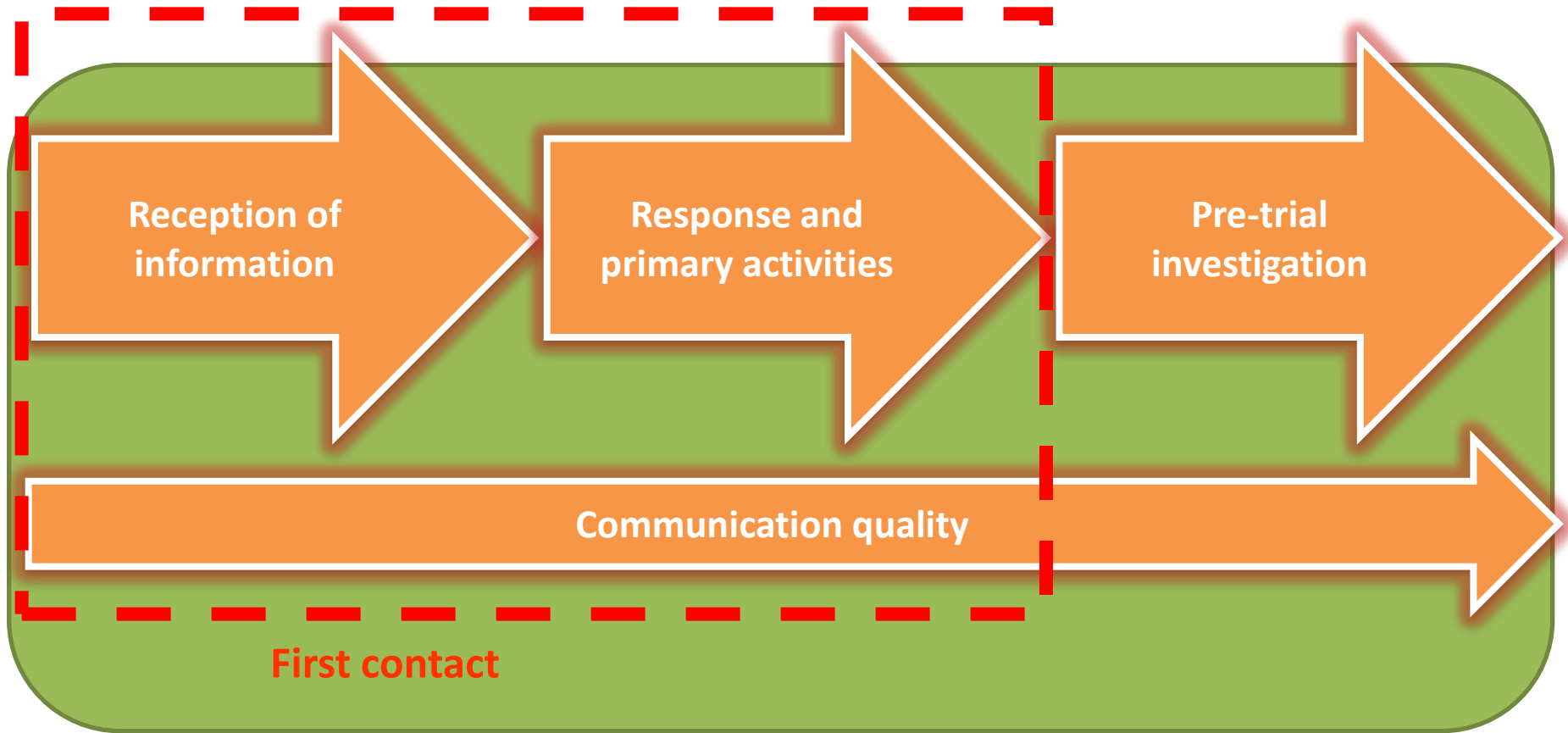
Victim during the first contact with the State Police (SP)

- Research conducted by the SP in 2010 showed that 49.2% of victims are dissatisfied with police work during the first contact
- The quality of the first contact has great influence on victim's satisfaction, which is a precondition:
 - to his/her readiness to cooperate during the further investigation
 - to his/her readiness to repeatedly apply to the State Police
 - to his/her readiness to cooperate with the State Police

Victim during the first contact with the SP

- In 2012, a research “ Assessment of victims: quality of communication of the police workers and satisfaction with police work during the first contact” was conducted at the SP
- During the first contact with the police, it is particularly necessary to ensure the needs for support to victims, which, in turn, require police workers to apply special skills and knowledge

