

Scottish Crime and Justice Survey

User Workshops - Summary

April 2022

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1. Introduction

This paper summarises the discussion and feedback gathered at three user workshops held in January 2022 as follow up to the 2021 Scottish Crime and Justice Survey (SCJS) formal consultation, with a specific focus on how the survey might be adapted through the upcoming re-procurement exercise.

We would like to offer our thanks and appreciation to everyone that took part in these workshops and all recent SCJS engagement events. The input we have received from users and stakeholders has been extremely valuable and continues to play a central role in shaping the SCJS under the new contract.

2. The Scottish Crime and Justice Survey (SCJS)

The SCJS is a large-scale social survey which asks people about their experiences and perceptions of crime in Scotland. Over the years, the SCJS has asked over ninety thousand people about their views and experiences of crime and justice in Scotland. It has found a 46% fall in crime between 2008/09 and 2019/20 and improvements in people's feelings of safety. Importantly, it has also identified varying levels of both crime victimisation and feelings of safety amongst different groups in society.

The SCJS is a key source of evidence on crime victimisation in Scotland, as well as issues relating to policing and the criminal justice system. It is used extensively by the Scottish Government to inform the design and effective delivery of policy as well as by academic stakeholders and justice organisations. The SCJS and police recorded crime statistics are essential complementary sources of data that, together, present a fuller picture of crime in Scotland. The SCJS captures crime that does not come to the attention of the police, and helps validate the police recorded crime data and ensure crime and justice policy is based upon a comprehensive understanding of the victimisation rate in Scotland.

3. SCJS Re-Procurement

The current SCJS contract is coming to an end in 2023 and therefore, a new contract must be put in place through a re-procurement exercise. We plan to let the contract in October 2022, with the new supplier beginning fieldwork in Spring of 2023. This process provides an opportunity for the survey to be reviewed, to ensure it remains meaningful and relevant to users.

A key aspect of the re-procurement work has been engagement with SCJS users and stakeholders to establish their take on the survey in its current form and how the survey might be adapted through the re-procurement to meet user needs. The engagement work began with a formal consultation on Citizen Space, running for

11 weeks from the 23rd September to the 9th December, alongside 4 associated discussion events. A [report on this consultation](#) period is available on the Scottish Government website.

4. The User Workshops

Findings from the consultation and discussion events motivated a second round of user engagement - a set of three user workshops held in January 2022. This paper describes the discussion at each workshop. The goal was to unpack key themes arising from the consultation and to further engage with users and stakeholders on these issues. These workshops were:

1. **Workshop 1: Survey Design Options** – 19th January 2022
2. **Workshop 2: User Engagement** – 25th January 2022
3. **Workshop 3: Questionnaire Development** – 27th January 2022

Each workshop was hosted on MS Teams, was one hour in length, and began with a short presentation from the Scottish Government SCJS team before a period of open discussion. The following pages contain a summary of the discussions in each of these workshops. Annexes [A \(survey design options\)](#), [B \(user engagement\)](#), and [C \(questionnaire development\)](#) contain the workshop papers that were circulated to attendees prior to the workshops and helped guide discussion.

5. Workshop 1: Survey Design Options

5.1 Introduction

This workshop centred on the SCJS design and a variety of ways in which the survey might be carried out in its new iteration. Discussion focused on the merits and limitations of a range of survey design options. This workshop represented a key point in the SCJS journey to select a preferred methodology for the survey under the new contract. Please see [Annex A](#) for the workshop paper, which was circulated to attendees prior to the workshop and contains details on the survey design options that were under discussion. 17 people attended the workshop.

5.2 Discussion

Discussion focussed on thoughts and input on the different survey design options under consideration. Comments made by attendees and responses by the SCJS team are arranged thematically.

Design Option 1 – ‘Continuation of 2021/22’

This design option is a continuation of the SCJS methodology used for the 2021/22 year data collection. The 2021/22 survey is a multi-modal design developed in response to the COVID-19 pandemic. For more information, see the SCJS [‘return to interviewing’](#) page on the Scottish Government website. The key points of discussion at the workshop surrounding this approach were:

- Some attendees expressed support for the continuation of the 2021/22 survey design methodology.
- The SCJS team highlighted that over the pandemic changes were made to the survey design through necessity. Although it may appear that continuing the 2021/22 design is not a radical change in design, it is very different from previous SCJS years which adopted an exclusively face-to-face, in home approach. Considering this, it was stated that it is important that the 2021/22 survey year is not a ‘standalone’ year, meaning it cannot be compared to surrounding years’ data. Whilst a key aim is for 2021/22 to form part of the SCJS time series, there is a risk this will not be possible. Therefore adopting the same design in the new contract mitigates this risk as the 2021/22 year would no longer be standalone in design.

Design Option 2 – ‘Online First’

This design option is an ‘online first’ method, which aims to first engage survey participants via an internet based version of the survey. Fieldwork would commence by first contacting households via postal letter to request they select a random adult from the household and complete the survey online. If the household does not complete the survey via the internet, they would be re-contacted and offered other ways of completing the survey such as telephone, video call, or (circumstances permitting) face to face interviewing. The points of discussion arising at the workshop surrounding this approach are summarised below:

- Some attendees expressed support for this option as there is potential to reduce cost and improve efficiency.

- However, attendees also highlighted the risk in this approach as this method had not been trialled, and may result in the SCJS falling out of step with the other Scottish household surveys¹.
- An attendee stated that, based on their own experience and research, there can be differences in response patterns when participants respond via face to face, or using telephone or online methods.
- The SCJS team noted that there has been support for the online first option amongst other stakeholders and colleagues, with a common reason for this being cost saving.
- However, it was highlighted by the SCJS team that there are potential issues on some aspects of data reliability, such as asking an adult in the house to randomly self-select a survey respondent. The SCJS team noted that they were aware through a recent international review that victimisation surveys that utilise online methods tend to have access to a population register, making the selection of a random adult easier.

Ethical Concerns on the use of Remote Methods

- Ethical concerns around the use of remote methods for the collection of sensitive data were raised. Specifically, concerns were raised about victims of partner abuse being able to respond to SCJS questions safely.
- The SCJS team confirmed they understand and always evaluate risk and ethical considerations of the survey, including remote contact methods. In the current survey, safeguarding measures are in place such as providing respondents with information on how to delete browsing history, and the provision of a 'quick exit' button in the online version of the questionnaire².
- The SCJS team stated they will keep these considerations under review.

