



NORTHERN IRELAND POLICING PLAN SURVEY

12 MAY 2022

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1 KEY INSIGHTS: SUMMARY OF FINDINGS

INTRODUCTION

The Northern Ireland Policing Board (NIPB) commissioned Perceptive Insight Market Research to undertake a statistically robust survey with the Northern Ireland population. The aim of the study was to provide data that will support analysis of the PSNI's performance against a number of measures in the Policing Plan 2020-25.

Methodology

A telephone methodology was used to conduct the surveys. In total, 2,510 interviews were completed, which were representative of the adult population in Northern Ireland. Interviewing took place between November 2021 and February 2022, with each interview taking, on average, 12 minutes to complete. Interviewing was carried out in compliance with the UK GDPR Regulations and the Market Research Society Code of Conduct.

A summary of the key findings can be found overleaf and in the following chapters.

POLICING PLAN SURVEY 2022

1. KEY FINDINGS

2. INTRODUCTION

3. METHODOLOGY

4. PSNI

5. PCSPs

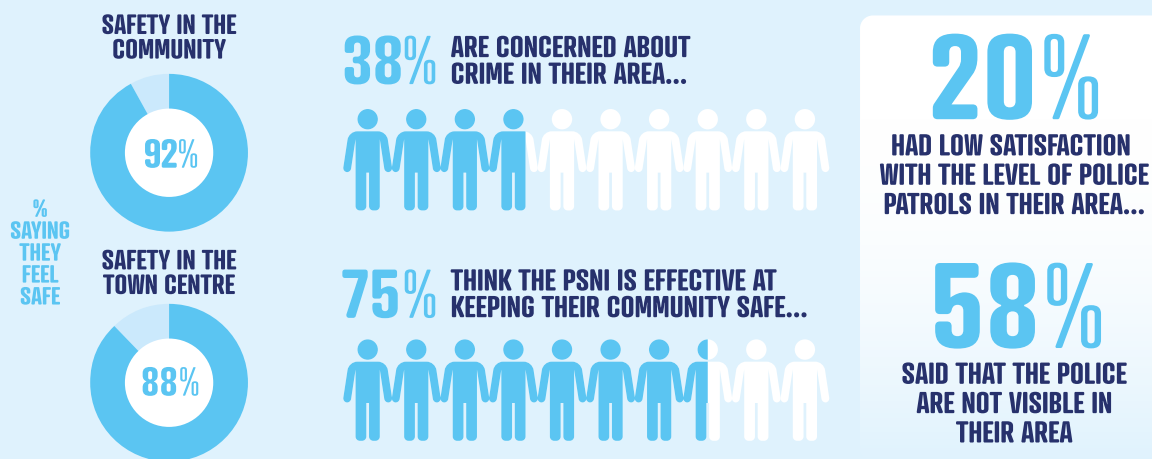
6. NIPB

7. NGA

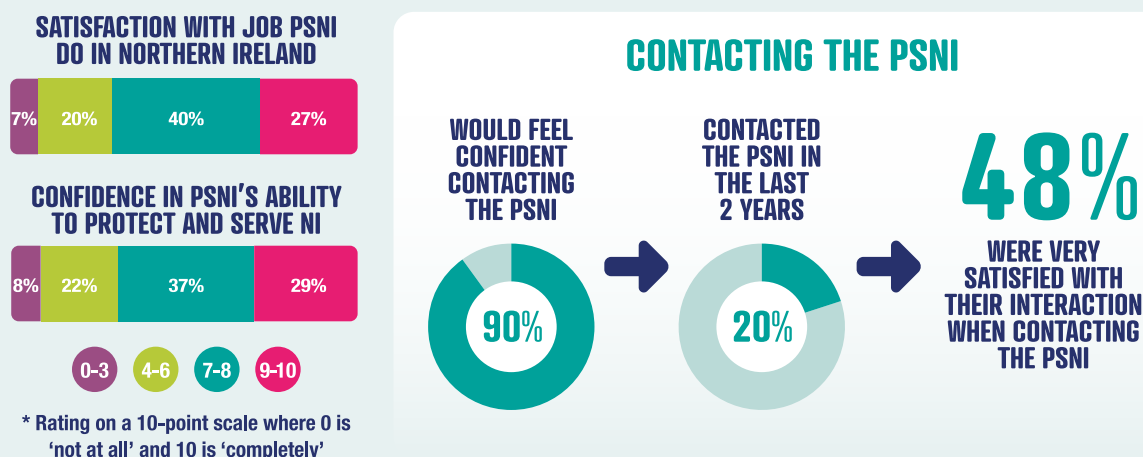
8. OUTCOMES

9. APPENDICES

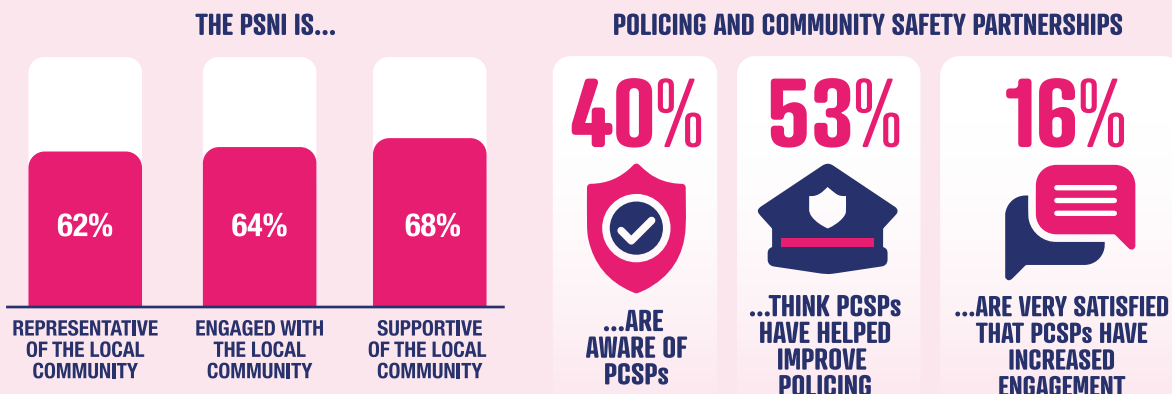
WE HAVE A SAFE COMMUNITY



WE HAVE CONFIDENCE IN POLICING



WE HAVE ENGAGED AND SUPPORTED COMMUNITIES



A telephone survey of 2510 adults was conducted with the aim to provide a deeper understanding of the public's view of policing in NI. The survey was conducted between the November 2021 - February 2022.

2 INTRODUCTION

BACKGROUND

The Northern Ireland Policing Board (the Board) is an independent public body which oversees policing in Northern Ireland. The Board has a unique statutory duty to hold the Chief Constable to account for his actions and to secure an effective and efficient police service for all the community. The Board works to engage the community with policing and to communicate the work that they do, so that the community understand how the Board holds the PSNI to account.

The Northern Ireland Policing Plan 2020-2025 outlines the collective policing ambition for the five year period and sets out three outcomes for policing:

- We have a safe community;
- We have confidence in policing; and
- We have engaged and supported communities.

RESEARCH AIMS & OBJECTIVES

In order to fill the evidence gap left by the suspension of the Northern Ireland Omnibus Survey, the Board commissioned Perceptive Insight to conduct a standalone survey of the NI general public. The aim of the survey is to provide data to support analysis of the PSNI's performance against a number of measures in the Policing Plan, focusing primarily on:

- Number of people in Northern Ireland who feel safe in their local area, local high street or town centre and own home;
- Number of people in Northern Ireland who are confident that the PSNI is accessible, visible, responsive and victim focused; and
- Number of victims who are satisfied with the service they have received.

REPORT STRUCTURE

The report begins with an overview of the survey methodology and offers an analysis of respondents' demographic characteristics. The subsequent sections explore each of the survey themes as follow:

- Public perceptions of the performance of the police;
- Public perception of Policing and Community Safety Partnerships (PCSPs);
- Public perceptions of the Northern Ireland Policing Board (NIPB);
- Public perceptions of the National Crime Agency (NCA); and
- Outcomes.

Where relevant, statistically significant results at the 95% confidence level are clearly highlighted throughout the report.

3 METHODOLOGY

This section provides an overview of the approach taken in the design and implementation of the survey research.

APPROACH

Perceptive Insight undertook a statistically representative survey of 2,510 adults in Northern Ireland using a telephone interviewing methodology. Interviewing began on 22nd November 2021 and was completed by 14th February 2022, with each interview taking, on average, 12 minutes to complete. Interviewing was carried out in compliance with the UK GDPR Regulations and the Market Research Society Code of Conduct.

The questionnaire was developed in collaboration with **the Board's** project team to ensure that the areas of interest were adequately captured. A copy of the questionnaire is included in Appendix B.

The survey was structured to be a representative sample of the adult population in Northern Ireland, using a stratified sampling approach. Quotas were set based on Northern Ireland Statistics and Research Agency (NISRA) Mid-Year Population Estimates and the 2011 Census data for:

- Age;
- Gender;
- Socio-economic group;
- District council; and
- Urban/rural location.

Quintiles of deprivation

Using the Northern Ireland Multiple Deprivation Measure (2017)¹ each respondent was assigned, based on their postcode, to one of five quintiles of deprivation. Again, this was monitored throughout project implementation to ensure good representation alongside other factors including location by local council.

¹ <https://www.nisra.gov.uk/statistics/deprivation/northern-ireland-multiple-deprivation-measure-2017-nimdm2017>

RESPONDENT DEMOGRAPHICS

Age, gender, SEG and location

The table below indicates the final survey responses achieved by age, gender, socio-economic group, and location compared against the demographic profile of the NI adult population.

STRATIFICATION VARIABLE		NI POPULATION %	ACHIEVED NO.	ACHIEVED %
Age	17 - 24	12%	311	12%
	25 - 34	17%	429	17%
	35 - 49	24%	639	25%
	50 - 64	24%	612	24%
	65 and over	21%	511	20%
	Prefer not to say	-	8	0%
Gender	Male	49%	1222	49%
	Female	51%	1287	51%
	Other	-	1	0%
Socio Economic Group	ABC1	50%	1163	46%
	C2DE	50%	1228	48%
	Prefer not to say	-	119	5%
Urban/Rural	Urban	60%	1520	61%
	Rural/Mixed	40%	990	39%
Council	Antrim and Newtownabbey	8%	203	8%
	Ards and North Down	9%	213	8%
	Armagh City, Banbridge and Craigavon	11%	291	12%
	Belfast	18%	443	18%
	Causeway Coast and Glens	8%	194	8%
	Derry City and Strabane	8%	199	8%
	Fermanagh and Omagh	6%	162	6%
	Lisburn and Castlereagh	8%	211	8%
	Mid and East Antrim	8%	177	7%
	Mid Ulster	8%	188	7%
	Newry, Mourne and Down	9%	229	9%
Multiple Deprivation Measure quintile	1 – Most deprived	19%	447	18%
	2	20%	519	21%
	3	21%	557	22%
	4	21%	522	21%
	5 – Least deprived	20%	465	19%
Total		100%	2510	100%

*Due to rounding, some percentages may total 99%-101%

The remainder of this report details the key findings from the survey. For each question we have charted the overall findings for the NI population, followed by tables detailing any statistically significant demographic differences. It should be noted that religious background has been included in all tables and we note in the text if any differences are not statistically significant.

4 PUBLIC PERCEPTIONS OF THE PERFORMANCE OF THE POLICE

In this section we explore the perceptions of the PSNI amongst the public in relation to:

- Satisfaction with the job the PSNI do, both in NI and locally;
- Satisfaction with PSNI's treatment of the public;
- Confidence in the PSNI's ability; and
- Standard of policing in the local area.