Victim during the first contact with the SP

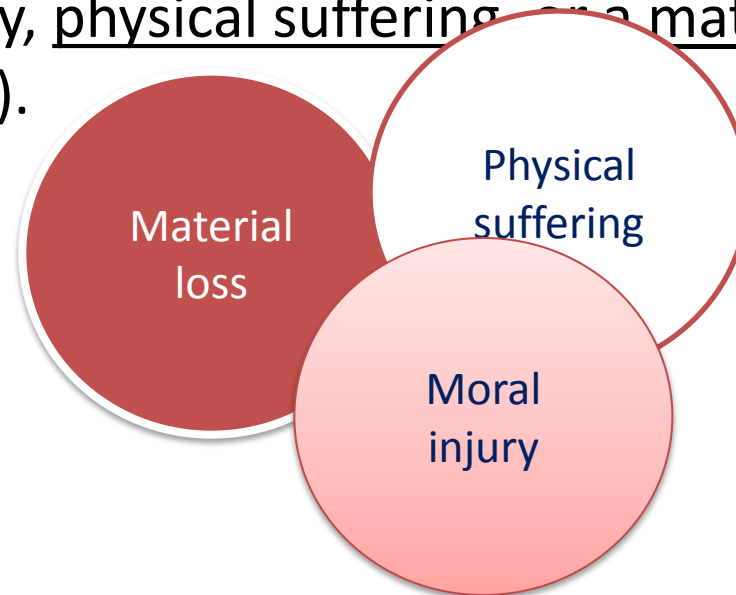


In 2012, 206,217 incidents were registered

In 2012, 49,905 criminal offences were registered

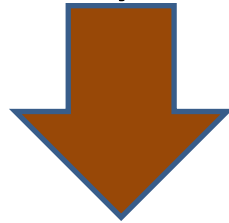
Victim during the first contact with the SP

- **A victim** in criminal proceedings may be a natural person or legal person to whom harm was caused by a criminal offence, that is, a moral injury, physical suffering, or a material loss (*CLP, Section 95, Part 1*).
- **A victim** is a person who believes that an offence was committed to him/her, as a result of which harm was caused, that is, a moral injury, physical suffering or a material loss (hereinafter - victim).



Victim during the first contact with the SP

- **Description of a victim:** age, sex, level of education, revenue level, professional occupation, affiliation to a social group, previous traumatic experience, psychiatric illnesses, etc.
- **Description of offences that involves victims:** type of offence, frequency, duration, gravity thereof, etc.



- **Consequences caused to the victim** (moral, physical, material): short-term consequences (emotional, cognitive, physical, behaviour) and long-term consequences (for example: PTSS, depression)
- **Needs of the victim:** support, information, safety, etc.

Victim during the first contact with the SP



SP 2012 research:

“Assessment of victims: quality of communication of the police workers and satisfaction with police work during the first contact”

Aim of the research: to assess **quality of communication** of police workers and **satisfaction** of victims **with police work during the first contact**

Main directions of the research:

1. Assessment of victims: communication quality and satisfaction
2. Assessment of police workers: communication quality and satisfaction
3. Assessment of victims by types of offence: communication quality and satisfaction

SP research: communication quality and satisfaction

Indices of communication quality::