Time Series Impacts

- The potential impact on the time series was raised as one of the key things to consider when determining which survey design to select.
- An attendee questioned when the impact of a multi-modal survey design on the time series will be known.
- The SCJS team stated a key motivation is to maintain the time series, and decisions relating to survey design are taken with this in mind. It was stated that the impact on the time series is unknown until we are able to analyse the data from the 2021/22 survey year.

¹ The SCJS contributes to the Scottish Surveys Core Questions (SSCQ). For more information, please visit: <https://www.gov.scot/collections/scottish-surveys-core-questions/>

² The self-competition section of the survey contains more sensitive questions. The 2021/22 design allows the self-completion section to be completed via Computer Aided Web Interviewing (CAWI) or Paper-and-Pencil Interviewing (PAPI).

Rotational Topics

The workshop paper ([Annex C](#)) highlighted the potential for the survey to include 'rotational topics'. This proposal outlined a fixed or 'central' survey, and potentially introducing different modules to be asked on a rotational basis.

- On the topic of the potential inclusion of rotational modules, attendees asked for clarification that questionnaire modules that were rotated out would be rotated back in at a later point to permit trend analysis.
- The SCJS team stated that the potential to rotate modules in and out of the survey is still at an early stage of consideration. Any future decision on this matter will be made being mindful of user need.

Sample Size and Scope

- Attendees offered significant support for increasing the SCJS sample size.
- It was proposed that an increase in sample size may assist in matters of interest to those in attendance, such as capacity for demographic breakdowns and providing data by local authority.
- Attendees also offered support for increasing the *scope* of the SCJS sample.
- Suggested additions to the sample scope were those that have no fixed address and the inclusion of children.

6. Workshop 2: User Engagement Strategies

6.1 Introduction

This workshop centred on user engagement, with a focus on the available SCJS user resources and the communication methods of the SCJS team. 12 people attended the workshop. Prior to the workshop, a paper was circulated to all registered attendees. This paper is available in [Annex B](#). The paper provides background information, an overview of the available SCJS user resources, the methods of communicating SCJS related activity, and suggested areas for discussion at the workshop. The workshop began with a SCJS team presentation which provided an overview of the feedback and input received related to user engagement through the formal consultation and discussion events. Users and stakeholders were then invited to give their views and provide input on this topic.

6.2 Discussion

Attendees made comments and questioned various aspects of the SCJS resources and user engagement. In summary, three key themes arose from the discussion – the data and resources, the promotion of SCJS activity and materials, and accessibility and inclusivity. These themes and points of discussion are provided below.

Data and Resources

Comments and discussion centred on: clarity in the presentation of the available data, how the data could be accessed, and specific suggestions for improvements:

- It was stated that it is not clear where the survey data is located on the SCJS landing page on the Scottish Government website.
- It was stated that it is not clear that Police Division breakdowns are available within the interactive data tool.
- An attendee stated that the Excel tables do not have individual category counts, only overall counts. An SCJS team member stated individual category counts are not presented as the percentages are based on the weighted results.
- Further disaggregation of the survey data was requested, and also that any disaggregation in data is made available to those who do not use the UK Data Service (UKDS).
- Regarding the UKDS, users stated that:
 - It was not clear that SCJS data is available in the UKDS
 - It was not clear how to register with the UKDS and access the data
 - It was not clear what is contained within the UKDS data
 - Data available through the UKDS may not be accessible for those who do not use statistical software

- It was stated that details, such as changes and naming convention of variables, should be documented and clearly available to users.
- It was proposed that a question and variable name code sheet would be beneficial.
- It was stated that the technical report and questionnaire are long and hard to navigate, making it difficult to understand if the survey contains questions of interest.
- An attendee proposed that an online catalogue or repository of previous data requests should be made available to avoid repetition in requests.
- It was suggested by the SCJS team that to make the survey and resources more accessible, it may be beneficial to have a guide to assist users.

Promotion of SCJS Activity and Materials

Users stated they felt certain survey materials could be promoted more effectively to encourage usage, and communication could be improved in certain areas. The key points of discussion are summarised below:

- It was proposed that announcements for SCJS related activity are promoted on a variety of social media platforms.
- It was proposed that the SCJS interactive tool could be promoted better to encourage usage and improve understanding.
- It was suggested that the SCJS website could show examples and case studies of how the SCJS data is used by researchers or academics to promote further data usage.
- It was stated that ScotStat should be used to update users when a change to a publication is made. To note: all revisions and corrections to the SCJS are noted on this [webpage](#). When this page is updated, a ScotStat update is issued.
- Regarding ScotStat, it was highlighted by the SCJS team that users must re-register with the new ScotStat service to receive updates. Further information and a signup form is available at the following link: [ScotStat Register: Guidance](#)
- Regarding the SCJS user group, it was highlighted by an SCJS team member that the user group is open for anyone to join by contacting the SCJS team via email: SCJS@gov.scot

Accessibility and Inclusivity

The accessibility and inclusivity of the survey and materials was raised. The key points arising were:

- The SCJS team were asked to investigate the possibility of making the survey inclusive of British Sign Language users.

- Additionally, it was proposed that the survey and all materials could be made available in different languages.
- The SCJS team stated that inclusivity and accessibility topics, including providing materials in BSL and other languages, will be discussed with the new contractors.

7. Workshop 3: Questionnaire Development

7.1 Introduction

This workshop centred on questionnaire development. It began with a SCJS team presentation which provided an overview of the feedback and input we have received on this topic through the formal consultation, we then outlined plans for our upcoming questionnaire development phase. Users and stakeholders were then invited to give their views and provide input on this topic. See [Annex C](#) for the workshop paper, which was circulated to attendees prior to the workshop and contains more details on the topic of SCJS questionnaire development. 25 people attended the workshop.

7.2 Discussion

Discussion at this workshop focussed around several question topics. Attendees raised new topics of interest, or suggested improvements to existing areas of the survey. Comments on each topic are presented under individual headings.

Public Transport

- It was stated that public transport is an 'area' where crime can take place. It was proposed that the SCJS should do more to record crime and victimisation on public transport.
- The SCJS team acknowledged this and stated that a period of questionnaire review is due to begin in Spring 2022. The SCJS team will re-engage with users and key stakeholders during this period.