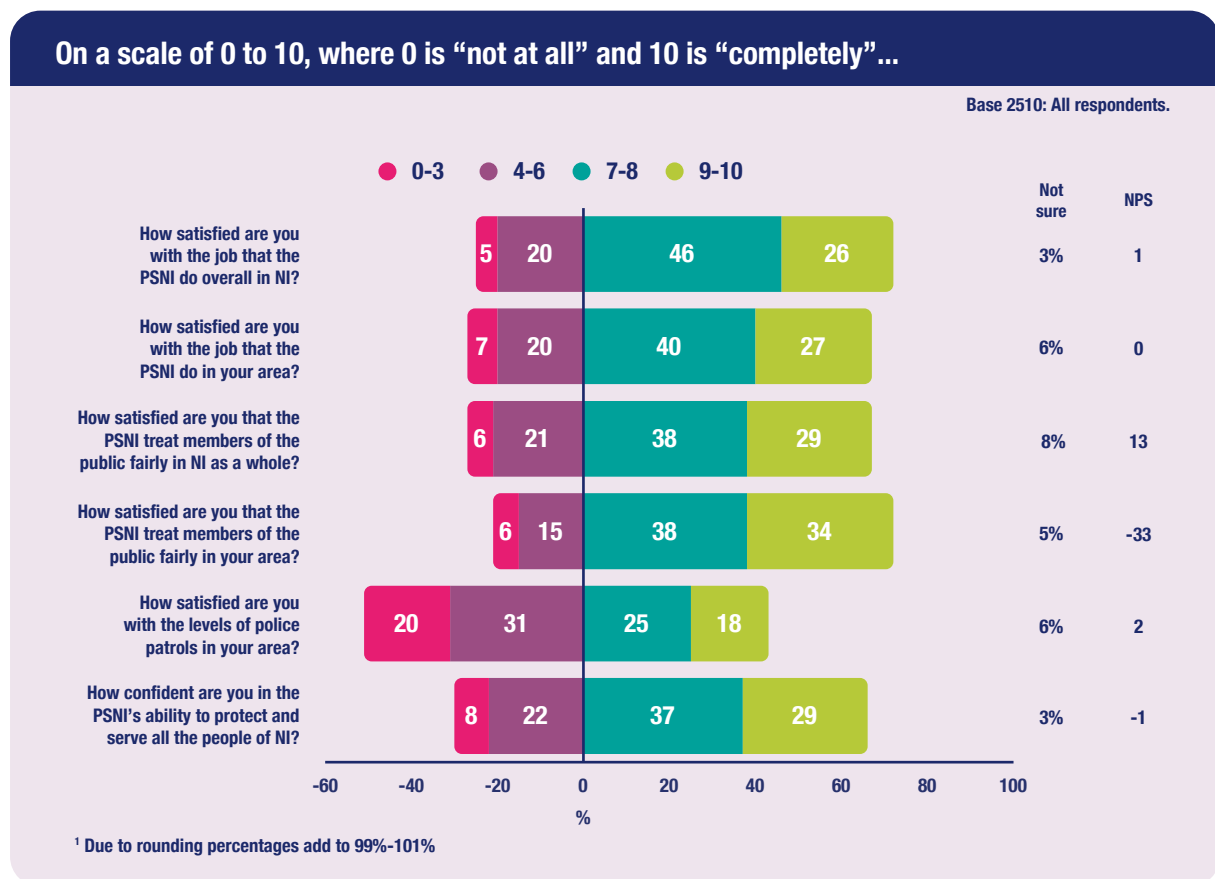
SATISFACTION WITH THE PSNI

Respondents were asked to rate their level of satisfaction with the performance of the PSNI across a number of dimensions, including:

- The job the PSNI do in NI overall;
- The job the PSNI do in the local area;
- The PSNI's treatment of the public in NI overall;
- The PSNI's treatment of the public in the local area;
- The level of police patrols in the local area; and
- The PSNI's ability to protect and serve the people of NI.

In the following paragraphs these indicators of satisfaction will be examined, including any relevant subgroup analysis. Responses were rated on a scale of 0 to 10, where 0 was 'Not at all' and 10 was 'Completely satisfied'. For ease of reporting we have grouped the responses on the scale to reflect those used in the Net Promoter Score methodology, whereby those scoring 0-6 are viewed as 'detractors', 7-8 as 'passive' and 9-10 as 'promoters'. Within the 'detractors' we have subdivided the score into 0-3 and 4-6.

Figure 4.1 Satisfaction with the PSNI



The job the PSNI do in NI overall

One quarter (26%) of respondents indicated that they were very satisfied (giving a score of 9 or 10) with the job the PSNI do in NI as a whole, including 16% who said they were ‘completely’ satisfied. This compares to 25% who gave a score of 6 or less. Respondents from a Protestant background (29%) were significantly more likely to give a rating of 9-10 than those from a Catholic background (23%). Other significant *differences* observed include:

- One third (34%) of respondents aged 65 or older gave a positive rating of 9 or 10, compared to 22% of those aged 17 to 24.
- Respondents living in the first quintile of deprivation (32%) were more likely to give a low rating of 0-6 with the job the PSNI do in NI than those living in other areas.
- Respondents who had contacted the PSNI in the last 2 years (29%) were more likely to give a low satisfaction rating of 0-6 than those who had not had any contact (24%).

Table 4.1 Satisfaction with the job the PSNI do in NI as a whole by age, religious background, deprivation and contact with the police

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All Base: 2510	5%	20%	46%	26%	3%	100%
Age	Under 25 Base: 311	4%	26%	46%	22%	3%	100%
	25-34 Base: 429	5%	20%	48%	22%	4%	100%
	35-64 Base: 1251	5%	20%	47%	25%	3%	100%
	65 plus Base: 511	3%	18%	42%	34%	3%	100%
Religious background	Protestant Base: 964	4%	18%	48%	29%	1%	100%
	Catholic Base: 986	4%	23%	46%	23%	4%	100%
	Something else Base: 560	5%	21%	43%	26%	5%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	6%	26%	43%	22%	4%	100%
	2 Base: 519	5%	19%	47%	27%	3%	100%
	3 Base: 557	5%	19%	46%	26%	4%	100%
	4 Base: 522	5%	18%	45%	30%	3%	100%
	5 - Least deprived Base: 465	3%	22%	49%	24%	2%	100%
Contact with police	Yes Base: 637	7%	22%	43%	26%	2%	100%
	No Base: 1861	4%	20%	47%	26%	3%	100%

The job the PSNI do in the local area

Satisfaction with the PSNI's operations in the respondent's local area was similar to NI as a whole, with 27% saying they were very satisfied (9-10), including 16% who were 'completely' satisfied. 27% gave a low rating (0-6) of the job the PSNI do in their local area, although no significant differences in dissatisfaction were observed between the respondents' religious background. Those living in the most deprived areas (35%) were more likely to give a low satisfaction rating of 0-6 compared to those in the least deprived areas (23%), while those who had contacted the police (28%) were more likely to give a score of 9 or 10 than those who had not made contact within the last 2 years (26%).

Table 4.2 Satisfaction with the job the PSNI do in the local area by religious background, deprivation and contact with the police

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All <i>Base: 2510</i>	7%	20%	40%	27%	6%	100%
	Protestant <i>Base: 964</i>	7%	18%	41%	28%	5%	100%
Religious background	Catholic <i>Base: 986</i>	7%	22%	40%	26%	6%	100%
	Something else <i>Base: 560</i>	8%	19%	38%	26%	8%	100%
	1 - Most deprived <i>Base: 447</i>	11%	24%	36%	21%	7%	100%
Multiple Deprivation Measure Quintile	2 <i>Base: 519</i>	8%	17%	43%	27%	5%	100%
	3 <i>Base: 557</i>	6%	20%	40%	28%	6%	100%
	4 <i>Base: 522</i>	7%	20%	37%	30%	6%	100%
	5 - Least deprived <i>Base: 465</i>	5%	18%	43%	27%	7%	100%
	Yes <i>Base: 637</i>	10%	22%	35%	28%	4%	100%
Contact with police	No <i>Base: 1861</i>	6%	19%	41%	26%	7%	100%

The PSNI's treatment of the public in NI

29% of respondents said that they were very satisfied (9-10) with how the PSNI treats members of the public across NI, with almost one in five (18%) 'completely' satisfied. This is compared to 27% who gave a low satisfaction rating of 0-6. Respondents from a Protestant background (34%) were more likely to be very satisfied with the treatment from the police in NI than those from a Catholic background (25%). Respondents living in the most deprived areas (31%) were significantly more likely to give a rating between 0-6 than those living in the least deprived areas (25%).

Table 4.3 The PSNI's treatment of the public in NI as a whole by religious background and deprivation

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All Base: 2510	6%	21%	38%	29%	6%	100%
Religious background	Protestant Base: 964	5%	16%	41%	34%	4%	100%
	Catholic Base: 986	6%	26%	36%	25%	6%	100%
	Something else Base: 560	7%	19%	35%	29%	10%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	9%	23%	34%	26%	8%	100%
	2 Base: 519	6%	17%	41%	30%	6%	100%
	3 Base: 557	6%	21%	38%	29%	6%	100%
	4 Base: 522	6%	20%	35%	34%	5%	100%
	5 - Least deprived Base: 465	3%	22%	40%	28%	7%	100%

The PSNI's treatment of the public in the local area

Similar views were also observed in terms of the respondents' local area, with 34% saying they were very satisfied (9-10) with the treatment from the PSNI, in contrast to 21% who gave a low rating of 0-6. Respondents from a Protestant background (38%) were again more likely to give a rating of 9 or 10 compared to those from a Catholic background (30%). Of note, those living in the most deprived areas (29%) were more likely to give a rating of 0-6 than those in the least deprived areas (16%). Subgroup analysis also revealed the following significant differences:

- Respondents aged 65 and over (39%) were more likely to be very satisfied (9-10) with the treatment from the PSNI in their area than those aged between 17 and 24 (30%);
- Respondents living in urban areas (23%) were more likely to give a score of 0-6 than those living in rural areas (18%);
- 37% of respondents who had contacted the police in the last 2 years gave a rating of 9-10, compared to 33% of those who had no contact.

Table 4.4 The PSNI's treatment of the public in the local area by age, religious background, deprivation, location and contact with the PSNI

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All Base: 2510	6%	15%	38%	34%	8%	100%
Age	Under 25 Base: 311	8%	21%	37%	30%	4%	100%
	25-34 Base: 429	9%	15%	35%	34%	7%	100%
	35-64 Base: 1251	6%	14%	39%	32%	8%	100%
	65 plus Base: 511	3%	10%	37%	39%	12%	100%
Religious background	Protestant Base: 964	5%	13%	38%	38%	6%	100%
	Catholic Base: 986	7%	18%	38%	30%	8%	100%
	Something else Base: 560	7%	12%	37%	32%	12%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	12%	17%	36%	25%	10%	100%
	2 Base: 519	5%	12%	42%	34%	7%	100%
	3 Base: 557	5%	15%	38%	34%	8%	100%
	4 Base: 522	5%	15%	34%	38%	7%	100%
	5 - Least deprived Base: 465	3%	13%	38%	36%	9%	100%
Location	Urban Base: 1520	7%	15%	37%	32%	9%	100%
	Rural Base: 990	5%	13%	39%	35%	7%	100%
Contact with police	Yes Base: 637	7%	15%	35%	37%	6%	100%
	No Base: 1861	6%	14%	38%	33%	9%	100%

The level of police patrols in the local area

The level of police presence in their local area was the indicator respondents were most likely to express dissatisfaction with, as over half (51%) gave a rating of 0-6. In contrast, 18% rated their satisfaction between 9-10. Those from a Protestant background (58%) were more likely to give a low rating of 0-6 than those from a Catholic background (52%). However, those living in the most deprived areas (26%) were significantly more likely to rate their satisfaction at the lowest level between 0-3 than those in the least deprived areas (19%).

Further subgroup analysis revealed the following significant differences:

- Younger respondents aged between 17 and 24 (25%) were more likely to be very satisfied (9-10) with the level of police patrols in their area than older respondents aged 65 and over (18%);
- Respondents who had been the victim of a crime in the last 2 years (56%) were more likely than those who had not (50%) to rate their satisfaction between 0-6.

Table 4.5 The level of police patrols in the local area by age, religious background, deprivation, and victim of a crime

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All Base: 2510	20%	31%	25%	18%	5%	100%
Age	Under 25 Base: 311	15%	27%	29%	25%	4%	100%
	25-34 Base: 429	20%	27%	29%	21%	4%	100%
	35-64 Base: 1251	22%	33%	25%	16%	4%	100%
	65 plus Base: 511	20%	32%	23%	18%	7%	100%
Religious background	Protestant Base: 964	19%	31%	28%	18%	4%	100%
	Catholic Base: 986	19%	33%	25%	18%	4%	100%
	Something else Base: 560	24%	27%	22%	18%	8%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	26%	25%	26%	15%	7%	100%
	2 Base: 519	19%	35%	24%	18%	4%	100%
	3 Base: 557	19%	31%	27%	18%	5%	100%
	4 Base: 522	19%	29%	26%	21%	5%	100%
	5 - Least deprived Base: 465	19%	35%	24%	17%	4%	100%
Victim of a crime	Yes Base: 232	29%	27%	20%	21%	3%	100%
	No Base: 2274	19%	31%	26%	18%	5%	100%

The PSNI's ability to protect and serve the people of NI

29% of respondents were very confident (9-10) in the PSNI's ability to protect the people of NI, with 18% saying they were 'completely' confident in their ability. 30% expressed low confidence (0-6) in the PSNI's ability. Respondents from a Protestant background (34%) were more likely to be very confident (9-10) in the PSNI's ability to protect and serve than those from Catholic backgrounds (26%). Those who live in the most deprived areas (34%) were more likely to rate their confidence between 0-6 than those in other areas. Older respondents (36%) were more likely to say they were very confident (9-10) than younger respondents (26%). However, those who had been a victim of a crime (41%) and those who had contacted the PSNI in the last 2 years (34%) were more likely to rate their confidence between 0-6 than those who had not been a victim (28%) and had not contacted the PSNI (28%).