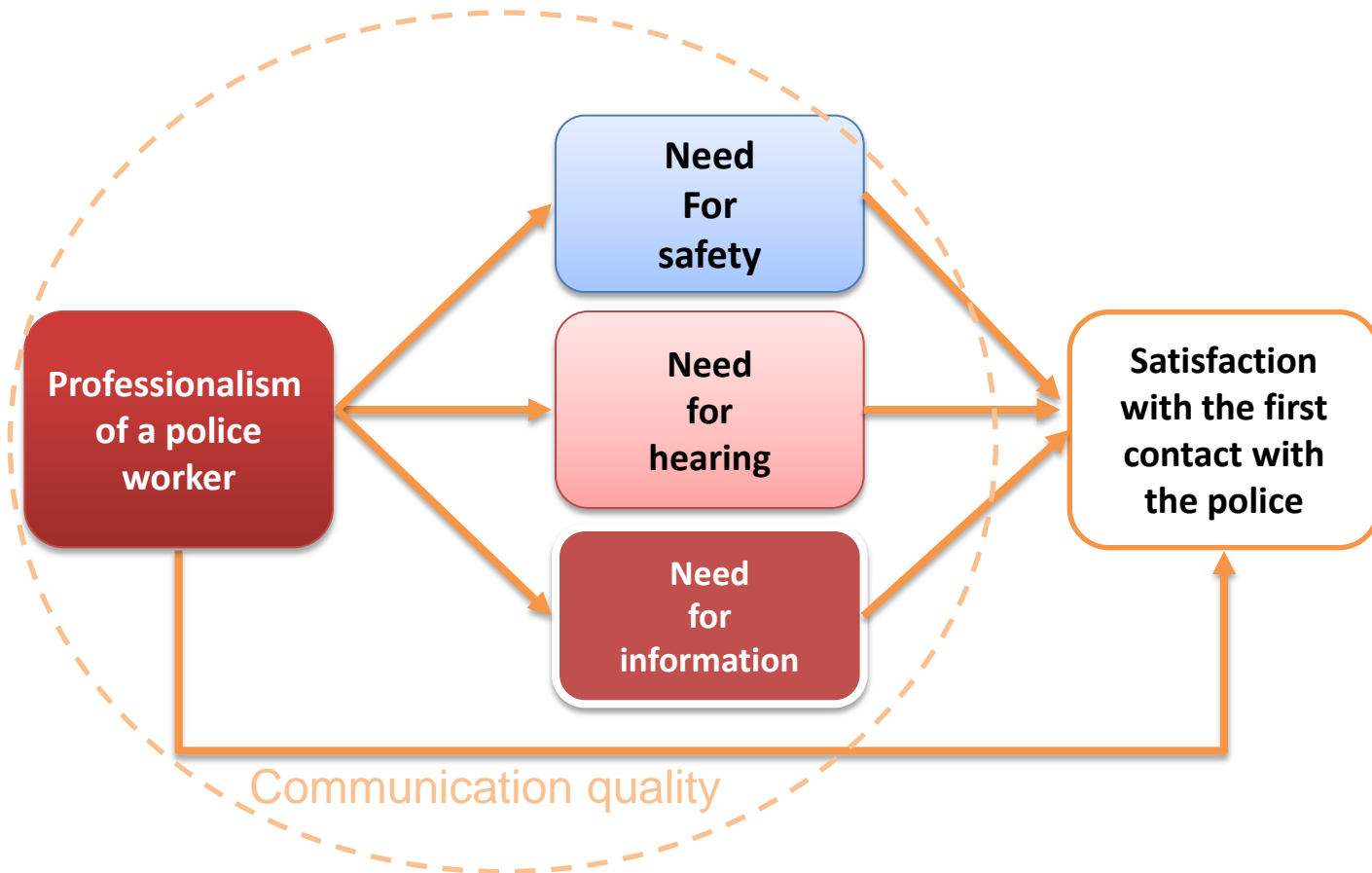
- **Professionalism of a police worker** is characterized by his/her ability to act convincingly and professionally, ability to understand the work he/she is doing
- Provision of the **need for safety** is characterized by the need of a victim for psychological and physical safety, as well as to feel that the police workers care about the further safety of a victim
- Provision of the **need for hearing** is characterized by the abilities to listen to a victim and to treat him/her with respect
- Provision of the **need for information** is characterized by the need to receive information about the rights of a victim and activities performed by the police

SP research: communication quality and satisfaction

Satisfaction with the first contact with the police is characterized by subjective feelings of a victim, how much the first contact was adjusted to his/her wishes, needs and values

SP research: communication quality and satisfaction

Research design:



SP research: communication quality and satisfaction

Research participants:

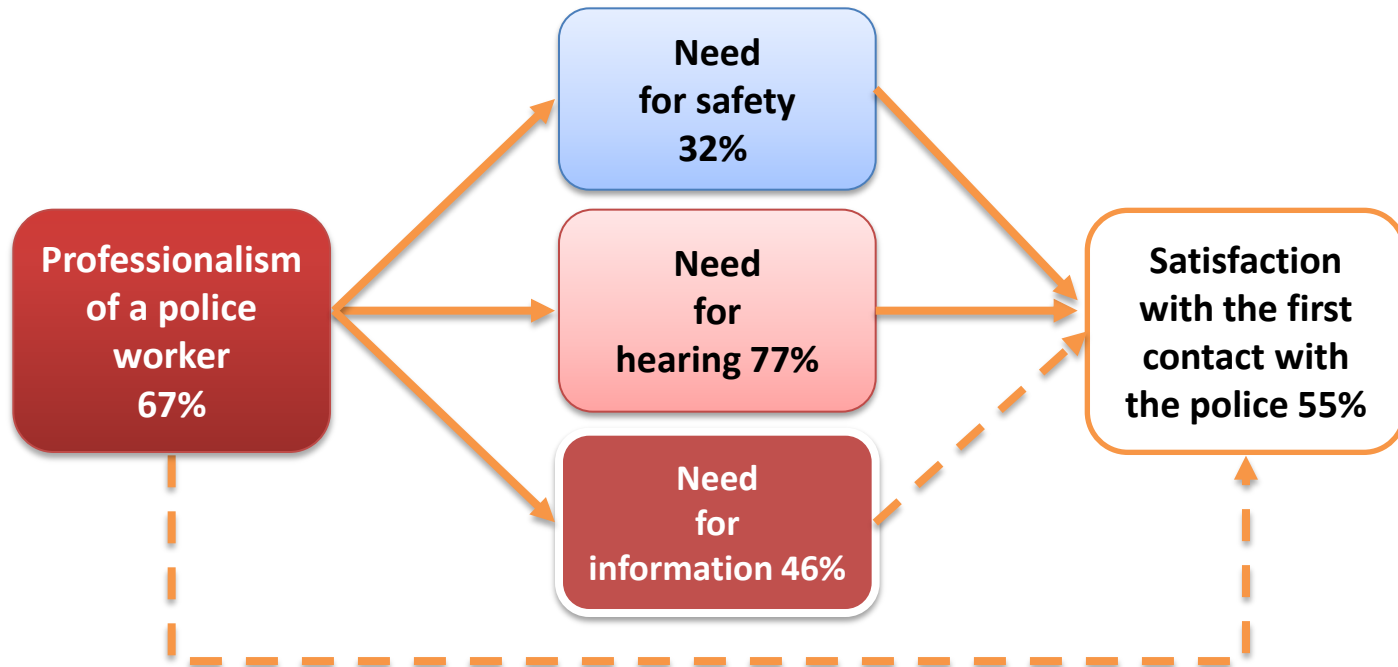
1,102 victims aged 18 to 89 ($M=45$, $SD=17.01$), men 42% and women 58%. Of them, with basic education – 13%, secondary education – 52% and higher education – 35% of respondents.

Offence groups: against life and health – 15%; against honour and respect – 1.2%; against public order – 16%; against morality and sex inviolability – 0.3%; against property – 61%; against jurisdiction and management order – 0.2%; other offences – 6.3%

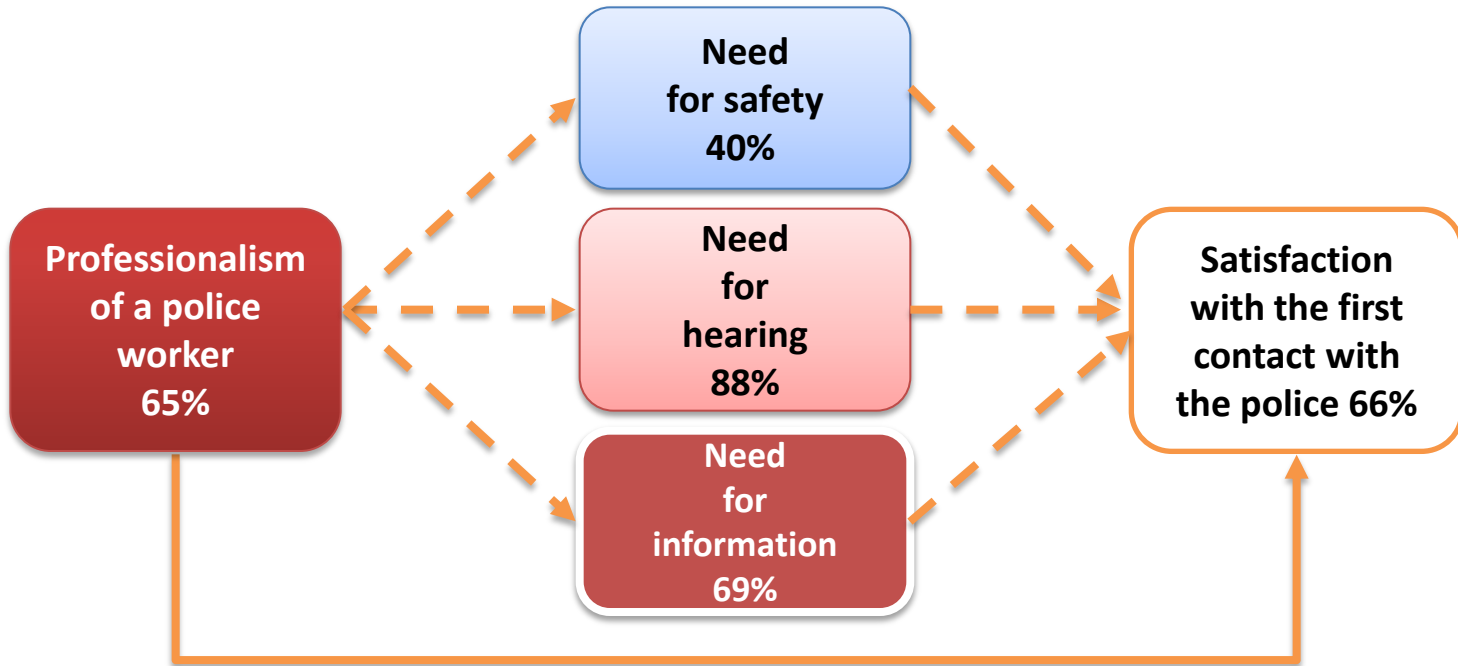
Research progress:

In total, within the period from January 2, 2012 to July 31, 2012 6,611 letters with a questionnaire were prepared and sent. 1,255 (19.3%) questionnaires were filled in. Of them, 1,102 questionnaires are valid for processing.

1. Assessment of victims: communication quality and satisfaction

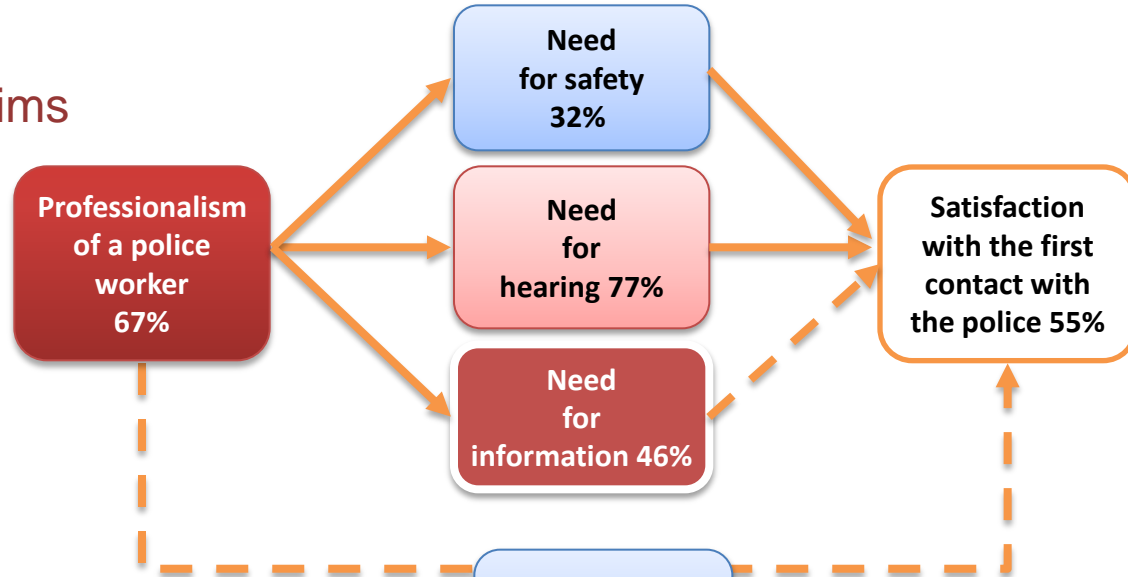


2. Assessment of police workers: communication quality and satisfaction

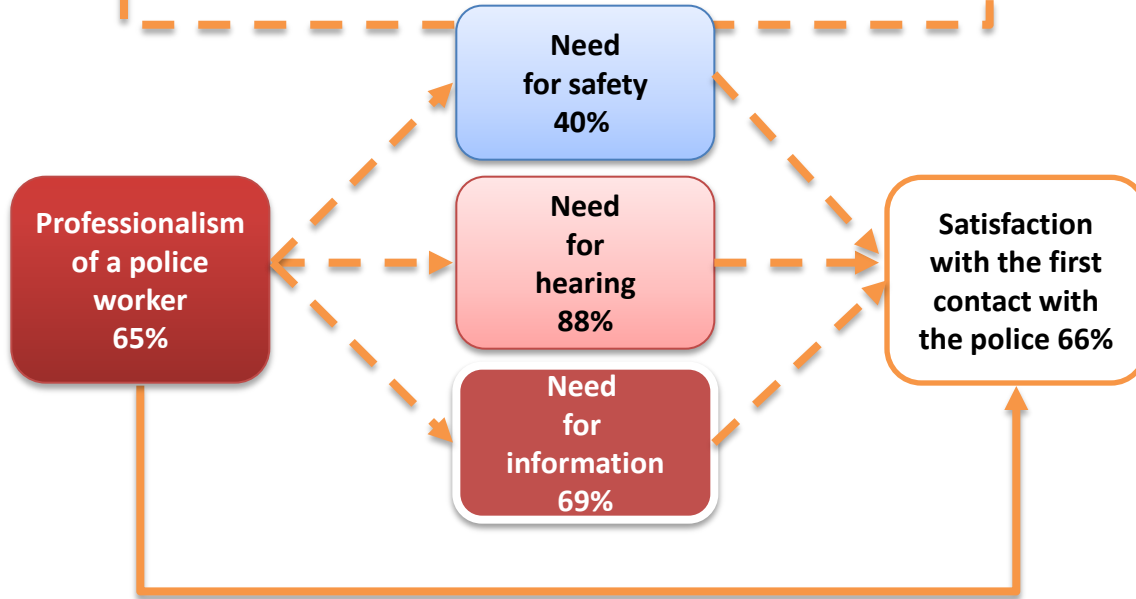


Assessment of police workers and victims: communication quality and satisfaction

Assessment of victims



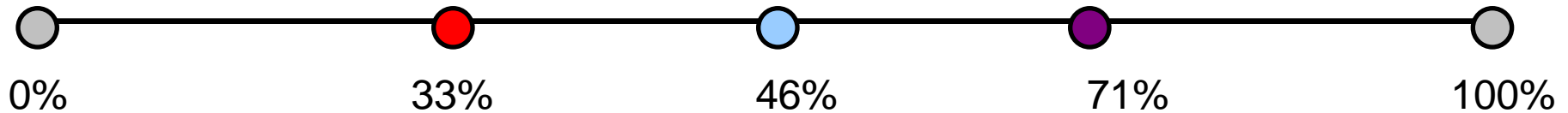
Assessment of police workers



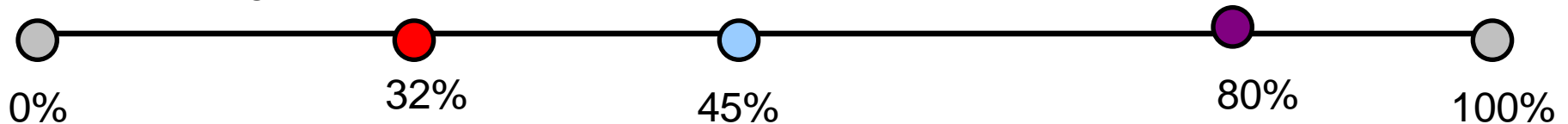
3. Assessment of victims by types of offence: communication quality and satisfaction



Offences against property



Offences against a person



Main conclusions

- The idea of the police workers about the needs of the victims significantly differs from the idea of the victims: *the victims believe that the need for safety and need for hearing significantly influences their satisfaction with police work. Whereas, the police workers believe that these needs do not influence the satisfaction of the victims with police work.*
- Both in offences against property and offences against a person, the victims assess the abilities of the police workers to ensure the need for safety the lowest. Whereas, the victims assess the ability of the police workers to listen the highest.

Main conclusions

- Victims' assessment of communication quality and satisfaction with the first contact with police workers varies by the types of offence:
 - *One of the highest indices of the communication quality and satisfaction with police work during the first contact are shown in the following offence groups – hooliganism, robbery, destruction of property, theft from property.*
 - *One of the lowest indices of the communication quality and satisfaction with police work during the first contact are shown in the following offence groups – missing person, bodily injuries, household conflict, theft of a vehicle.*

Main conclusions

- The victims point out that the provision of their needs (hearing, support, information) will not always influence their satisfaction with police work
- The victims point out that in certain situations such needs as response speed, recovery of property, reception of a statement, will be the main needs while communicating with the police

Action of the State Police in improvement of the quality of the first contact with victims

- Teaching of tactics to police workers in work with victims
- Study materials: Development of a handbook for police workers in work with victims
- Study material: development of a handbook for police workers when responding to different types of offences
- Acknowledgement of the victims' experience when applying to the State police as an assessment criterion of State Police work

THANK YOU FOR ATTENTION!