Cyber crime

- An attendee stated they wished cyber crime to be separated into distinct areas, cyber-dependent and cyber-enabled crime.
- An attendee stated that they wished cyber crime to be included within 'All SCJS' crime. To note, 'All SCJS crime' currently relates to violent and property crime.
- The SCJS team highlighted there is intention to review the cyber crime module within the survey. Considerable work will be undertaken to consider how cyber crime is captured by the survey, and how cyber crime relates to other aspects of the survey.

Hate Crime

- An attendee mentioned the 'Hate Crime and Public Order (Scotland) Act 2021', highlighting the need to align with current legislation and definitions in all questions.
- The SCJS team noted they were aware of the need to maintain the survey and update questions to align with contemporary legislation.

Length of Questionnaire

- The SCJS team was asked if they knew how the length of the survey may be impacted if the mode of data collection was changed.
- The SCJS team stated that they hoped to get this kind of information from the 2021/22 fieldwork, which is currently conducted by telephone or video call (but will be moving back to face-to-face, with a telephone or video call option, when rules allow). The SCJS team hopes to gather information on aspects such as the duration of the survey, non-response, and more information on potential impact on the time-series.
- The SCJS team highlighted that the 2021/22 self-completion section of the survey was shortened to enable the use of a paper version of the questionnaire in addition to a web-based option.

Communicating with Justice Services

- It was asked if the survey includes questions on the ease of communication with justice services.
- The SCJS team reported we ask if they reported the crime, but we do not ask about the ease of communication.

British Sign Language (BSL)

- An attendee enquired about the likelihood of asking respondents if they are BSL users, and if there is potential for the survey to be delivered in BSL.
- The SCJS team confirmed that they wish the survey to be as inclusive as possible, and this would be something they would discuss with the new contractors.

Accessing Emergency Services

- An attendee expressed an interest in the survey gathering information on the experiences of people who access police services via 101 or 999. Specifically, the matter of interest was the speed of responses by police for emergency and non-emergency situations, and also the waiting times when using these telephone services.
- Additionally, a matter of interest expressed was the volume of people who were aware of information about policing in their local area, such as published information on local policing matters and knowledge of how this information may be accessed.

Feelings of Safety

- It was stated that events within the local area (for example, a serious crime such as homicide) has potential to impact feelings of safety in the area.
- On feelings of safety in public spaces, it was questioned if people feel it's the responsibility of the owner of that space or the responsibility of the police to ensure feelings of safety.
- The SCJS team stated there are ongoing discussions surrounding feelings of safety and how the survey can best capture this.

Victim Support and Training for Interviewers

- It was highlighted by an attendee that the subject matters contained within the SCJS were of a sensitive nature, which raised concerns as victims of these crimes may need support when responding to the survey. Considering this, it was questioned what support and information was made available to victims in the event they had experienced these crimes.
- Related to the previous point, it was stated that media coverage of serious events, such as child homicide, can re-traumatise victims which drives them to return to available services and organisations for support.
- The SCJS team highlighted that the fieldwork interviews are carried out by external contractors, who are currently Ipsos and ScotCen. These interviewers are trained, and informed to provide access to support services to victims. Additionally, the Scottish Government also have information on the SCJS website that provides support links and other information, and additional steps are taken to assist victims, such as a 'quick exit' link in the online version of the self-completion survey, and additional quick access links to support services.

8. What's Next?

We would like to once again extend our thanks to all who participated in the user workshops and throughout the SCJS consultation process. The feedback gathered has been extremely valuable - all points raised have been noted and are being considered by the SCJS team. This feedback has greatly informed the SCJS re-procurement process.

A work stream which shall review the SCJS questionnaire is due to begin in Spring 2022. The SCJS team shall re-engage with users and key stakeholders during this period.

To be alerted to upcoming user engagement, please register with the [ScotStat](#) service to receive updates. Please note that the Scottish Government has moved to a new system on the 1st March 2022. Existing ScotStat users should re-register with the new system to continue to receive updates. Further information and a signup form is available at the following link: [ScotStat Register: Guidance](#)

We would like to remind users that they can get in touch with the SCJS team at any time to ask further questions or provide feedback by getting in touch over email: SCJS@gov.scot.

9. Annex A: Paper for Workshop 1 on Survey Design Options

1. Introduction

The following paper outlines a number of options for how the Scottish Crime and Justice Survey (SCJS) could be carried out in its new iteration, under the new contract. This Option Paper is being appraised internally and we are now sharing this with you, our external users, stakeholders and potential suppliers, for your input and feedback which will help us to make an informed choice when selecting a Preferred Option. As such, any and all comments on the options presented are very welcome.

2. Context

The Scottish Crime and Justice Survey (SCJS) in its current form was established in 2008/09, although a crime survey has run in Scotland since 1982. From October 2015, the SCJS has been delivered by Ipsos & ScotCen and this contract is coming to an end³. Therefore, to ensure the continuation of the survey and the continued provision of evidence on crime victimisation in Scotland, a re-procurement process is needed. Our proposed procurement timeline would ensure that a Supplier would be in place in October 2022 and able to begin fieldwork in Spring of 2023.

The COVID-19 pandemic has had a significant impact on the SCJS, in 2020 the SCJS was suspended and the [Scottish Victimisation Telephone Survey \(SVTS\)](#) was developed. The Scottish Government introduced the SVTS as a discrete collection to the SCJS and the results are based on a sample of around 2,700 telephone interviews conducted in September and October 2020. The current survey year (2021/22) has also been affected by research restrictions as a result of COVID-19. This year, the SCJS is being carried out using a mixed-mode approach. 'Knock to Nudge'⁴ is being used to offer respondents an interview by telephone or via video call, until such time it is deemed appropriate to include an in-home face-to-face option as well. The self-completion section of the survey is currently completed by the respondent online or on paper.

These recent and significant changes to the survey, in addition to the opportunity offered by the re-procurement, mean now is a fitting time to be re-visiting the fundamentals of the SCJS survey aims and design to ensure that it is fit for purpose and the future.

³ The 2021/22 Survey year is the final year of the current contract.

⁴ Knock-to-nudge involves an interviewer knocking on the door of a randomly selected household and asking the selected adult to take part in an interview. It does not involve an interviewer entering the respondent's home.

