

Institution: University of Glasgow (UofG)		
Unit of Assessment: UoA 20 Social Work and Social Policy		
Title of case study: Improving the experiences of justice for victim-survivors of rape and sexual assault		
Period when the underpinning research was undertaken: 2014–2020		
Details of staff conducting the underpinning research from the submitting unit:		
Name(s): (1) Oona Brooks-Hay (2) Michele Burman (3) Lisa Bradley (4) Deborah Kyle	Role(s) (e.g. job title): (1) Senior Lecturer in Criminology (2) Professor of Criminology (3) Research Associate (4) Research Assistant	Period(s) employed by submitting HEI: (1) September 2013–present (2) October 1994–present (3) September 2010–present (4) February 2014–September 2017
Period when the claimed impact occurred: 2014–2020		
Is this case study continued from a case study submitted in 2014? No		
1. Summary of the impact		
<p>One in 10 women and one in 50 men in Scotland has experienced rape. There are enduring concerns about the criminal justice response to rape and sexual assault, which include secondary victimisation and high case attrition. UofG research directly informed: (i) the development of an innovative pilot model of advocacy support for those reporting rape and sexual assault; (ii) a new Scotland-wide advocacy model to support victim-survivors throughout the criminal justice process. The research findings have: (iii) informed partnership working and service delivery in key agencies, and ultimately improved the experiences of 2,825 victim-survivors. The Scottish model is now: (iv) providing the basis for advocacy models in other jurisdictions (e.g. Northern Ireland).</p>		
2. Underpinning research		
<p>This body of work was conducted between 2014–2020 by Professor Burman, Dr Brooks-Hay, Dr Bradley and Dr Kyle. It includes two related studies:</p>		
<p>2.1. Evaluation of Support to Report (2014–2015), Brooks-Hay, Burman and Kyle: <i>A mixed-methods evaluation of a pilot model for advocacy support led by Police Scotland and Rape Crisis Scotland.</i></p> <p>Support to Report (S2R), the first rape advocacy initiative in Scotland, was based in Glasgow Rape Crisis Centre and launched in December 2013 with the aim of advocating for, and supporting, the needs of male and female victim-survivors aged 13 years-and-over reporting to the police. UofG research was conducted over a 12-month period and it incorporated analysis of quantitative project monitoring data and qualitative interviews with service users, advocacy workers, police officers and key stakeholders.</p> <p>UofG research [3.1, 3.3] found that the model improved the experiences of victim-survivors and their ability to engage with the criminal justice process, but the model needed substantial revision. The research [3.1] recommended: providing continuity of support <i>throughout</i> the criminal justice process (not just at the point of police reporting); adding the prosecution service to the strategic group overseeing the process; strengthening partnership working and joint training; enhancing public promotion of the service; offering multiple referral-routes; and ensuring that advocacy support was victim-survivor led. All recommendations were taken up and the research [3.1] was used as the basis for the development of a National Advocacy Model which was then delivered, initially, for a two-year period (2016–2018).</p>		
<p>2.2. Evaluation of the National Advocacy Project (2016–18), Brooks-Hay, Burman, Bradley and Kyle: <i>A mixed-methods evaluation of a Scotland-wide advocacy scheme located in 15 local sites and led by Rape Crisis Scotland.</i></p> <p>This two-year study was based upon analysis of quantitative project data from the 15 local National Advocacy Project (NAP) sites; qualitative interviews with service users and key national stakeholders; and in-depth case study analysis of four local NAP sites. The research [3.2, 3.4,</p>		

3.5] found that the NAP, providing independent support throughout the criminal justice process, was an important means to improve victim-survivor experiences and enhance engagement with the criminal justice process.

The research **[3.2]** recommended that the NAP should continue beyond its initial two-year funding period. It also highlighted geographical variation in service demand and the need for additional resources in areas of high demand; the need to resource national infrastructure to develop and sustain the work of the NAP in the longer-term; the potential for the NAP to harness the voices of victim-survivors to influence local and national policy and practice; and the importance of peer-support and communication for advocacy workers. Research findings led to further funding of the NAP and informed its governance (as outlined in section 4 below).

3. References to the research

3.1. Brooks, O. , Burman, M. and Kyle, D. (2015) [Evaluation of Support to Report Pilot Advocacy Service: Summary Report](#). Project Report. Scottish Centre for Crime & Justice Research, Glasgow.

3.2. Brooks-Hay, O. , Burman, M. , Bradley, L. and Kyle, D. (2018) [Evaluation of the Rape Crisis Scotland National Advocacy Project: Final Report](#). Project Report. SCCJR.