Table 4.6 Confidence in the PSNI's ability to protect and serve by age, religious background, deprivation, victim of a crime and contact with the PSNI

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All Base: 2510	8%	22%	37%	29%	3%	100%
Age	Under 25 Base: 311	10%	23%	39%	26%	2%	100%
	25-34 Base: 429	9%	23%	36%	28%	4%	100%
	35-64 Base: 1251	9%	22%	37%	28%	3%	100%
	65 plus Base: 511	3%	17%	38%	36%	6%	100%
Religious background	Protestant Base: 964	8%	18%	38%	34%	2%	100%
	Catholic Base: 986	8%	24%	39%	26%	3%	100%
	Something else Base: 560	8%	24%	34%	28%	6%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	11%	23%	32%	28%	4%	100%
	2 Base: 519	8%	18%	40%	30%	4%	100%
	3 Base: 557	7%	22%	37%	29%	3%	100%
	4 Base: 522	9%	20%	37%	32%	3%	100%
	5 - Least deprived Base: 465	5%	25%	40%	27%	3%	100%
Victim of a crime	Yes Base: 232	16%	25%	33%	24%	3%	100%
	No Base: 2274	7%	21%	38%	30%	4%	100%
Contact with police	Yes Base: 637	10%	24%	35%	29%	2%	100%
	No Base: 1861	7%	21%	38%	29%	4%	100%

STANDARD OF POLICING IN THE LOCAL AREA

Respondents were asked to give their views on how the standard of policing in their local area had changed over the last year. Just less than three quarters (72%) thought that the standard of policing had remained the same, while 13% believed the standard had fallen. One in ten (10%) thought that the standard of policing in their area had improved.

Respondents from a Protestant background (14%) were more likely to have thought there had been a decline in the standard of policing in their area than those from a Catholic background (10%). Those who had contacted the police (17%) were also more likely to have perceived a decline in the standard of policing in their area than those who had not had any contact (11%), although they were also more likely to have seen an improvement (13%, compared to 9% who had not contacted the police). 13% of respondents living in the most deprived areas thought the standard of policing had improved, a significant difference of 6 percentage points compared to those living in the least deprived areas.

Figure 4.2 Standard of policing in the local area

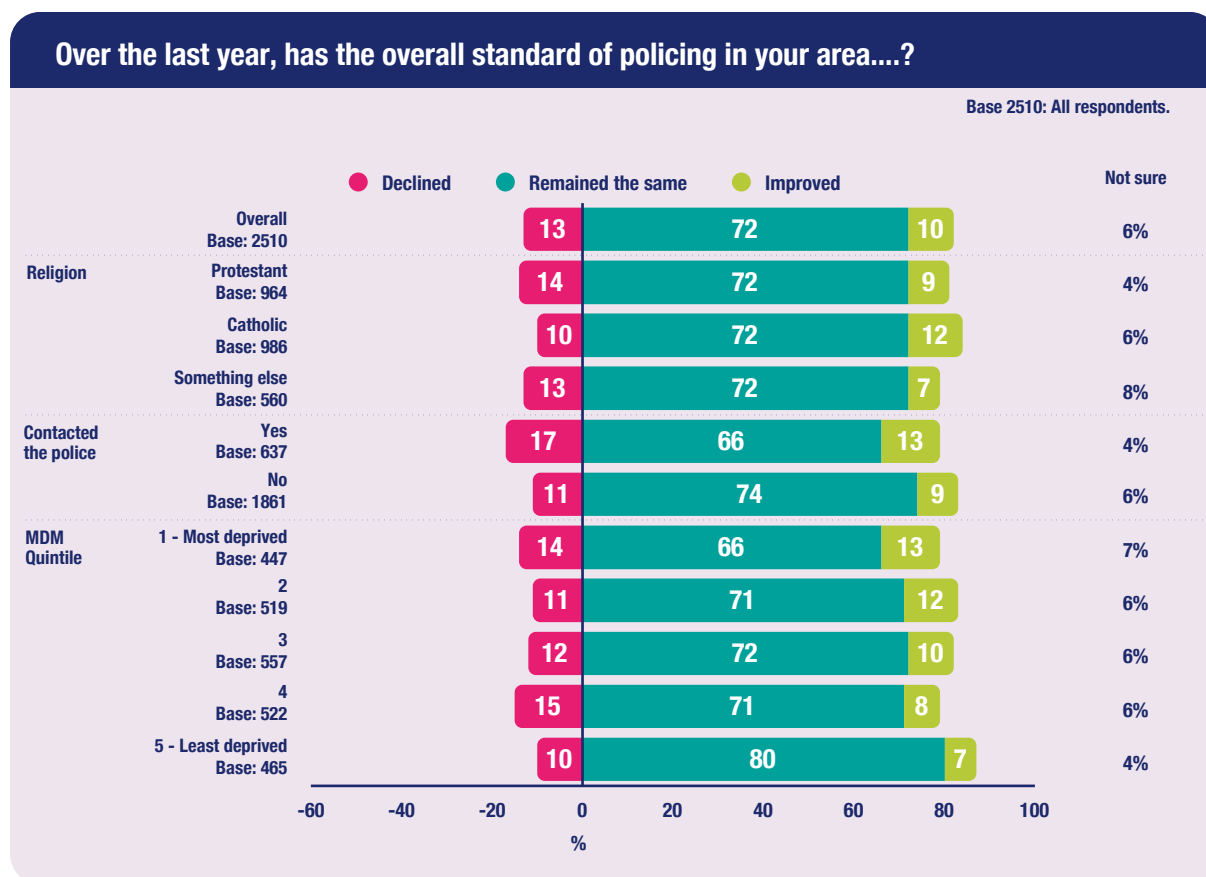


Table 4.7 Standard of policing in the local area by religious background, deprivation and contact with the police

		Declined	Remained the same	Improved	Not sure	Total
Overall	All <i>Base: 2510</i>	13%	72%	10%	6%	100%
Religious background	Protestant <i>Base: 964</i>	14%	72%	9%	4%	100%
	Catholic <i>Base: 986</i>	10%	72%	12%	6%	100%
	Something else <i>Base: 560</i>	13%	72%	7%	8%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived <i>Base: 447</i>	14%	66%	13%	7%	100%
	2 <i>Base: 519</i>	11%	71%	12%	6%	100%
	3 <i>Base: 557</i>	12%	72%	10%	6%	100%
	4 <i>Base: 522</i>	15%	71%	8%	6%	100%
	5 - Least deprived <i>Base: 465</i>	10%	80%	7%	4%	100%
Contact with police	Yes <i>Base: 637</i>	17%	66%	13%	4%	100%
	No <i>Base: 1861</i>	11%	74%	9%	6%	100%

5 PUBLIC PERCEPTIONS OF POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPs)

In this section we determine the public's awareness and knowledge of the Policing and Community Safety Partnerships (PCSPs) in terms of:

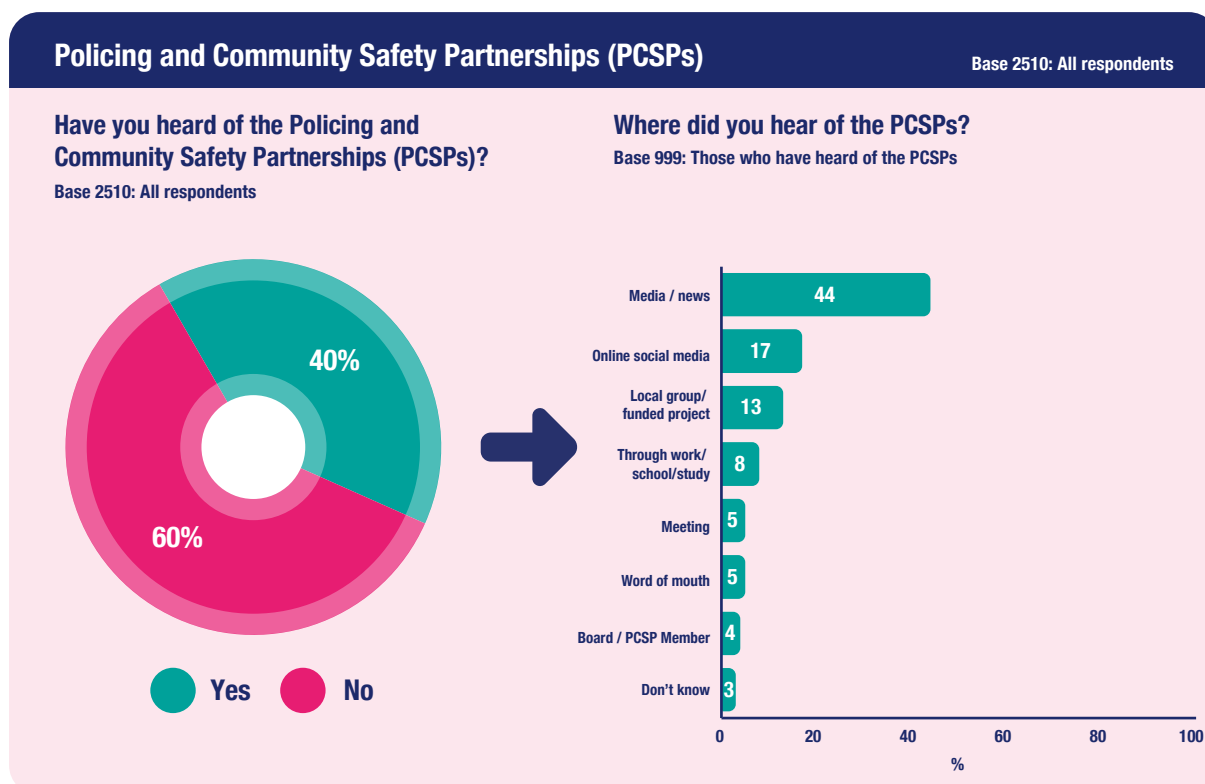
- Where they heard of PCSPs;
- The primary role of PCSPs; and
- Satisfaction with PCSPs.

AWARENESS OF PCSPs

Policing and Community Safety Partnerships (PCSPs) are local bodies made up of councillors and other independent members who work in and liaise with local communities to identify any issues they may be facing, and how these issues can be solved. Respondents were asked whether they had heard of PCSPs and, if so, where from.

Two in five (40%) respondents had heard of PCSPs prior to the survey taking place. Those who were aware, were most likely to have heard of PCSPs through the media or news (44%) and through online social media (17%). 13% became aware through a local group or funded project, with a further 5% saying they had heard of the PCSPs in a public meeting, 8% through their job or education, and 5% via word of mouth.

Figure 5.1 Awareness of PCSPs



Awareness of PCSPs was significantly higher amongst respondents from a Protestant background (43%) than those from a Catholic background (38%). Half of respondents who, in the last year, had been a victim of a crime (50%) or had contacted the PSNI (49%) had heard of PCSPs, compared to 39% and 37% of those who had not been a victim and had not contacted the PSNI respectively. Subgroup analysis also revealed the following significant differences:

- Four in five (81%) of those aged 17 to 24 had never heard of PCSPs, compared to 63% of those aged 65 and over;
- Respondents who own or buy their home through a mortgage (42%) were more likely to have heard of PCSPs than those living in social housing (35%) and who privately rent (33%).