3. Research Assumptions

The following are a list of assumptions we have made whilst drafting the survey design options. We are sharing these in the spirit of transparency and we welcome all comments on them:

- We want to retain each of the four current SCJS aims:
 - enable people in Scotland to tell us about their experiences of, and attitudes to, a range of issues related to crime, policing and the justice system, including crime not reported to the police
 - provide a valid and reliable measure of adults' experience of crime, including services provided to victims of crime
 - examine trends over time in the number and nature of crimes in Scotland, providing a complementary measure of crime to [police recorded crime statistics](#)
 - examine the varying risks and characteristics of crime for different groups of adults in the population
- In addition to the above key aims, a number of further, secondary aims have emerged while considering survey design options:
 - to improve data collection on Violence Against Women and Girls (VAWG).
 - to keep pace with changing definitions of, and trends in, crime - thinking specifically about cyber-crime.
 - to establish a survey design that will increase the resilience of the survey's data collection in the face of changing circumstances, such as further lockdowns.
- That the annual SCJS budget will remain the same in real terms.
- That there is a strong case for continuing to achieve a nationally representative sample, that this would enable the SCJS to continue to produce data that provides insights into the population's experience of crime and perception of the criminal justice system in Scotland.
- That Face to Face research is no longer the default and that we will most likely be commissioning a mixed-mode survey.
- That the SCJS will continue to contribute to Scottish Surveys Core Questions (SSCQ) and therefore that the mode adopted by the SCJS is consistent/comparable with the Scottish Household Survey (SHS) and Scottish Health Survey (SHeS).
- That we would continue to be able to make comparisons with Crime Survey for England and Wales (CSEW).

- That regardless of which Survey Option is selected, the SCJS Team will undertake questionnaire development work. This work will include a period of stakeholder engagement, as well as a period of work undertaken in conjunction with the contractor/s. This questionnaire development work will ensure that the questionnaire modules align with the needs of users, stakeholders as well as with wider SG strategies.

4. Option Summary

We are proposing the following 3 Options

1. Continuation of 21/22
2. Online First
3. American Model

A solely face-to-face SCJS is not being presented as an option. As a result of COVID-19 and the significant disruption caused to the SCJS, and other SG surveys, the SCJS team want to select a survey design that is more resilient to future change and, as such, we are placing preference on a mixed mode survey. In addition, adoption of a mixed mode approach means the survey is better able to align with the environmental aspect of the Scottish Government's [Sustainable Procurement Duty](#).

5. Option Details

1 - Continuation of 21/22 approach					
Survey Design	Sample / Frequency	Opportunities	Risks	Questions to answer	International Comparison
<p>Knock to Nudge⁵ followed by the option of either:</p> <p>a) face to face b) telephone c) video call for main survey modules.</p> <p>Self-Completion to be completed either:</p> <p>a) in person b) online c) on paper.</p>	6,000 Adults / Annual	<p>We will have <i>some</i> intel from 21/22 fieldwork.</p> <p>Response rates <i>may</i> be higher than face to face (if face to face available as an option throughout the fieldwork period) as respondents are given remote options.</p> <p>If not comparable with time series, we will have an extra year of data because will be comparable with 21/22.</p>	<p>Intel on this approach will be limited at the time we draft the project specification (to be finalised in April, 2022)</p> <p>Need to consider if there are mode effects and, if so, how these might be mitigated.</p> <p>Unsure at this stage whether data collected will be comparable with existing time series.</p>	<p>Are the results from 21/22 likely to be comparable with the existing time series?</p> <p>What are the response rates for 21/22? Would the continuation of this response be feasible in terms of achieved interviews/data quality?</p> <p>Do potential suppliers have adequate workforce to carry out knock-to-nudge?</p> <p>Does knock to nudge offer Value for Money?</p>	<p>Combination approaches are used in several countries. For example, both Canada and the USA use face-to-face in the first instance, followed by telephone interviews. However, neither Canada or the USA have a self-completion component for sensitive topics.</p> <p>Interviewer present self-completion is used in some nations (e.g. CSEW and SCJS pre-covid). However, other countries administer self-completion for sensitive topics online and by paper/post (e.g. Sweden and The Netherlands)</p>

⁵ Knock-to-nudge involves an interviewer knocking on the door of a randomly selected household and asking the selected adult to take part in an interview. It does not involve an interviewer entering the respondent's home.

2 – Online First

Survey Design	Sample / Frequency	Opportunities	Risks	Questions to answer	International Comparison
<p>Fieldwork would commence by contacting households via letter, sending them log in details to select a random adult and asking the selected adult to complete the survey (including self-completion section) online.</p> <p>Based on response to the first (online) round, we send a second letter to households offering them the opportunity to take part in the survey over the phone.</p> <p>Based on response to this second round, we would then move to K2N, nudging people on the doorstep to take</p>	<p>Possibly More than 6,000 Adults / Annual</p>	<p>Some respondents will take part in the survey regardless of mode. Therefore, beginning with the lowest cost mode, online (as opposed to f2f, K2N), means we will reach these people in the most cost-effective way possible.</p> <p>As survey design may make the survey cheaper, option to increase sample size. A larger sample size could also increase capacity to report on the experiences of certain groups of individuals/victims (for which sample sizes have been too small in past).</p> <p>This survey design might be achievable for a larger number of suppliers which would open up the pool of potential bidders, including to</p>	<p>Unsure whether data collected will be comparable with existing time series.</p> <p>Problems arising from using potentially 3 different modes (online/telephone/f2f). Would results from each part of the sample/mode be comparable?</p>	<p>How would we select a random adult to take part in the survey?</p> <p>[For info: Sweden uses a population register for this task. A sample of 200,000 is selected from the 'Statistics Sweden's population register' to be a 'nationally representative stratified simple random sample'. Letters are then sent out to these 200,000 inviting them to take part.]</p>	<p>In some European nations, the survey is conducted entirely online or by post.</p> <p>For example, both Sweden (since 2017/18) and The Netherlands (since 2012) first invite participants to take part via the internet by providing login details to an online version of the survey. Non-respondents are re-approached by mail, each time a <i>paper</i> questionnaire is included in the mailing which can be returned by post.</p> <p>Those who still do not respond to this are reminded by telephone, if their telephone number is known.</p> <p>Additionally, Denmark offer online and telephone response</p>

part either online or on the telephone (or perhaps even face to face).		organisations based outside of Scotland. Could improve response rates and help balance the age profile of respondents to include more young adults.		Would adopting an online/telephone design limit the sensitive questions we are able to ask?	– their online method being available since 2010.
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3 - 'American Model'