3.3. Brooks, O. and Burman, M. (2017) [Reporting rape: victim perspectives on advocacy support in the criminal justice process](#). *Criminology and Criminal Justice*, 17(2), pp. 209–225. (doi:[10.1177/1748895816667996](#)).

3.4. Brooks-Hay, O. (2020) [Doing the ‘right thing’?: Understanding why rape victim-survivors report to the police](#). *Feminist Criminology*, 15(2), pp. 174–195. (doi: [10.1177/1557085119859079](#))

3.5. Burman, M. and Brooks-Hay, O. (2020) [Feminist framings of victim advocacy in criminal justice contexts](#). In: Tapley, J and Davies, P. (eds.) *Victimology: Research, Policy and Activism*. Palgrave Macmillan, pp.135–157. ISBN 9783030422875

This body of research meets the 2* quality threshold because outputs **[3.3]** and **[3.4]** were published in high-ranking, peer-reviewed criminology journals. Output **[3.5]** is an invited contribution to a prestigious edited collection. The research was supported by awards from the Scottish Institute for Policing Research and from Rape Crisis Scotland.

4. Details of the impact

4.1. Pathways to impact

Throughout both evaluations, sustained relationships and dialogue between UofG researchers and the Scottish Government, Police Scotland, the Crown Office and Procurator Fiscal Service, and Rape Crisis Scotland (e.g. via regular attendance at advocacy project Strategic/Advisory Group meetings and the delivery of interim reports) led to significant development of the existing service delivery model, which in turn enhanced service provision, funding, sustainability and the conditions of partnership working (as outlined in section 4.2 below).

These improvements subsequently strengthened the pilot model and underpinned the blueprint for the new national model (as outlined in section 4.3 below), leading to positive impacts for thousands of victim-survivors of rape in Scotland (as outlined in section 4.4 below) and directly informing recommendations for the model to be adopted in other jurisdictions (as outlined in section 4.5 below).

4.2. Developing the pilot advocacy model (S2R) (2014–2015)

Early evaluation findings led to expansion of the S2R service to include support for survivors *throughout* the justice process, rather than just at the police reporting stage. In April 2015, the Head of Police Scotland’s National Rape Task Force stated that *“the evaluation of this project has been invaluable and the learning and feedback provided has informed the way in which the Support to Report Project will evolve and progress in the future”* (confirmed by letter **[5A]**). Further, the Helpline Manager of Rape Crisis Scotland commented that: *“[the evaluation] contributed to a better understanding of complainers’ needs both at the point of reporting and as*

their case progresses through the criminal justice process [enabling] the pilot project to trial new approaches and enhance partnership working arrangements whilst informing a funding bid [for service expansion]” (confirmed by annual report [5B]).

4.3. A new national advocacy model (NAP) (2016–present)

The findings from the Evaluation of S2R [3.1] provided the rationale and blueprint for the funding and roll-out of a Scotland-wide advocacy model to support survivors through, and beyond, the justice system in 2016. The research recommendations were used in a successful application for funding made to the Scottish Government, providing GBP170,000 of funding for 15 local advocacy projects, forming the basis of the national model (figures confirmed by [5C]).

Rape Crisis Scotland’s 2015/16 Annual Report states that this model was: *“developed taking into account the learning from the pilot Support to Report scheme”* [5D]. The Cabinet Secretary for Justice acknowledged the central contribution of the research in highlighting the benefits of rape advocacy, commenting that: *“the [evaluation] report which shows the huge value of the scheme is really encouraging”* [5C]. The Scottish Government-funded National Advocacy Project (NAP) was launched, initially as a two-year initiative, in February 2016.

The UofG evaluation of the NAP also informed the development of service provision in Scotland during and beyond the initial two-year funding period (2016–2018). In 2018, enhanced government funding of GBP1.7 million was announced, over a further two years (confirmed by press release [5E]). This funding allowed an increase in the number of advocacy workers from 15 to 23 and additional resources were provided to high-demand areas identified by the underpinning research (e.g. Glasgow and Lanarkshire) (figures confirmed by project briefing [5F]).

Following the research recommendations, the Scottish Government, for the first time, also provided resources to support the development and coordination of the NAP at a national level by Rape Crisis Scotland, allowing service growth and new capacity to affect change in other key agencies (e.g. police and prosecution services) (confirmed by press release [5E]). Regarding this funding announcement, the Chief Executive of Rape Crisis Scotland conveyed her thanks to the team for, *“carrying out such high quality and helpful research... it was definitely a major factor in persuading the Scottish Government to increase the funding”* (confirmed by email [5G]).

Rape Crisis Scotland also followed the UofG team’s research-based advice to enhance the sustainability of the project by setting up a national online forum to improve support for, and communication between, advocacy workers across Scotland (as confirmed by [5H]). This was significant because advocacy workers participating in the underpinning research [3.2] highlighted practical and emotional difficulties associated with working in isolation, and the need to improve service delivery by sharing knowledge and learning, as an issue.