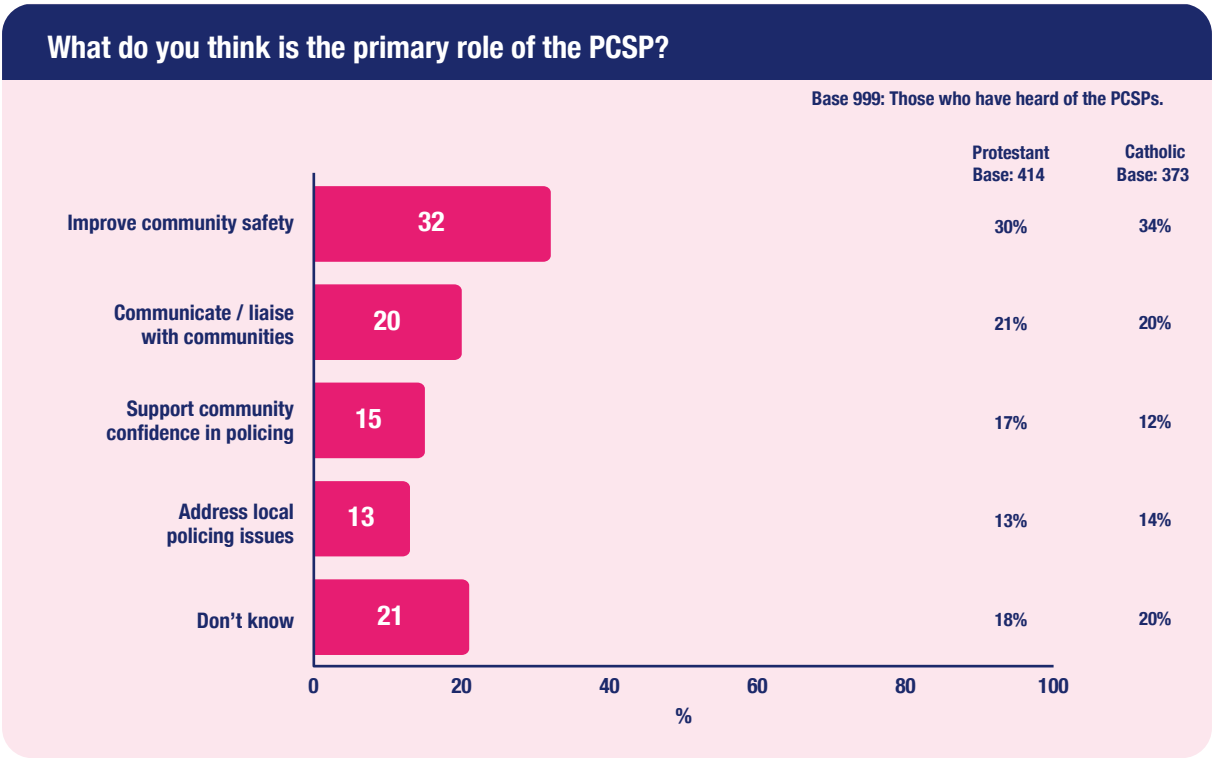
Table 5.1 Awareness of PCSPs by age, religious background, tenure, victim of a crime and contact with the PSNI

		Aware	Not aware	Total
Overall	All <i>Base: 2510</i>	40%	60%	100%
Age	Under 25 <i>Base: 311</i>	19%	81%	100%
	25-34 <i>Base: 429</i>	33%	67%	100%
	35-64 <i>Base: 1251</i>	49%	51%	100%
	65 plus <i>Base: 511</i>	37%	63%	100%
Religious background	Protestant <i>Base: 964</i>	43%	57%	100%
	Catholic <i>Base: 986</i>	38%	62%	100%
	Something else <i>Base: 560</i>	38%	62%	100%
Tenure	Own home <i>Base: 1834</i>	42%	58%	100%
	Private rent <i>Base: 322</i>	33%	67%	100%
	Social housing <i>Base: 292</i>	35%	65%	100%
Victim of a crime	Yes <i>Base: 232</i>	50%	50%	100%
	No <i>Base: 2274</i>	39%	61%	100%
Contact with police	Yes <i>Base: 637</i>	49%	51%	100%
	No <i>Base: 1861</i>	37%	63%	100%

ROLE OF PCSPs

Respondents who had heard of PCSPs were then asked what they thought the PCSP’s primary role was. One third (32%) of these respondents thought PCSPs were in place to improve the safety of the community, while one in five (20%) mentioned that their role is to communicate and liaise with communities. 15% believed that PCSPs support the local community’s confidence in policing, and 13% suggested that PCSPs address policing issues in the local area. 21% were not sure of the PCSPs’ role. Respondents from both Protestant (30%) and Catholic (34%) communities were more likely to suggest the role of PCSPs was to improve community safety, but those from a Protestant background (17%) were also more likely to say that PCSPs were there to support community confidence in policing than those from a Catholic background (12%).

Figure 5.2 Role of PCSPs



SATISFACTION WITH PCSPs

Those who were aware of the PCSPs were then asked to rate their satisfaction with PCSPs in terms of whether they had improved policing in their local area, and how well they had increased engagement and confidence in the police in their area.

Over half (53%) of respondents who were aware of PCSPs felt that they had improved policing in their local area, compared to 26% who were not sure what impact PCSPs had on policing, and 20% who thought that the PCSPs had not improved policing in their area. Respondents from a Protestant and Catholic background had similar views on the impact of PCSPs, with 54% of each saying they had improved policing in their local area. However, those who had been a victim of a crime (34%, compared to 19% of those who had not been a victim of a crime) or had contacted the PSNI (26%, compared to 18% who had not contacted the police) were more likely to say that PCSPs had not helped to improve policing.

Figure 5.3 Role of PCSPs in helping to improve policing in the local area

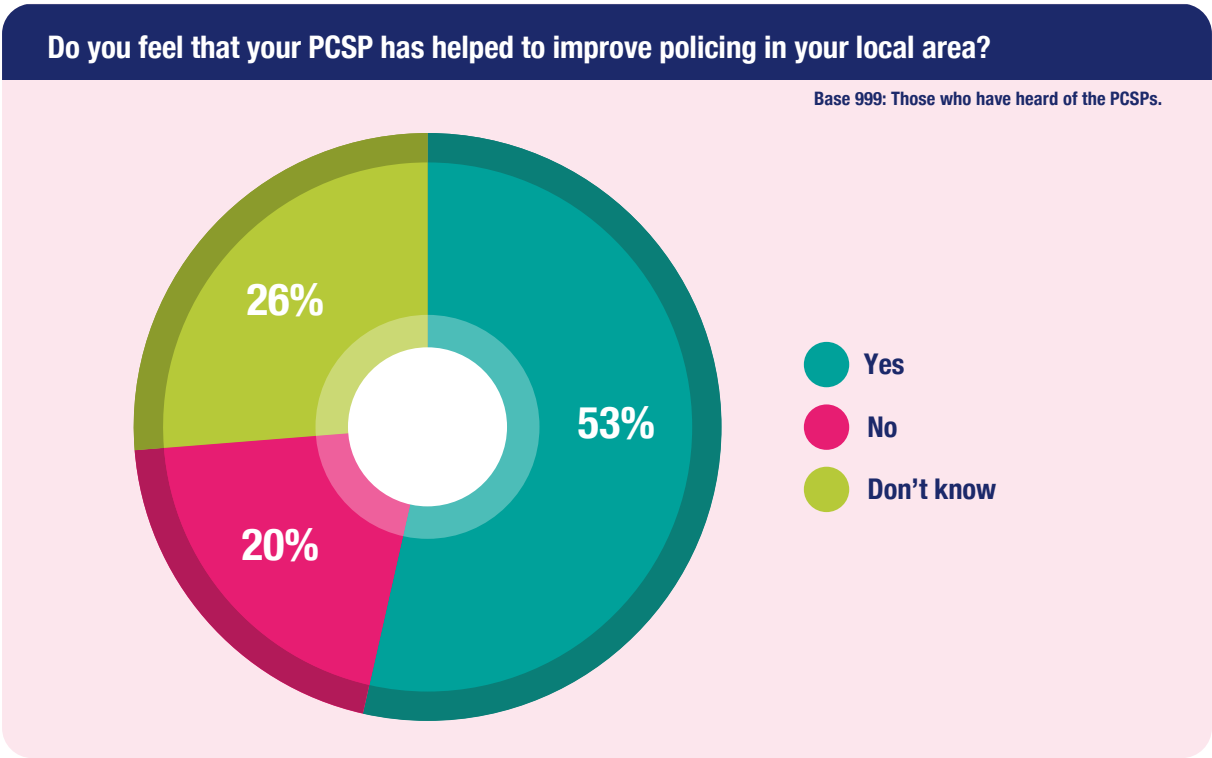


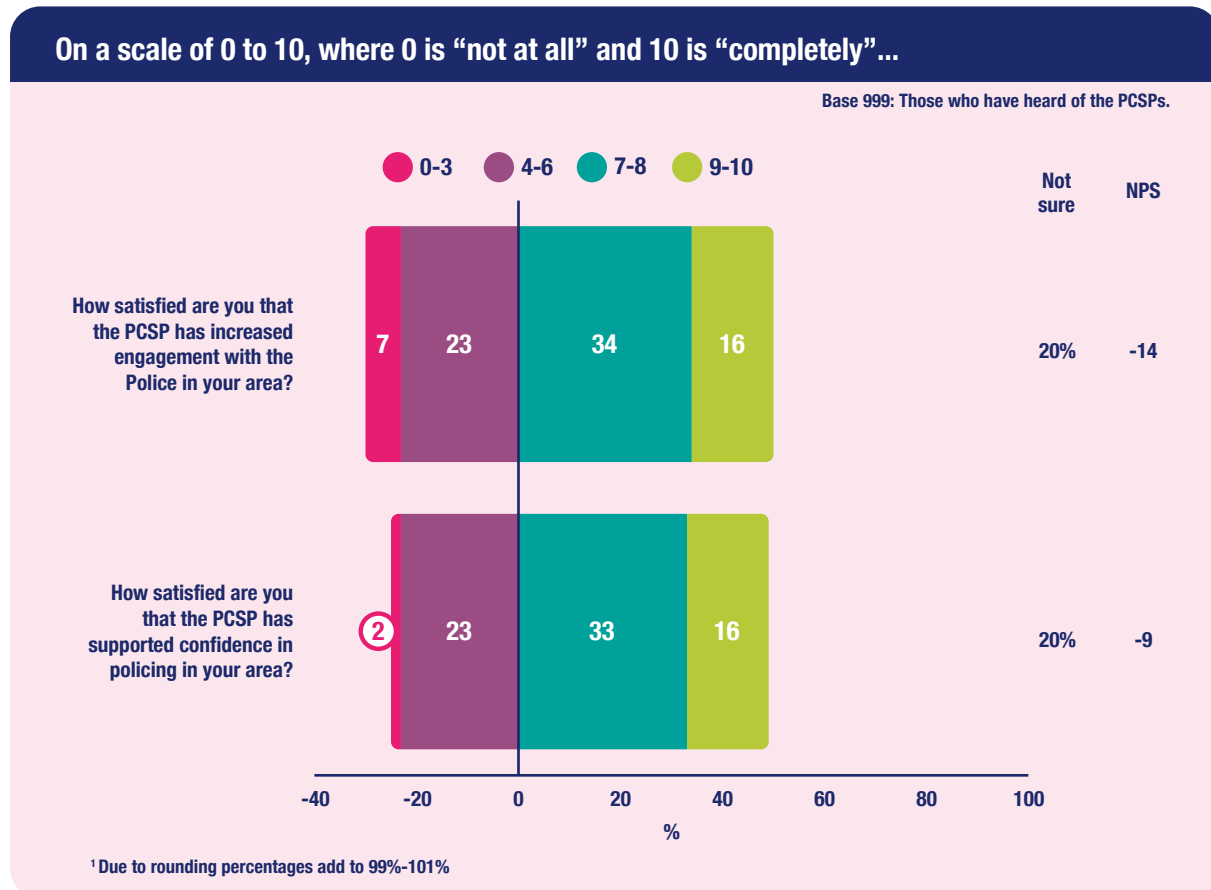
Table 5.2 Role of PCSPs in helping to improve policing in the local area by religious background, victim of a crime and contact with the PSNI

		Yes	No	Don't know	Total
Overall	All	53%	20%	26%	100%
	Base: 999				
Religious background	Protestant	54%	24%	22%	100%
	Base: 414				
	Catholic	54%	18%	28%	100%
	Base: 373				
	Something else	51%	17%	32%	100%
	Base: 212				
Victim of a crime	Yes	46%	34%	20%	100%
	Base: 115				
	No	54%	19%	27%	100%
	Base: 884				
Contact with police	Yes	52%	26%	21%	100%
	Base: 312				
	No	54%	18%	28%	100%
	Base: 684				

Respondents were asked to rate on a scale of zero to ten (zero meaning ‘not at all’ and 10 meaning ‘completely’) how satisfied they were that PCSPs had increased engagement with and confidence in policing in their area. 16% of respondents said that they were very satisfied (9-10) that the PCSP in their local area had increased engagement with the police, including 8% who were ‘completely’ in agreement with this.

However, 30% gave a score of 0-6 indicating low satisfaction that their local PCSP had increased engagement. 16% of respondents also gave a rating between 9-10 when asked whether their local PCSP had supported confidence in policing in their area, compared to 25% who were less satisfied that was the case (i.e. rating of 0-6). It should be noted, however, that one fifth (20%) of respondents were not sure what impact their PCSP had had on both engagement with the police and with confidence in policing.

Figure 5.4 Satisfaction with PCSPs



Those from a Protestant background (33% rating 0-6) were more likely to express low satisfaction that PCSPs had increased engagement with police in their area than those from a Catholic background (29% rating 0-6). Similarly, those from a Protestant background (38%, compared to 29% from a Catholic background) were more likely to have low satisfaction with the role of PCSPs in supporting confidence in policing. Respondents who had been a victim of a crime were more likely to have low satisfaction with PCSPs in terms of increasing engagement with the police (42% rating 0-6) and supporting confidence in policing (40%) than those who had not been a victim (29% and 29% respectively).

Contact with the PSNI was also an indicator of satisfaction, with those who had contacted the PSNI more likely to give a rating between 0-6 in terms of how PCSPs had increased engagement (33%) and supported confidence (34%) than those who had not made contact (28% and 29% respectively).