Survey Design	Sample / Frequency	Opportunities	Risks	Questions to answer	International Comparison
<p>Panel Design.</p> <p>Pool of households deemed representative of the population entered into a sample. These households are contacted for interview at regular intervals over the year. The topics for each interview could vary, for example:</p> <p><i>Interview 1:</i> Experiences of Crime (in last 12 months) & Perceptions/Attitudes</p>	<p>Multi-wave data collection. Rethinking data collection as the number of interviews conducted, rather than number of participants recruited.</p> <p>Options include:</p> <p>1) Data collection every 4 months for one year (3 interviews in total).</p> <p>2) Data collection every 6 months. This</p>	<p>Longitudinal approach may provide insight into repeat victimisation.</p> <p>Conducting follow up interviews over telephone (or online) may reduce costs.</p> <p>Can ask more questions to the same people without needing to extend interview length.</p>	<p>Costing would need investigated – more interviews will require a reduction in the total number of study participants to remain in budget. A balance between the number of survey participants and the number of interviews conducted would need assessed.</p> <p>Sample Size: The sample size must be large and balanced enough to be nationally representative and</p>	<p>Is it possible to perform a longitudinal panel design within the current budget?</p> <p>If so, what is the minimum number of participants we need to ensure the sample is representative and we capture sufficient numbers to</p>	<p>USA: The USA pools households into a sample. Once a household is selected to be in the sample, they remain so for 3.5 years. Over the course of 3.5 years, eligible persons are interviewed every six months for a total of seven interviews. New households rotate into the sample to replace any households that have been in the</p>

<p><i>Interview 2: Self-Completion Topics</i></p> <p><i>Interview 3: Experiences of Crime (in last 12 months) & Perceptions/ Attitudes</i></p> <p>Options for conducting interviews include face to face, telephone, video call, or online.</p>	<p>approach is used by the USA in the National Crime Victimization Survey. These 6 monthly interviews are carried out over 3.5 years (7 interviews in total)</p> <p>Or, any collection regularity between. A balance between participants and number of interviews must be balanced and costed.</p>	<p>Attrition between interviews 1 and 2 and between interviews 2 and 3 would be less analytically damaging because we already know something about the respondent from interview 1 and can adjust the weighting accordingly.</p>	<p>provide sufficient base sizes for analysis.</p> <p>Interview Regularity: Follow up interviews must be regular enough to offer the benefits of the panel design, but balanced with sample size as the greater the sample size, and the greater number of follow up interviews, the greater the survey costs.</p> <p>Possible impacts on time series comparability.</p>	<p>perform analysis?</p> <p>Considering the need to balance reducing the overall sample size with regularity of longitudinal interviewing - are the potential benefits of the panel design 'worth it'?</p>	<p>sample for the full 3.5 years.</p> <p>Possible comparability with CSEW as they are actively exploring this survey design option as part of their redevelopment work.</p>
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6. Second Tier Variations

The following are a number of 'second tier variations'. These are more minor variations to the survey design that could be adopted under any of the three options.

- **Reporting Variations:** We could vary the information included in the SCJS 'main findings report' each year. For example, in year 1, we could produce a shorter, more 'high-level' report that includes key information on crime rates and trends. In year 2, we could produce a longer and more detailed report that, in addition to key information on rates & trends, includes more detailed analysis on the victim experience (based on 2 years' worth of data).
- **Rotational Topics:** Having a short fixed or 'central' survey and placing more emphasis on change and rotation of questionnaire modules over the course of the contract. Would require the identification of certain topics that can be collected once every 2/3 years (instead of every year), so perhaps those numbers that don't change significantly (and for questions that can be reported on using a single year of data) – we would continue to provide a 'snapshot' of these topics but not every year. This would enable us to introduce more modules to be asked on a rotational basis. In short, we would increase the flexibility of the survey, enabling it to be more reactive to changing priorities and trends. This approach is similar to the SCJS Quarter sample modules used in the current contract, however, we would expect a higher degree of rotation and flexibility than has previously been the case.
- **Bolt-On Elements:** Getting suppliers to cost optional 'add-ons' that they could do either themselves, could sub-contract or could perform in collaboration with other partners e.g. academics. For example, an 'add on' could be a survey or qualitative project that explores the victimisation rate amongst the homeless population or those that have experienced a particular type of crime. Such add-ons could improve the survey's capacity for understanding the victim experience, something that is increasingly hard in a nationally representative survey due to decreasing victimisation rates. An alternative add-on could be research and development work into the survey's mode and design. Because of the relative flexibility of 'add ons', these could be implemented over the course of the contract to ensure the SCJS is keeping pace with current crime trends, SG strategies/values and methodological developments.
- **Re-Contact Sample:** We could increase the value of the survey by utilising the re-contact sample. This could be done in one of two ways. Firstly, allowing SG/ non-SG researchers to bid for re-contact sample use. The SCJS teams could set the parameters for this re-contact research by, for example, setting a theme e.g. inviting bids on the theme of Violence Against Women and Girls. Secondly, asking the contractors to carry out further research with the re-contact sample. This research could be longitudinal, returning to respondents to ask the same questions; a boost, returning to certain groups of respondents to find out more about their specific experiences; or an expansion, returning to respondents to ask a different set of questions. As above,

these approaches could improve the survey's capacity for understanding experiences of victimisation during a period of decreasing victimisation rates.

- **Sample Size Variations:** We are currently re-visiting the reasons for the SCJS achieved sample size of 6,000. Under the new contract we could decrease the size of the sample which would likely decrease costs and potentially enable us to, for example, fund a bolt-on module or utilise the re-contact sample. On the other hand, a move to increase the sample size could allow us to increase our analytical capacity, by reducing our confidence intervals on all estimates and by increasing likelihood of capturing the experience of people in smaller demographic groups or who are victims of low prevalence crimes. When it comes to questions around sample size, we must consider the need to work within our assigned budget and whether increases in size represent value for money.
- **Incentives:** The SCJS started to issue a £10 conditional incentive for the first time in the 2021/22 survey year. In order to boost the response rate under each option, we could continue to offer an incentive. We could vary the incentive by type and by amount, however, any increase in incentive would have to be considered carefully and with regard to the budget.