4.4. Improved victim-survivor support and experiences

From its inception to July 2019, the NAP has supported 2,825 victim-survivors (figures confirmed by email [5I]). As well as offering advocacy for individuals, the project is also able to identify common issues and raise these at a strategic level with relevant agencies. Survey responses (n= 68), from key stakeholders and practitioners during the 2018 evaluation, revealed that 82% agreed or strongly agreed that the NAP had improved the support available and 70% agreed or strongly agreed that the NAP had improved victim-survivors’ experiences (confirmed by [5J]).

There is also strong qualitative evidence of increased satisfaction from those supported through the NAP, who described it as *“invaluable” and “life-changing”* (confirmed by project briefing [5G]). Victim-survivor A said: *“I’m not exaggerating but if [Advocacy Worker A] wasn’t there... through the whole process... I wouldn’t be like the person I am just now... [Advocacy Worker A] was a big massive part in all of this to help us get through it”* [5J].

The service has had a huge impact not only on victim-survivor wellbeing, but on their ability to sustain their engagement with the criminal justice process, therefore benefiting the criminal justice process and broader justice concerns. Victim-survivor B said: *“It’s a great support for people. Whereas... [if] I hadn’t have had [Advocacy Worker B], I wouldn’t have got... the accused prosecuted. I wouldn’t have done that, I wouldn’t have went to trial... I don’t know what would have happened to me, to be honest”* [5J].

4.5. Providing the basis for advocacy models in other jurisdictions

The research team were invited to contribute to the Criminal Justice Board Review of the Law and Procedures in Serious Sexual Offences in Northern Ireland (The Gillen Review). The evaluation findings [3.2] are cited in both the Interim Report (November 2018) and the final Gillen Report (May 2019) (confirmed by collated evidence [5K]). The interim report recommended that the advocacy model is adopted in Northern Ireland and funded by the Department of Justice. In the final report Lord Gillen states: *“I strongly recommend that the Department of Justice Advocacy Support Scheme, which is to be introduced in Northern Ireland in 2020, should borrow heavily from the Scottish experience ... we should coordinate early advice support and borrow from the Scottish model”*. Costings have been sought from the Scottish Government for this purpose and a representative from the Scottish Government has been seconded to act as the implementation lead for the scheme. The Department of Justice and Department of Health Strategy on Stopping Domestic and Sexual Violence and Abuse have identified March 2021 as the target date for setting up the new advocacy service.

5. Sources to corroborate the impact

[5A] Letter of thanks to the S2R evaluation team from Detective Superintendent, Head of National Rape Task Force (28 April 2015) **[PDF available]**.

[5B] Scottish Institute for Policing Research Annual Report 2015 (quote from Rape Crisis Scotland Manager on p.26-27) **[PDF available]**.

[5C] Support to Report Press Release (2016) (confirms the role of UofG research and GBP170,000 funding) **[PDF available]**.

[5D] Rape Crisis Scotland Annual Report 2015/16 (quote from p.8) **[PDF available]**.

[5E] [Scottish Government News Briefing](#) (1 March 2018) (confirms GBP1.7m funding) **[PDF available]**.

[5F] Rape Crisis Scotland National Advocacy Project Briefing (2018) (confirms that the increase in funding was used to expand the number of advocacy workers from 15 to 23 on p.1) **[PDF available]**.

[5G] Email correspondence with Chief Executive of Rape Crisis Scotland **[PDF available]**.

[5H] Collated evidence: (i) National Advocacy Project Meeting Minutes (31 January 2017); (ii) National Advocacy Project Meeting Minutes (10 May 2017) (confirms the proposal for an online forum from [3.2] (p.44), which was discussed and implemented) **[PDFs available]**.

[5I] Advocacy project figures from the national Rape Crisis Scotland OASIS database, provided in email correspondence with the NAP Co-ordinator **[PDF available]**.

[5J] Brooks-Hay, O., Burman, M. Bradley, L. and Kyle, D. (2018) Evaluation of the Rape Crisis Scotland National Advocacy Project, Final Report. Project Report. Scottish Centre for Crime & Justice Research, Glasgow (p.18 & 26) **[PDF available]**.

[5K] Collated evidence: (i) Gillen, J. (2018) Preliminary report into the law and procedures in serious sexual offences in Northern Ireland (Parts 1 & 2); (ii) Gillen, J. (2019) Gillen Review: Report into the law and procedures in serious sexual offences in Northern Ireland (the underpinning research [3.2] is directly cited on p.165, the quote is from p.166) **[PDFs available]**.