Table 5.3 Satisfaction with PCSPs increasing engagement with the police by religious background, victim of a crime and contact with the PSNI

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All Base: 999	5%	19%	43%	16%	17%	100%
Religious background	Protestant Base: 414	8%	25%	32%	17%	17%	100%
	Catholic Base: 373	5%	24%	37%	13%	21%	100%
	Something else Base: 212	8%	18%	30%	19%	25%	100%
Victim of a crime	Yes Base: 115	17%	25%	23%	13%	21%	100%
	No Base: 884	6%	23%	35%	16%	20%	100%
Contact with police	Yes Base: 312	9%	24%	30%	17%	20%	100%
	No Base: 684	6%	22%	35%	16%	21%	100%

Table 5.4 Satisfaction with PCSPs supporting confidence in the police by religious background, victim of a crime and contact with the PSNI

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All Base: 999	7%	23%	33%	16%	20%	100%
Religious background	Protestant Base: 414	9%	24%	32%	17%	17%	100%
	Catholic Base: 373	5%	24%	36%	13%	22%	100%
	Something else Base: 212	8%	19%	31%	17%	25%	100%
Victim of a crime	Yes Base: 115	17%	23%	23%	14%	22%	100%
	No Base: 884	6%	23%	35%	16%	20%	100%
Contact with police	Yes Base: 312	10%	24%	31%	16%	19%	100%
	No Base: 684	6%	23%	35%	15%	21%	100%

6 PUBLIC PERCEPTIONS OF THE POLICING BOARD

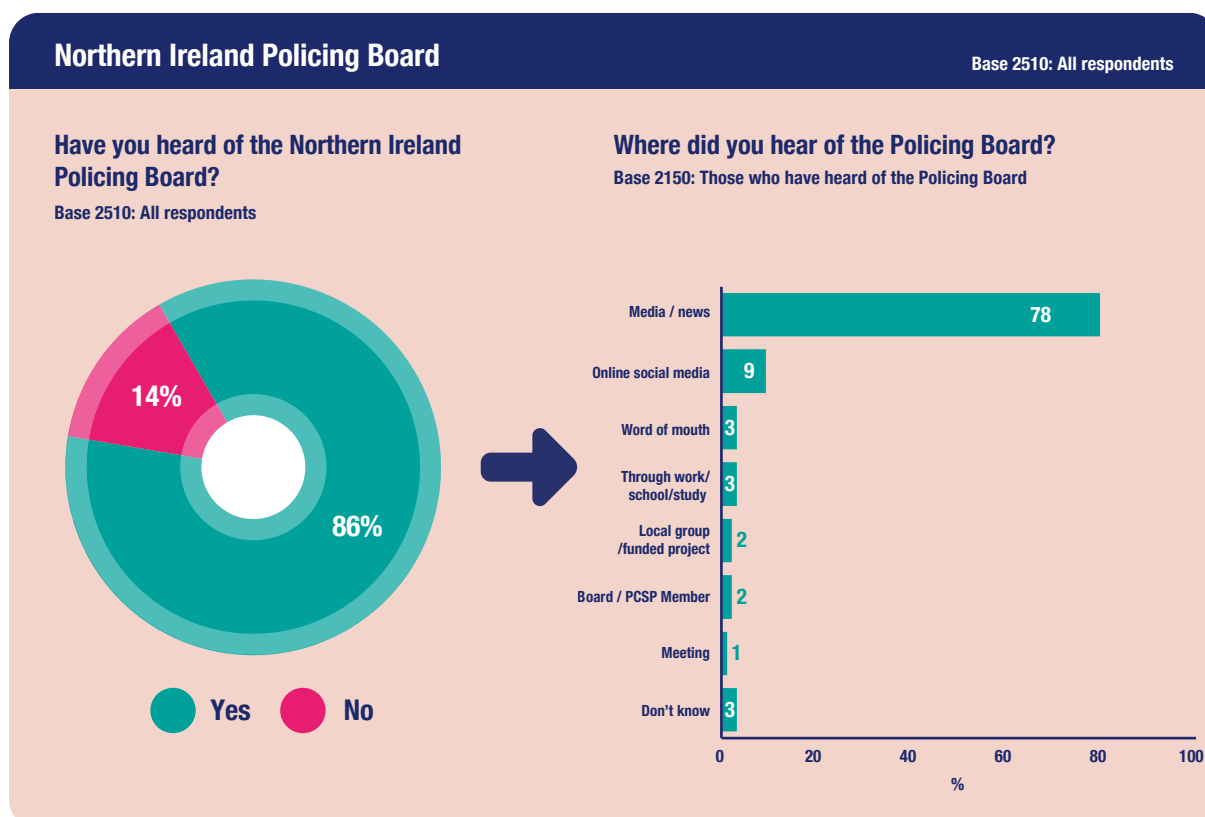
In this section we examine the public's awareness and knowledge of the Policing Board in relation to:

- Where they heard of the Policing Board;
- The primary role of the Policing Board; and
- Satisfaction with the Policing Board.

AWARENESS OF THE POLICING BOARD

Respondents were asked whether or not they had heard of the Northern Ireland Policing Board. The majority (86%) were aware of the Policing Board, with the media and news (78%) the most likely place these respondents had become aware of the organisation. A further 9% had become aware through online social media, while 3% heard through their job or education and 3% via word of mouth.

Figure 6.1 Awareness of the Policing Board



Respondents from a Protestant background (90%) were more likely to have heard of the Policing Board than those from a Catholic background (84%), as were those living in the least deprived areas (89%) compared to those in the most deprived (77%). 93% of respondents aged 65 or older were aware of the Policing Board, compared to less than two thirds (64%) of those aged between 17 and 24.

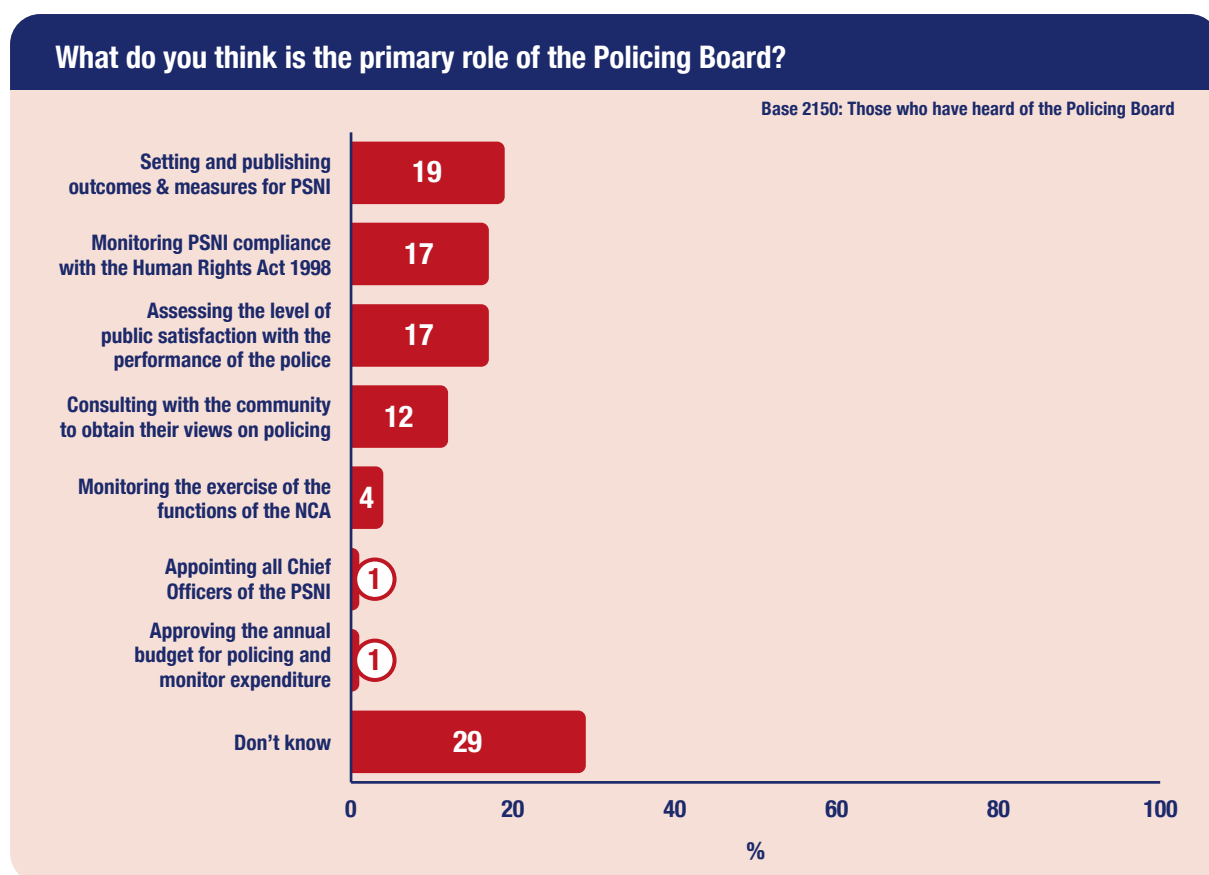
Table 6.1 Awareness of the Policing Board by age, religious background, and deprivation

		Aware	Not aware	Total
Overall	All <i>Base: 2510</i>	86%	14%	100%
Age	Under 25 <i>Base: 311</i>	64%	36%	100%
	25-34 <i>Base: 429</i>	80%	20%	100%
	35-64 <i>Base: 1251</i>	90%	10%	100%
	65 plus <i>Base: 511</i>	93%	7%	100%
Religious background	Protestant <i>Base: 964</i>	90%	10%	100%
	Catholic <i>Base: 986</i>	84%	16%	100%
	Something else <i>Base: 560</i>	81%	19%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived <i>Base: 447</i>	77%	23%	100%
	2 <i>Base: 519</i>	86%	14%	100%
	3 <i>Base: 557</i>	86%	14%	100%
	4 <i>Base: 522</i>	90%	10%	100%
	5 - Least deprived <i>Base: 465</i>	89%	11%	100%

ROLE OF THE POLICING BOARD

Although 86% were aware of the Policing Board, 29% were unsure of what their primary role was. Around one fifth (19%) thought the Policing Board was responsible for the setting and publishing of the measures and outcomes for the PSNI. 17% suggested that the Policing Board monitored the PSNI's compliance with the Human Rights Act 1998, and a further 17% thought the Policing Board assessed the public's satisfaction with the performance of the police. 12% believed the Policing Board had a consulting role in terms of obtaining the views of communities on policing, and 4% thought the Policing Board monitored how the National Crime Agency (NCA) exercised its functions. 1% either said that the Policing Board was responsible for appointing the PSNI's Chief Officers or for approving the annual budget for and monitoring the expenditure of the police.

Figure 6.2 Role of the Policing Board



All respondents were asked whether they thought the Policing Board is a part of the police or a body independent of the police. The majority (57%) thought that the Policing Board is independent from the police rather than a part of the police itself (26%) and 16% were not sure. There were no significant differences between those from a Protestant and Catholic background in terms of response to this question. However, those living in the most deprived areas (25%) and younger respondents aged 17 to 24 (24%) were more likely to not know if the Policing Board was independent or part of the police than those in the least deprived areas (13%) and older respondents aged 65 plus (18%).