7. Timeline for 23/24 Survey Year

		23/24		
Year 1	October			
2022	November			
	December			
	January			
	February			
	March			
	April			
	May			
Year 2	June			
2023	July			
	August			
	September			
	October			
	November			
	December			
	January			
	February			
	March			
	April			
	May			
Year 3	June			
2024	July			
	August			
	September			
	October			
	November			
	December			
Year 4	January			
2025	February			

10. Annex B: Paper for Workshop 2 on User Engagement Strategies

1. Introduction

The Scottish Crime and Justice Survey team are in the process of a re-procurement exercise. The user engagement portion of this exercise began with a Consultation (hosted on Citizen Space) and a set of associated discussion events. Both the consultation and discussion events gave users and stakeholders the opportunity to provide comment on the strengths and limitations of the survey, in addition to reflections on how the survey might be adapted through re-procurement. Our series of User Workshops build on three key themes arising from the consultation and discussion events. This workshop, Workshop 2, on 'User Engagement Strategies', aims to gather feedback which will help us improve the user experience, and increase survey usage to maximise influence and impact.

This paper will: i) provide an overview of the user materials and tools currently available; ii) outline feedback we have received so far and, iii) outline some possible topics for the open discussion.

During the workshop, the SCJS team will provide an overview of these areas before opening up to suggestions and questions from attendees.

2. The Scottish Crime and Justice Survey (SCJS)

The SCJS is a large-scale social survey which asks people about their experiences and perceptions of crime in Scotland. Over the years, the SCJS has asked over ninety thousand people about their views and experiences of crime and justice in Scotland. It has found a 46% fall in crime between 2008/09 and 2019/20 and improvements in people's feelings of safety. Importantly, it has also identified varying levels of both crime victimisation and feelings of safety amongst different groups in society.

The SCJS is a key source of evidence on crime victimisation in Scotland, as well as issues relating to policing and the criminal justice system. It is used extensively by the Scottish Government to inform the design and effective delivery of policy as well as by academic stakeholders and justice organisations. The SCJS and Police Recorded Crime are essential complementary sources of data that, together, present a fuller picture of crime in Scotland. The SCJS captures crime that does not come to the attention of the police, and helps validate the police recorded crime data and ensure crime and justice policy is based upon a comprehensive understanding of the victimisation rate in Scotland.

3. Covid-19 Impact on SCJS

In 2020, all Scottish Government face-to-face interviewing, including the SCJS, was suspended and the [Scottish Victimisation Telephone Survey \(SVTS\)](#) was developed. The Scottish Government introduced the SVTS as a discrete collection to the SCJS and the results are based on a sample of around 2,700 telephone interviews conducted in September and October 2020.

The current survey year (2021/22) has also been affected by research restrictions as a result of COVID-19. This year, the SCJS is being carried out using a mixed-mode approach. 'Knock to Nudge'⁶ is being used to offer respondents an interview by telephone or via video call, until such time it is deemed appropriate to include an in-home face-to-face option as well. The self-completion section of the survey is currently completed by the respondent online or on paper.

4. Re-Procurement

The Scottish Crime and Justice Survey (SCJS) in its current form was established in 2008/09, although a crime survey has run in Scotland since 1982. From October 2015, the SCJS has been delivered by Ipsos & ScotCen but this contract is coming to an end. Therefore, to ensure the continuation of the survey and the continued provision of evidence on crime victimisation in Scotland, a re-procurement process is needed. Our proposed procurement timeline would ensure that a Supplier would be in place in October 2022 and able to begin fieldwork in Spring of 2023.

5. Re-Procurement Work Streams

- **Mapping Users of the SCJS Data:** Identifying users of the SCJS data and reviewing how, and to what extent, they engage with the survey in order to become better informed about user requirements.
- **Literature Review:** Reviewing the criminology literature to locate the SCJS, its key concepts and ideas within the wider discourse on crime and victimisation.
- **Review of International Crime Surveys:** Reviewing existing, international crime surveys to identify areas of best practice and lessons to be learned.

⁶ Knock-to-nudge involves an interviewer knocking on the door of a randomly selected household and asking the selected adult to take part in an interview. It does not involve an interviewer entering the respondent's home.

- **Formal Consultation & Discussion Events:** A formal, written consultation hosted on Citizen Space, accompanied by live discussion events, designed to enable users to provide feedback on the SCJS and how it might be adapted. This consultation closed on the 9th December.
- **Options Appraisal:** Different survey design options for the next iteration of the SCJS appraised by a wide range of internal and external users and stakeholders.
- **User Workshops:** Three user workshops to collect further user and stakeholder feedback on i) Options for survey design, ii) User engagement strategies and iii) Questionnaire Development.

6. Workshop Aims

This workshop aims to gather feedback which will help us improve the SCJS user experience. By doing so, we hope to increase usage and maximise survey influence and impact. We aim to gather feedback on:

- The way the SCJS team communicates about the survey
- The data and materials available to users
- How we can improve user experience to maximise survey usage

7. Communication and Online Resources

- [Scottish Crime and Justice Survey website](#)

The Scottish Crime and Justice Survey collection on the Scottish Government website is the home and central online presence of the survey. All new publications and data are hosted here upon release. It is also the place for SCJS participants to find out more information (including our privacy notice) under 'Interviewee Information'.

The SCJS webpages on the new Scottish Government website launched in May 2020. On this area of the new website, previous findings are available which date back to 2016/17. There is also a link to [our archive of older publications](#), which contains SCJS results and data back to the first SCJS in 2008/09. Further updates and resources are also available under the 'Other Resources' section of the landing page.

- [ScotStat](#)

Alerts to updates on SCJS related activity (such as new publications and this series of workshops) are circulated via ScotStat. Registered users can receive notification of new publications and related activity.

Please note that we will be moving to a new system on the 1st March 2022. While we are changing the underlying system, the ScotStat branding will be retained and the new system will serve the same function. Existing ScotStat users should re-register with the new system to continue to receive updates. Further information and a signup form is available at the following link: [ScotStat Register: Guidance](#)

- [SG Justice Analysts Twitter](#)

The @SGJusticeAnalys Twitter page posts updates on SCJS related activity, and other research and statistics on crime and justice in Scotland.

- [Contact the SCJS team by email](#)

Users can get in touch with the SCJS team to ask further questions or provide feedback on the survey at any time by getting in touch over email: SCJS@gov.scot.