Figure 6.3 The Policing Board is part of the police or independent from the police

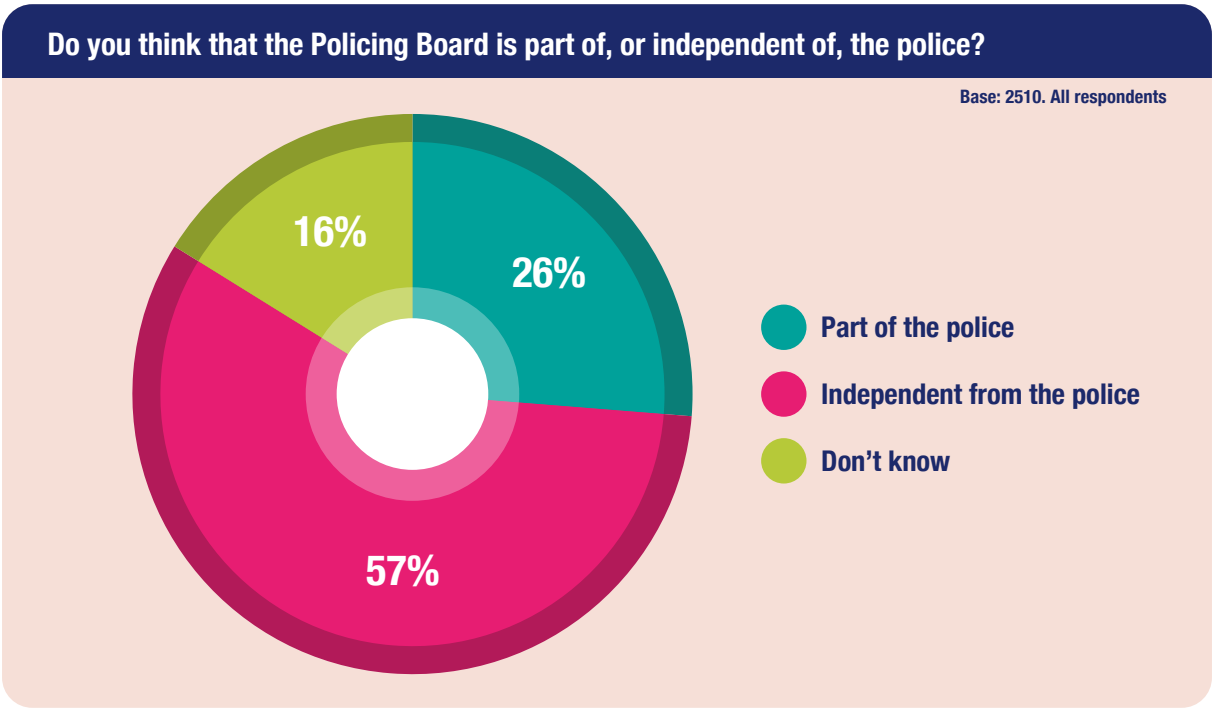


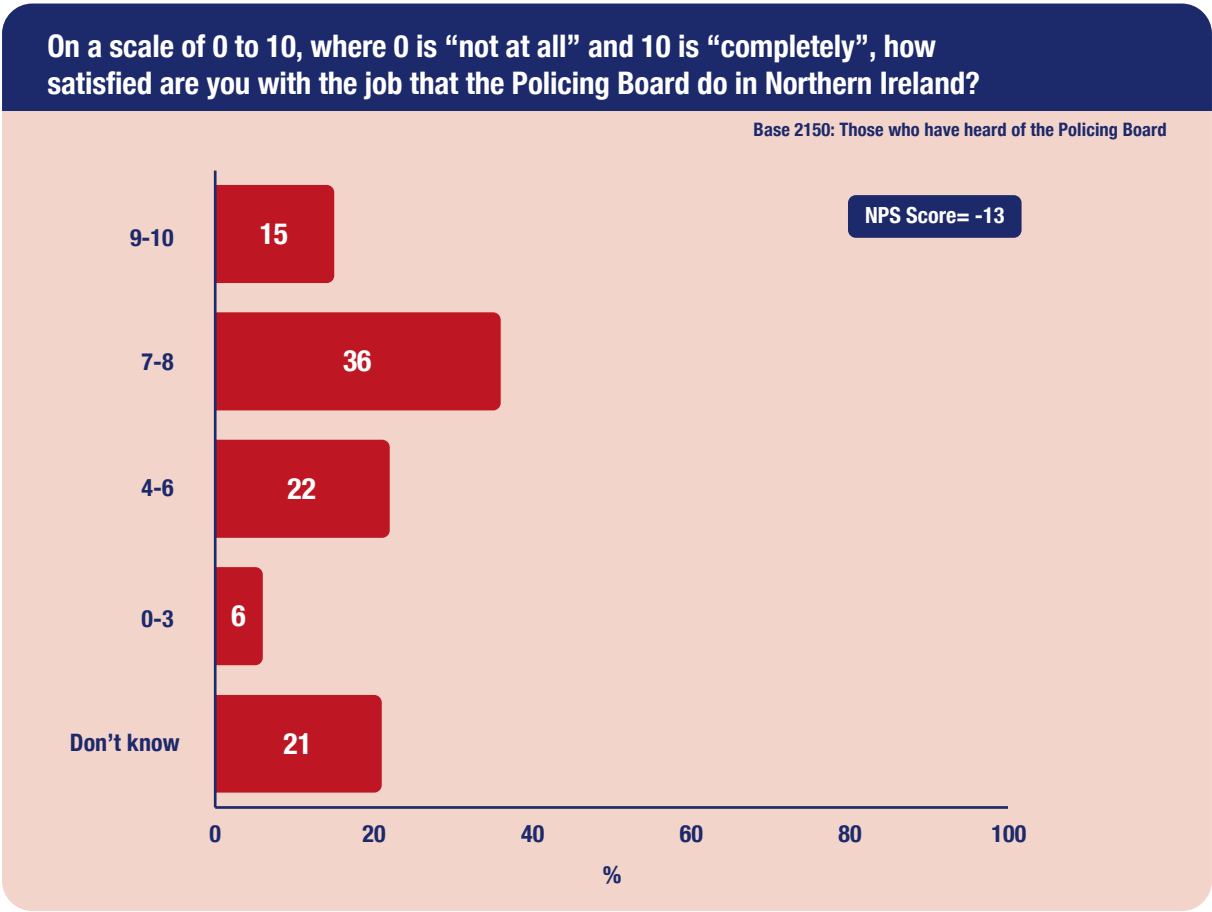
Table 6.2 The Policing Board is part of or independent from the police by age, religious background and deprivation

		Part of the police	Independent from the police	Not sure	Total
Overall	All				
	Base: 2510	26%	57%	16%	100%
Age	Under 25				
	Base: 311	32%	44%	24%	100%
	25-34				
	Base: 429	31%	52%	17%	100%
	35-64				
	Base: 1251	25%	61%	13%	100%
Religious background	65 plus				
	Base: 511	22%	60%	18%	100%
	Protestant				
	Base: 964	27%	60%	13%	100%
Religious background	Catholic				
	Base: 986	27%	57%	16%	100%
	Something else				
	Base: 560	25%	53%	21%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived				
	Base: 447	25%	50%	25%	100%
	2				
	Base: 519	26%	58%	16%	100%
	3				
	Base: 557	29%	56%	15%	100%
Multiple Deprivation Measure Quintile	4				
	Base: 522	25%	61%	13%	100%
	5 - Least deprived				
	Base: 465	26%	60%	13%	100%

SATISFACTION WITH THE POLICING BOARD

Respondents who were aware of the Policing Board were then asked to rate on a scale of zero to ten (where zero is ‘not at all’ and ten is ‘completely’) their satisfaction with the job the Policing Board do in Northern Ireland. 15% of respondents indicated that they were very satisfied (i.e. rating of 9-10) with the job the Policing Board do, including 8% who were ‘completely’ satisfied. This is compared to 28% who indicated low satisfaction (i.e. rating between 0-6). However, one in five (21%) were not sure how they would rate the performance of the Policing Board.

Figure 6.4 Satisfaction with the Policing Board



No significant differences were observed in satisfaction between respondents from a Protestant or Catholic background, although those from a Catholic background (23%) were more likely to not know how they would rate the job the Policing Board do compared to those from a Protestant background (16%). Those who had been a victim of a crime in the last 2 years (38%) were more likely to give a rating of 0-6 than those who had not (27%), as were those who had contacted the PSNI (33%) when compared with those who had not made contact (27%). Respondents living in the most deprived areas (23%) were also more likely than those in the least deprived areas (28%) to rate their satisfaction with the job the Policing Board do between 0-6.

Table 6.3 Satisfaction with the Policing Board by religious background, deprivation, victim of a crime and contact with the PSNI

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All Base: 2150	6%	22%	36%	15%	21%	100%
Religious background	Protestant Base: 866	6%	25%	36%	16%	16%	100%
	Catholic Base: 831	6%	19%	37%	15%	23%	100%
	Something else Base: 453	7%	22%	32%	13%	26%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 344	9%	24%	29%	12%	26%	100%
	2 Base: 446	6%	22%	36%	17%	19%	100%
	3 Base: 479	6%	21%	37%	12%	24%	100%
	4 Base: 469	6%	22%	36%	17%	18%	100%
	5 - Least deprived Base: 412	5%	23%	39%	16%	18%	100%
Victim of a crime	Yes Base: 207	14%	24%	27%	15%	20%	100%
	No Base: 1942	5%	22%	37%	15%	21%	100%
Contact with police	Yes Base: 549	9%	24%	33%	16%	19%	100%
	No Base: 1594	5%	22%	37%	15%	21%	100%

7 PUBLIC PERCEPTIONS OF THE NATIONAL CRIME AGENCY (NCA)

In this section we examine the public's awareness of and satisfaction with the National Crime Agency (NCA).

The NCA is responsible for tackling serious and organised crime throughout the UK. Three in five (61%) respondents had heard of the NCA prior to the survey, compared to 39% who had not heard of the NCA. Awareness was greater amongst those from a Protestant background, with two thirds (66%) saying they had heard of the NCA compared to 58% of those from a Catholic background. Although no differences in awareness were observed between those who had been a victim of a crime, those who had contacted the PSNI in the last year (66%) were more likely to have heard of the NCA than those who had not contacted them (60%). following significant differences were also observed:

- Respondents aged 65 or older (66%) were more likely to be aware of the NCA than those aged 17 to 24 (41%);
- Over half (52%) of respondents living in the most deprived areas had not heard of the NCA before, compared to one third (33%) of those in the least deprived areas.

Figure 7.1 Awareness of and satisfaction with the NCA

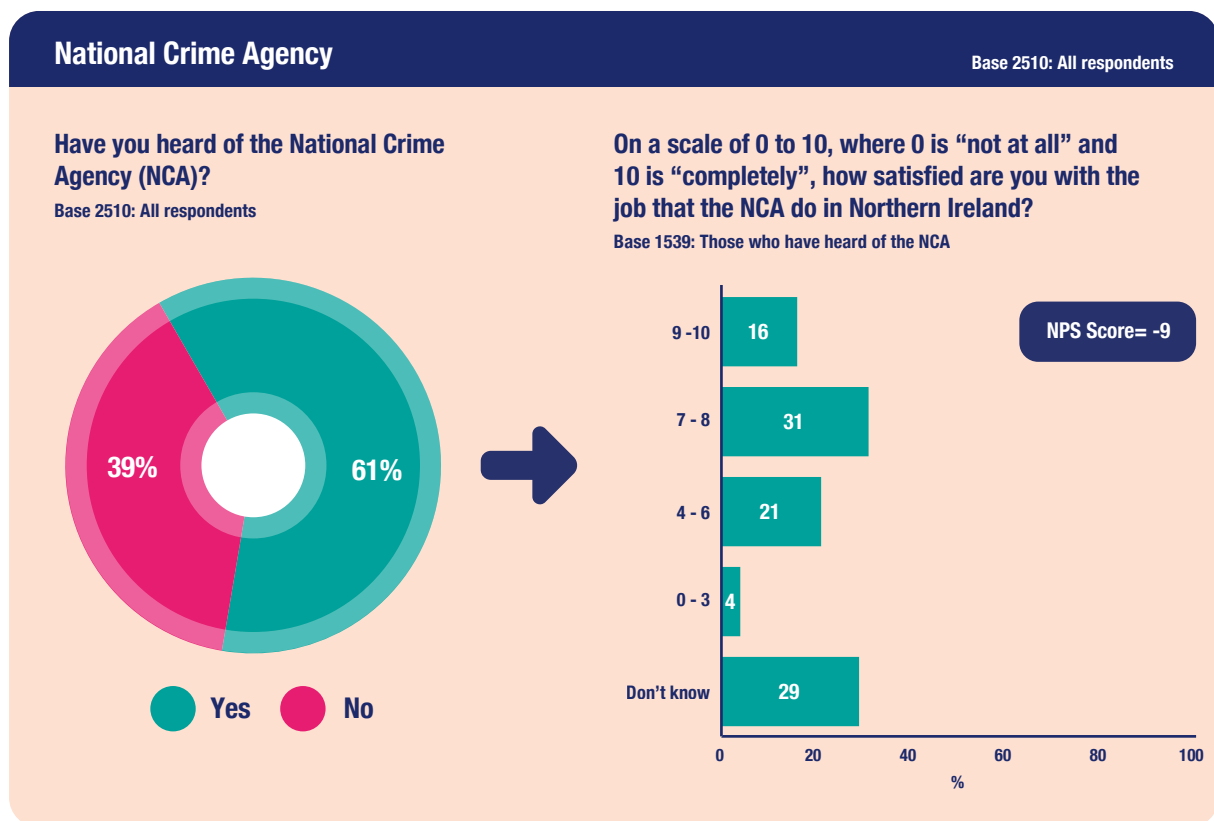


Table 7.1 Awareness of the NCA by age, religious background, deprivation and contact with the PSNI

		Aware	Not aware	Total
Overall	All Base: 2510	61%	39%	100%
Age	Under 25 Base: 311	41%	59%	100%
	25-34 Base: 429	56%	44%	100%
	35-64 Base: 1251	67%	33%	100%
	65 plus Base: 511	66%	34%	100%
Religious background	Protestant Base: 964	66%	34%	100%
	Catholic Base: 986	58%	42%	100%
	Something else Base: 560	58%	42%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	48%	52%	100%
	2 Base: 519	62%	38%	100%
	3 Base: 557	64%	36%	100%
	4 Base: 522	65%	35%	100%
	5 - Least deprived Base: 465	67%	33%	100%
Contact with police	Yes Base: 637	66%	34%	100%
	No Base: 1861	60%	40%	100%

Those respondents who had heard of the NCA were then asked to rate their satisfaction with the job the NCA do in NI on a scale of zero to ten, where zero is 'not at all' and ten is 'completely'. 16% said that they were very satisfied (i.e. rating 9-10), with the job the NCA do, including 9% who were 'completely' satisfied. One quarter (25%) expressed low satisfaction (i.e. rating between 0-6). Respondents from a Protestant background (19%) were more likely to rate their satisfaction with the job the NCA do between 9-10 than those from a Catholic background (14%), although it should be noted that those from a Catholic background were more likely to be not sure in this regard (30%, compared to 24% from a Protestant background). Those who had been a victim of a crime in the last 2 years (34%) were more likely to give a rating of 0-6 than those who had not been a victim (24%), while 27% of those who had contacted the PSNI gave a rating of 0-6 compared to 24% of those who had not. Satisfaction with the NCA was greater amongst those living in social housing (23%) compared to those who own their home (15%).