- [SCJS User Group](#)

The SCJS team have established a user group to ensure that user engagement is an on-going part of each survey cycle. Members are drawn from government, academia, the justice system and third sector. The user group is an essential way to ensure that the survey remains relevant and able to respond to changing needs - for example, in helping to determine and design questionnaire content. If you would like to become involved in the user group, please contact us: SCJS@gov.scot.

8. Available User Materials

There are a variety of materials available to users which are published on the SCJS collection page of the Scottish Government website. Each of these materials are described below:

- [Main Findings Report](#)

The Main Findings Report is the main publication which documents the results of the survey. The report contains a wide-range of evidence about experiences and perceptions of crime, the police and justice system in Scotland, as well as results from the survey's self-completion modules which cover drug use, stalking and harassment, partner abuse, and sexual victimisation. The report also includes one-page infographic summaries by theme.

- [Key Findings Summary](#)

The Key Findings Summary outlines key headline results and trends emerging from the survey. This document provides an overview of survey results in less detail than the Main Findings Report.

- [Excel Data Tables](#)

For users who wish to explore the data collected by the SCJS, data tables for each topic area covered by the survey are available for download in Microsoft Excel format.

- [Interactive Data Tool](#)

The interactive online tool graphically displays time-series data using SCJS findings. Using this tool, users can view findings for various sections of the SCJS, including rates of crime victimisation, confidence in and attitudes to the police, and perceptions of crime. Different visualisations can be created to highlight different aspects of the data, such as viewing trends over time and breakdowns of police divisions relative to the national average.

- [Supporting Documents](#)

Supporting documents are also made available. These documents include the Technical Report which describe how the SCJS is designed, the way in which it was conducted, and how the survey data are produced. Other documents are also available, such as the survey questionnaire, which details all questions presented to participants.

- [UK Data Service \(UKDS\)](#)

The UK Data Service is an online resource which holds a collection of economic, social and population data for research and teaching. The SCJS data is available on the UKDS website for registered users.

9. Feedback Received So Far

Our consultation has provided some information on the way users engage with the available survey materials. Below is a short summary of information and feedback obtained so far. Please note that the feedback below is gathered from those who responded to the consultation, and is therefore not representative of all SCJS users. It is provided to illustrate some initial findings.

Main Findings Report: The majority of responding users use the Main Findings report. Users state they use the main findings report to view trends in overall crime and also results in specific topics.

Excel Data Tables: The majority of responding users do not use the Excel data tables. Users have stated that they do not use the data tables as summaries are available in the main findings report, which makes the use of these tables unnecessary. However, those that do use the data tables use them for detail or further analysis on their topics of interest.

Interactive Data Tool: The majority of responding users do not use the interactive data tool. Users have stated that they do not use the interactive tool as the reports provide the information they need, and the tool does not provide the level of detail they require. However, those that do use the interactive data tool state they use it to examine trends over time, compare areas, generate questions for further research, and quickly provide data on the areas of interest.

SCJS data available through the UKDS: The majority of responding users do not use SCJS data which is available through the UKDS. Users have stated they do not use the UKDS as they were unfamiliar with or unaware of the UKDS, or this was not relevant to them. However, those that do use data available through the UKDS use it for additional detail or further analysis on their topics of interest

10. Suggested Areas for Discussion

As a starting position for discussion, a series of topics and question are proposed below. However, it is important to note that discussion is not limited to these topics, and all feedback and discussion is welcomed.

The suggested points of discussion are:

SCJS announcements and communication

- How aware are you of new SCJS publications, resources and tools?
- How could our communication be improved?

Satisfaction with currently available materials

- Do you find the SCJS resources and tools to be useful and easy to use? If not, why not?
- Do you find it easy to find out if the SCJS covers the topics you're interested in? If not, what could be improved to make this easier?
- Are there any other resources you would like us to offer?

How can we improve?

- What aspects do we do well?
- What could be done better?
- What would make you engage and use the survey more?

11. Annex C: Paper for Workshop 3 on Questionnaire Development

1. Introduction

The Scottish Crime and Justice Survey team are in the process of a re-procurement exercise. The user engagement portion of this exercise began with a Consultation (hosted on Citizen Space) and a set of associated discussion events. Both the consultation and discussion events gave users and stakeholders the opportunity to provide comment on the strengths and limitations of the survey, in addition to reflections on how the survey might be adapted through re-procurement. Our series of User Workshops build on three key themes arising from the consultation and discussion events. This workshop, Workshop 3 on 'Questionnaire Development', builds on the extensive feedback and input we have received on this topic thus far.

This paper will: i) outline the key considerations and limitations we must acknowledge when undertaking questionnaire development work; ii) summarise the 'questionnaire development' feedback we have received so far; iii) sketch out our plan for our upcoming questionnaire development phase and, iv) outline some possible topics for the open discussion.

During the workshop itself, the SCJS team will provide an overview of these areas before opening up to suggestions and questions from attendees.

2. The Scottish Crime and Justice Survey (SCJS)

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The current survey year (2021/22) has also been affected by research restrictions as a result of COVID-19. This year, the SCJS is being carried out using a mixed-mode approach. 'Knock to Nudge'⁷ is being used to offer respondents an interview by telephone or via video call, until such time it is deemed appropriate to include an in-home face-to-face option as well. The self-completion section of the survey is currently completed by the respondent online or on paper.

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- **Mapping Users of the SCJS Data:** Identifying users of the SCJS data and reviewing how, and to what extent, they engage with the survey in order to become better informed about user requirements.
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- **Formal Consultation & Discussion Events:** A formal, written consultation hosted on Citizen Space, accompanied by live discussion events, designed to

⁷ Knock-to-nudge involves an interviewer knocking on the door of a randomly selected household and asking the selected adult to take part in an interview. It does not involve an interviewer entering the respondent's home.

enable users to provide feedback on the SCJS and how it might be adapted. This consultation closed on the 9th December.

- **Options Appraisal:** Different survey design options for the next iteration of the SCJS appraised by a wide range of internal and external users and stakeholders.
- **User Workshops:** Three user workshops to collect further user and stakeholder feedback on i) Options for survey design, ii) User engagement strategies and iii) Questionnaire Development.