Table 7.2 Satisfaction with the NCA by religious background, tenure, victim of a crime and contact with the PSNI

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All Base: 1539	4%	21%	31%	16%	29%	100%
Religious background	Protestant Base: 637	3%	18%	36%	19%	24%	100%
	Catholic Base: 576	4%	24%	28%	14%	30%	100%
	Something else Base: 326	4%	20%	27%	12%	36%	100%
Tenure	Own home Base: 1202	3%	21%	32%	15%	29%	100%
	Private rent Base: 170	4%	23%	28%	17%	28%	100%
	Social housing Base: 141	8%	18%	28%	23%	23%	100%
Victim of a crime	Yes Base: 155	11%	23%	21%	17%	28%	100%
	No Base: 1383	3%	21%	32%	16%	29%	100%
Contact with police	Yes Base: 549	7%	20%	27%	18%	28%	100%
	No Base: 1594	3%	21%	33%	15%	29%	100%

8 OUTCOMES

The Northern Ireland Policing Plan 2020-2025 outlines the collective policing ambition for the five year period and sets out three outcomes for policing. The following section will examine the performance of policing in NI in relation to these three outcomes:

- We have a safe community;
- We have confidence in policing; and
- We have engaged and supported communities.

OUTCOME 1: WE HAVE A SAFE COMMUNITY

The first outcome of the Policing Plan 2020-2025 is 'We have a safe community'. This relates to how the police tackle crime in and make communities safer. The indicators and measures of this outcome are detailed in Figure 8.1 below.

Figure 8.1 Indicators and measures of Outcome 1: 'We have a safe community'

INDICATOR	MEASURE
1.1 FEWER REPEAT VICTIMS OF CRIME	1.1.1 Repeat victimisation rate and report on initiatives to support repeat victims with a focus in 2021/22 on victims of (i) Domestic Abuse, (ii) Child Sexual Abuse and Exploitation (CSAE) and (iii) Hate Crime.
1.2 FEWER REPEAT OFFENDERS OF CRIME	1.2.1 Repeat offending rate and report on initiatives to reduce repeat offenders with a focus on Domestic Abuse in 2021/22. 1.2.2 Through Frustrated, Disrupted and Dismantled activity, reduce the capacity and capability of Organised Crime Groups (OCGs) and paramilitary organisations to engage in criminal activity.
1.3 PEOPLE IN ALL COMMUNITIES FEEL SAFE	1.3.1 Number of people in Northern Ireland who feel safe in their; local area, local high street or town centre and own home. 1.3.2 Rate of places repeatedly victimised.
1.4 CRIME RATES AND TRENDS SHOWCASE AN EFFECTIVE POLICE RESPONSE	1.4.1 Benchmark PSNI crime rates against previous PSNI levels and other most similar police services.

This outcome was evaluated under the following topics in the survey:

- Safety in the community;
- Safety in local town centre; and
- Effectiveness of PSNI in keeping the community safe.

SAFETY IN THE COMMUNITY

Respondents were asked how safe they feel in the community they live in. The majority (92%) reported that they felt safe in their community, including 40% who believed they were ‘very safe’. This is in comparison to 7% who said they felt ‘unsafe’ or ‘very unsafe’. Those living in the most deprived areas (11%) were more likely to say they feel unsafe in their community compared to those living in the least deprived areas (6%). Respondents who own their home (94%) were more likely to feel safe than those privately renting (89%) or who live in social housing (88%). While no differences were observed between those from Protestant and Catholic backgrounds, the following differences were identified:

- Male respondents (94%) were more likely to say they felt safe in their community than female respondents (91%) (although no significant differences were observed between those who said they felt unsafe);
- Rural respondents (95%) were more likely to feel safe in their community than urban respondents (91%);
- One quarter (24%) of respondents who had been a victim of a crime said they felt unsafe in their community, in contrast to 4% of those who had not been a victim;
- Respondents who had not contacted the PSNI (95%) were more likely to feel safe than those who had contacted the police (86%).

Figure 8.2 Safety in the local community

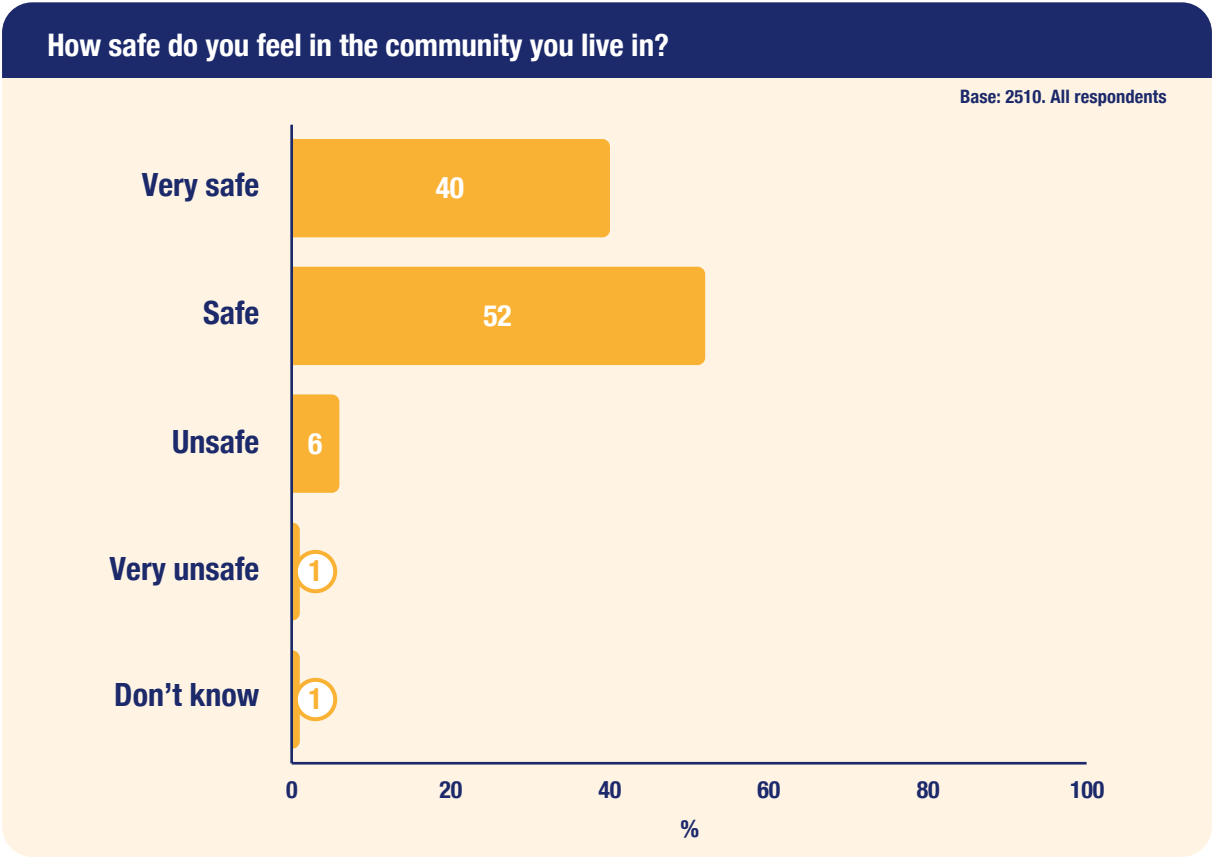


Table 8.1 Safety in the local community by gender, religious background, location, deprivation, tenure, victim of a crime and contact with the PSNI

		Safe	Unsafe	Not sure	Total
Overall	All Base: 2510	92%	7%	1%	100%
Gender	Male Base: 1222	94%	6%	0%	100%
	Female Base: 1287	91%	8%	1%	100%
Religious background	Protestant Base: 964	94%	6%	0%	100%
	Catholic Base: 986	92%	7%	1%	100%
	Something else Base: 560	91%	8%	1%	100%
Location	Urban Base: 1520	91%	9%	0%	100%
	Rural Base: 990	95%	4%	1%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	88%	11%	1%	100%
	2 Base: 519	92%	8%	1%	100%
	3 Base: 557	93%	6%	1%	100%
	4 Base: 522	95%	5%	0%	100%
	5 - Least deprived Base: 465	94%	6%	1%	100%
Tenure	Own home Base: 1834	94%	6%	0%	100%
	Private rent Base: 322	89%	11%	0%	100%
	Social housing Base: 292	88%	12%	1%	100%
Victim of a crime	Yes Base: 232	75%	24%	1%	100%
	No Base: 2274	94%	5%	0%	100%
Contact with police	Yes Base: 637	86%	13%	1%	100%
	No Base: 1861	95%	5%	0%	100%

Despite the large majority of respondents saying they feel safe in their area, other findings suggest that there are concerns about crime. 38% indicated that crime in their area was concerning for them, with 6% saying they were 'very concerned'. However, 62% were not concerned about crime in their area, with 14% saying they were 'very unconcerned'.

No significant differences were identified between those from Protestant and Catholic backgrounds, but those who had been a victim of a crime (59%) were more likely to be concerned than those who had not been (35%). Similarly, those who had contacted the police (48%) were more likely to express concern than those who had not made contact (34%). Those aged between 17 to 24 (26%) and 25 to 34 (31%) were less likely to be concerned about crime in their area than those aged 35 to 64 (41%) and 65 plus (42%).

Figure 8.3 Concerns about crime in the area

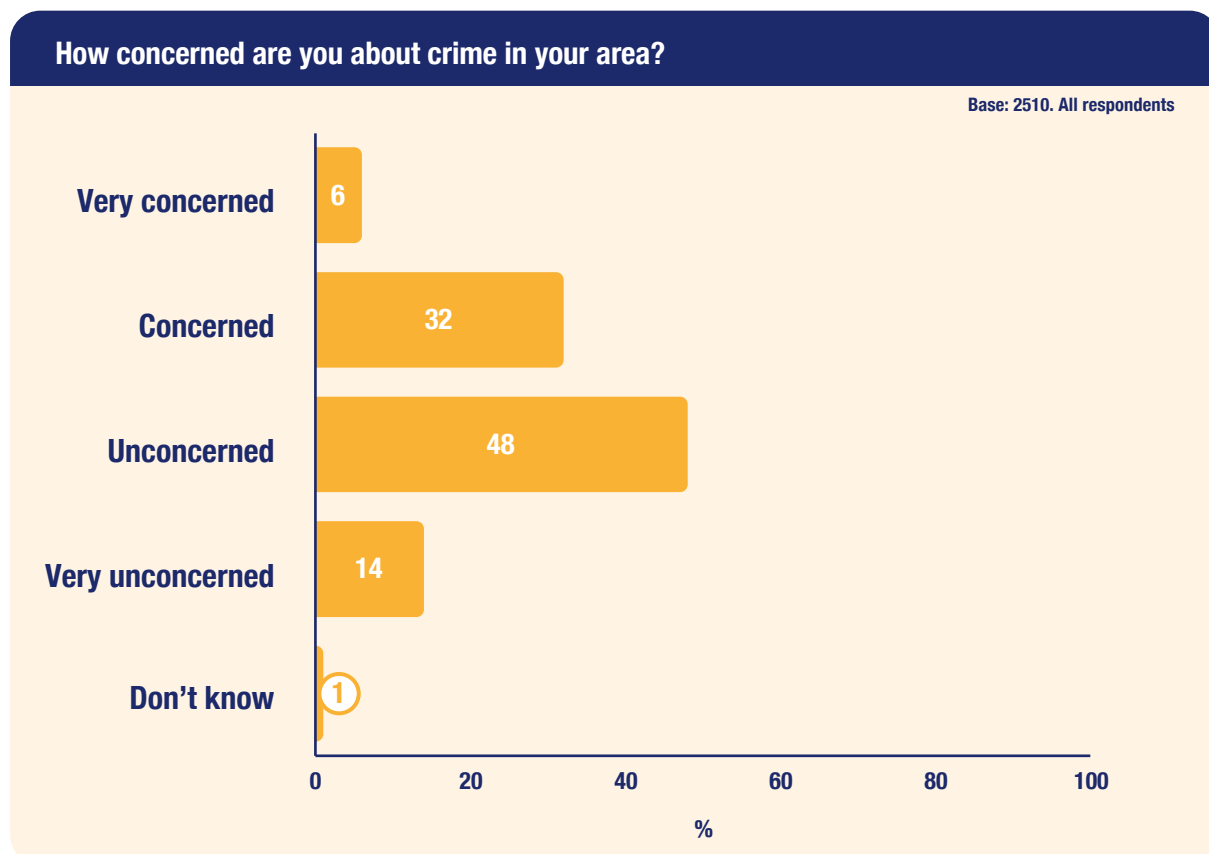


Table 8.2 Concerns about crime in the area by age, religious background, victim of a crime and contact with the PSNI