6. Workshop Aims

In this workshop we aim to :

- Communicate the feedback we have received so far on the topic of questionnaire development;
- Outline upcoming plans for questionnaire development work;
- Invite input on both of these topics.

7. Considerations and Limitations

When discussing the topic of questionnaire development, it is important to highlight certain constraining factors:

Survey Length: The current survey length is approximately 40 minutes (although this can vary). It is not recommended to increase the length of the survey as it is important to avoid over-burdening respondents. This means that we are limited in how many questions we can add, and that we must also consider removing questions when adding new ones.

Adequate Sample Size: It is not consistent with UK GDPR requirements to collect personal data that cannot be used to produce robust analysis. Therefore, if a question or topic relates to something that is likely to be a particularly rare experience, or for some other reason will not result in an adequate level of data for analysis, then it is unlikely to be adopted into the SCJS.

Time Series Comparability: In order to identify trends and make meaningful comparisons over time, questions asked within the survey need to be comparable year on year. This means that any desire to adapt questions must be weighed against a desire for comparability.

Competing Demands: Demand for questions to be added to the SCJS is always higher than survey capacity. Therefore, the SCJS team – in conjunction with

stakeholders – must make a decision about which questions to prioritise. Preference will be given to questions that will produce data for which there is a clear use and user demand.

Appropriateness of the SCJS : When considering the addition of new question topics, it is important to determine whether the SCJS is the appropriate place for these questions, and whether these questions align with its function as a victimisation survey. There may be cases when a question would be better suited for inclusion in a different survey or, perhaps, whether data should be collected using a different method.

Lead Time: When considering the addition of new questions, it is important to acknowledge the significant ‘lead time’ of the SCJS. For example, if a new question were to be added to the first survey under the new contract, the question would be asked during the 12 month fieldwork period, Spring 2023 to Spring 2024. Data arising from this question would be included in the main findings report, published in early 2025. This significant lead time means the SCJS is not an appropriate place for urgent data collection.

8. Feedback Received So Far

Feedback received in consultation submissions, during discussion events and during informal meetings with stakeholders has been wide and varied. Questionnaire development, both the addition of new question modules and the amendment of existing questions, has been a very popular topic. Thus, the following bullet points are a summary of pieces of feedback received most commonly, as opposed to a comprehensive overview of all feedback received. To note, the wording below is reflective of the feedback itself and is not necessarily reflective of the views held by the SCJS team:

Cyber Crime:

- It is important to review this questionnaire module if the SCJS is to keep pace with changing trends, and understandings, of crime.
- Need to define what cyber-crime is and how it relates to other types of crimes, e.g. stalking, harassment, sexual offences.
- Perhaps the ‘SCJS Crime’ total should include cyber crime

Partner Abuse:

- Questions should be aligned with the most recent legislation and should cover aspects of abuse like coercive control and the impact on victims.
- Need to adapt existing questions to enable respondents to indicate that: their abuser was the person who contacted the police and that a civil case (and not just a criminal case) arose from their experience.

Violence Against Women and Girls (VAWG):

- Enthusiasm to increase number of questions that focus specifically on VAWG.
- Information should be gathered on respondents' views on conviction rates for sexual crimes
- Experiences of justice process, specifically on if such experiences are re-traumatising.

Hate Crime:

- Enthusiasm for the SCJS to collect information specifically on hate crime and to align with recent Hate Crime legislation
- Hate crimes often unreported to police so survey a good instrument to collect information.

Restorative Justice:

- To align with Scottish Government's commitment to the availability of restorative justice by 2023, could we ask if people have been offered Restorative Justice?
- Could also ask if people would be willing to use Restorative Justice.

Feelings of Safety:

- Current feelings of safety questions could be extended to collect more information.
- For example, in addition to the existing questions, we could ask respondents about feelings of safety when travelling to and from work, or when visiting certain locations like local parks.

Stalking & Harassment:

- To acknowledge the way in which cyber-crime can overlap with both stalking and harassment.
- To adapt question wording to include the sending of gifts, letters and cards as an example of behaviour that could be considered harassment
- For the question that asks whether an individual has shared pictures of you to be amended to include 'shared or threatened to share'

Sentencing & Wider Criminal Justice System:

- To ask respondents whether the criminal justice system 'gives sentences which reflect the seriousness of the crime. Then asking them this for a number of different offence groups including sexual offences, non-sexual offences, minor offences etc.
- To ask about people's experiences of the criminal justice system, including questions on whether the experience has been re-traumatising.
- To ask about confidence levels in COPFS.

Identifier/ Demographic Questions:

- Collecting information on whether respondents are care experienced
- Collecting information on whether respondents are BSL signers.

9. Plans for Questionnaire Development Work

Partner Abuse

Work has already begun on the development of the Partner Abuse module of the SCJS and the [Questionnaire Development Update](#), published in November 2019, outlines the projects undertaken so far, including a review of the existing questions and stakeholder engagement on the topic. This work was paused as a result of changing priorities at the onset of the pandemic, however, the SCJS team is keen to return to the development of this module in the spring of 2022 in the hope that any changes made will be included in the first year of the new SCJS contract.

The work is likely to take learning from the various projects undertaken in 2019, however, we will also re-engage stakeholders in the process. When developing the module our goals will be to assess and then respond to user need; align with wider SG strategies as well as the most recent legislation on the topic.

Cyber Crime

As stated in the [Questionnaire Development Update](#), published in November 2019, new questions on cyber-crime/online behaviours were introduced to the questionnaire with effect from the 2018/19 SCJS. The team made a commitment to continue reviewing this module and the decision has been made to undertake further development work from the spring of next year. As above, the hope is that any changes made will be included in the first year of the new SCJS contract.

10. Suggested Areas for Discussion

The following are some suggested areas for discussion, however, any and all comments are welcome:

- Further views on the 'Feedback received so far'.
 - Do you agree that these areas should be considered for development?
 - Do you have specific comments on what changes should be made, or what questions should be added, in each of these areas? How will this data be used?

- Plans for Questionnaire Development Work
 - Do you have any comments on the outlined plans?
 - Do you have any suggestions for how this development work should be undertaken?
- Additional Comments
 - Are there any additional areas that you believe would benefit from questionnaire development work?
 - Are there any comments on the 'Considerations and Limitations' within which the SCJS team have to work.
 - Are there any questionnaire modules that you think could be asked less frequently (perhaps every 2 years)? This would free up space to introduce new questions.



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