		Concerned	Unconcerned	Not sure	Total
Overall	All Base: 2510	38%	61%	1%	100%
Age	Under 25 Base: 311	26%	74%	1%	100%
	25-34 Base: 429	31%	68%	1%	100%
	35-64 Base: 1251	41%	58%	1%	100%
	65 plus Base: 511	42%	56%	2%	100%
Religious background	Protestant Base: 964	40%	60%	0%	100%
	Catholic Base: 986	37%	62%	1%	100%
	Something else Base: 560	35%	62%	2%	100%
Victim of a crime	Yes Base: 232	59%	39%	1%	100%
	No Base: 2274	35%	64%	1%	100%
Contact with police	Yes Base: 637	48%	51%	1%	100%
	No Base: 1861	34%	65%	1%	100%

SAFETY IN THE LOCAL TOWN CENTRE

Respondents were asked how safe they feel whenever they go into their nearest town centre. The majority (88%) thought that they were safe when going into their nearest town centre, with 29% indicating that they felt very safe. 10% said that they felt 'unsafe', with 1% thinking they were 'very unsafe'. While respondents from Protestant and Catholic backgrounds shared similar views on the safety of their town centre, the following differences were observed:

- Female respondents (12%) were more likely than male respondents (9%) to say they felt unsafe in their nearest town centre;
- The age group that was most likely to feel unsafe was those aged between 35-64 (13%);
- 17% of those living in the most deprived areas said that they felt unsafe, compared to 11% of those in the least deprived areas;
- Respondents who live in social housing (17%) were more likely than those living in their own home (9%) to say they felt unsafe;
- Urban respondents (13%) were more likely to feel unsafe going into their town centre than those living in rural areas (7%);
- One in five (21%) of those who had been the victim of a crime felt unsafe going into their town centre, as did 14% of those who had contacted the PSNI. This is in contrast to 10% of those who had not been a victim and 9% of those who had not contacted the PSNI.

Figure 8.4 Safety in the nearest town centre

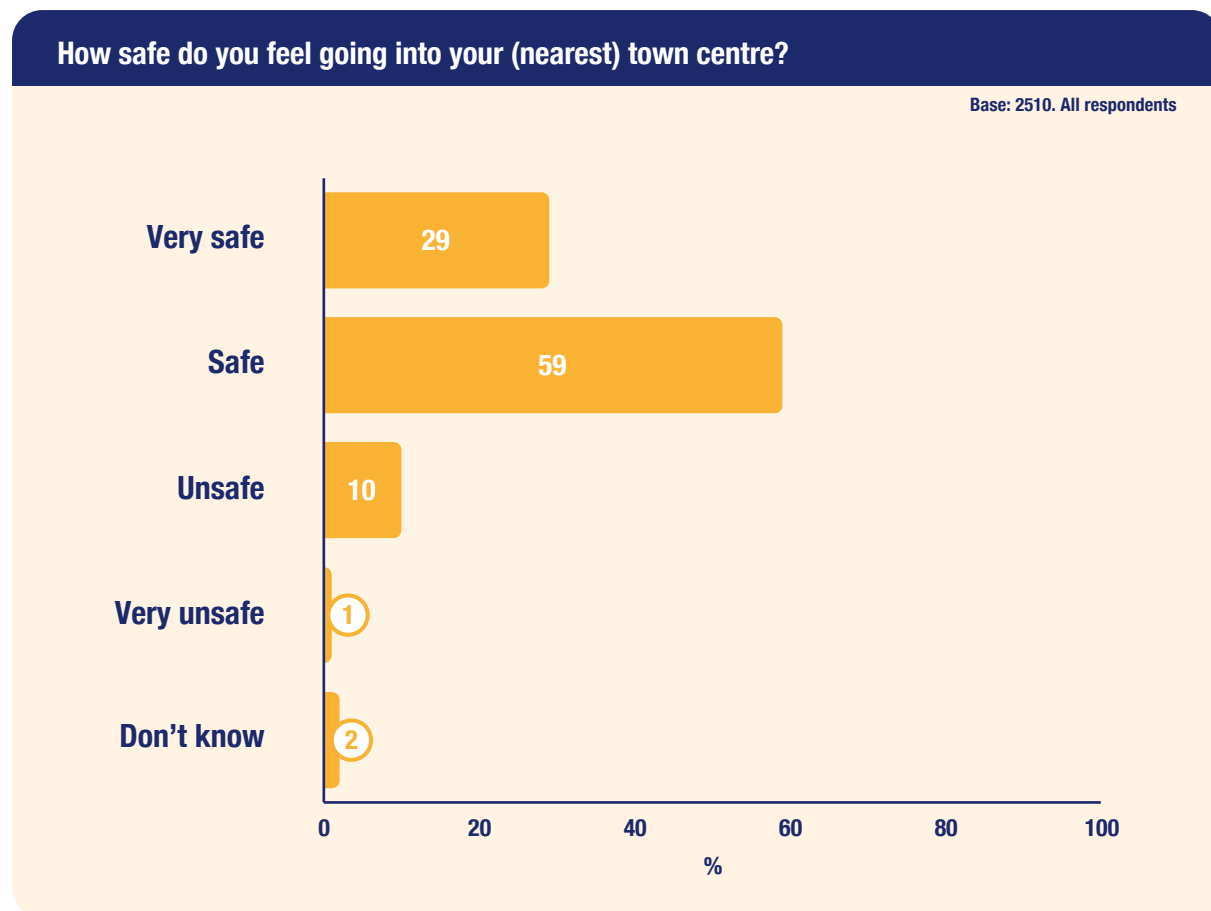
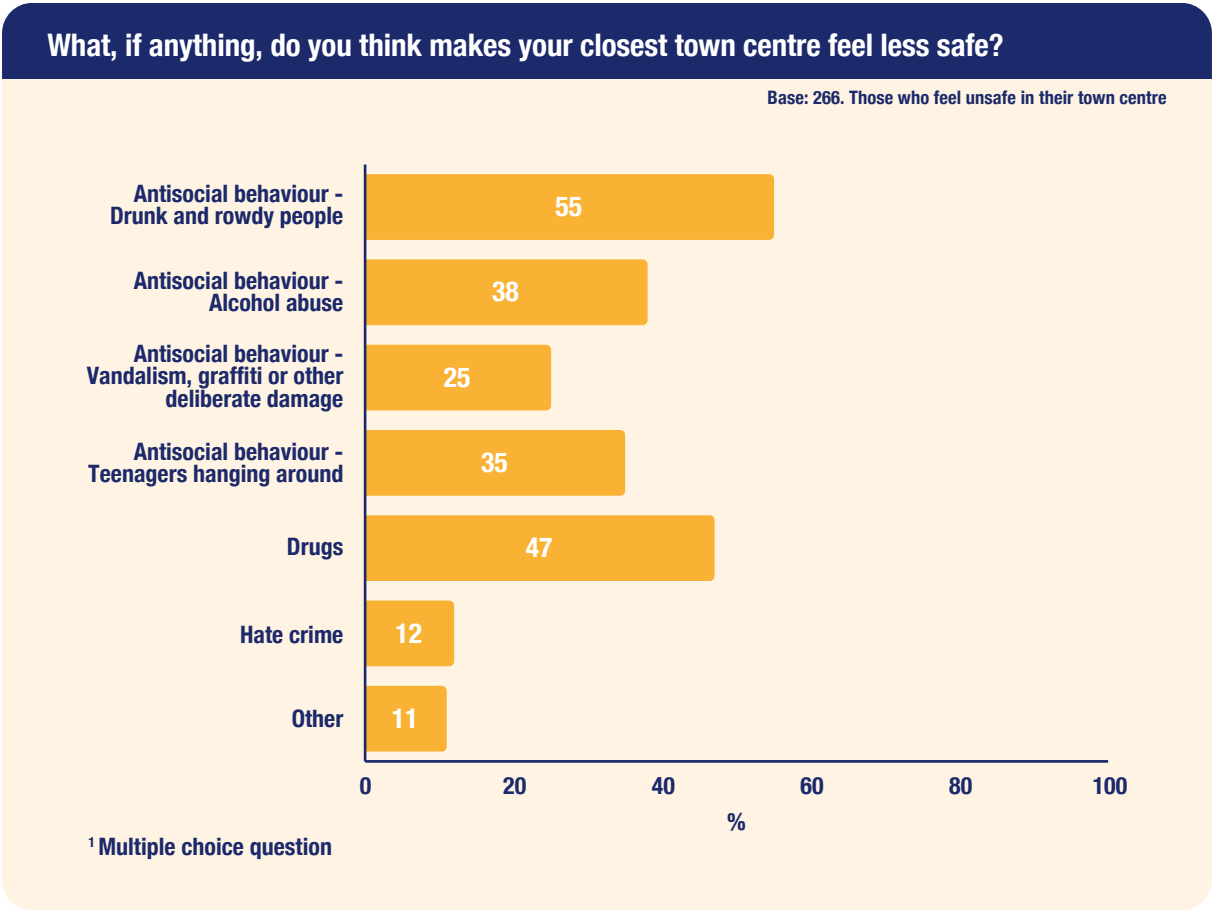


Table 8.3 Safety in the nearest town centre by gender, age, religious background, location, deprivation, tenure, victim of a crime and contact with the PSNI

		Safe	Unsafe	Not sure	Total
Overall	All Base: 2510	88%	11%	2%	100%
Gender	Male Base: 1222	90%	9%	1%	100%
	Female Base: 1287	86%	12%	2%	100%
Age	Under 25 Base: 311	90%	10%	0%	100%
	25-34 Base: 429	89%	10%	1%	100%
	35-64 Base: 1251	86%	13%	1%	100%
	65 plus Base: 511	90%	6%	4%	100%
Religious background	Protestant Base: 964	88%	11%	1%	100%
	Catholic Base: 986	88%	11%	1%	100%
	Something else Base: 560	87%	10%	3%	100%
Location	Urban Base: 1520	86%	13%	1%	100%
	Rural Base: 990	91%	7%	2%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	81%	17%	2%	100%
	2 Base: 519	89%	9%	2%	100%
	3 Base: 557	91%	8%	1%	100%
	4 Base: 522	89%	9%	2%	100%
	5 - Least deprived Base: 465	88%	11%	1%	100%
Tenure	Own home Base: 1834	89%	9%	2%	100%
	Private rent Base: 322	86%	14%	0%	100%
	Social housing Base: 292	82%	17%	1%	100%
Victim of a crime	Yes Base: 232	78%	21%	1%	100%
	No Base: 2274	89%	10%	1%	100%
Contact with police	Yes Base: 637	85%	14%	0%	100%
	No Base: 1861	89%	9%	2%	100%

Those who said they felt ‘unsafe’ or ‘very unsafe’ in their town centre were then asked why they felt this way. Antisocial behaviour was the most cited reason for feeling unsafe, either due to drunk and rowdy people (55%), alcohol abuse (38%), teenagers hanging around (35%) and vandalism (25%). Just less than half (47%) were also concerned about drug abuse, while 12% had fears over hate crimes.

Figure 8.5 Reasons for feeling unsafe in the nearest town centre



EFFECTIVENESS OF THE PSNI IN KEEPING THE COMMUNITY SAFE

The majority had confidence in the PSNI’s ability to keep their community safe, with three quarters (75%) saying they were effective in doing this, compared to 20% who thought they were ineffective at keeping their community safe. Those from a Protestant background (79%) were more likely to say the PSNI was effective compared to those from a Catholic background (72%). Respondents living in the most deprived areas (23%) were more likely to say the PSNI were ineffective at protecting their community than those in the least deprived areas (16%). Just under two in five (38%) of those respondents that had been a victim of a crime believed the PSNI were ineffective, compared to 18% of those who had not been a victim.

Figure 8.6 Effectiveness of the PSNI in keeping the community safe

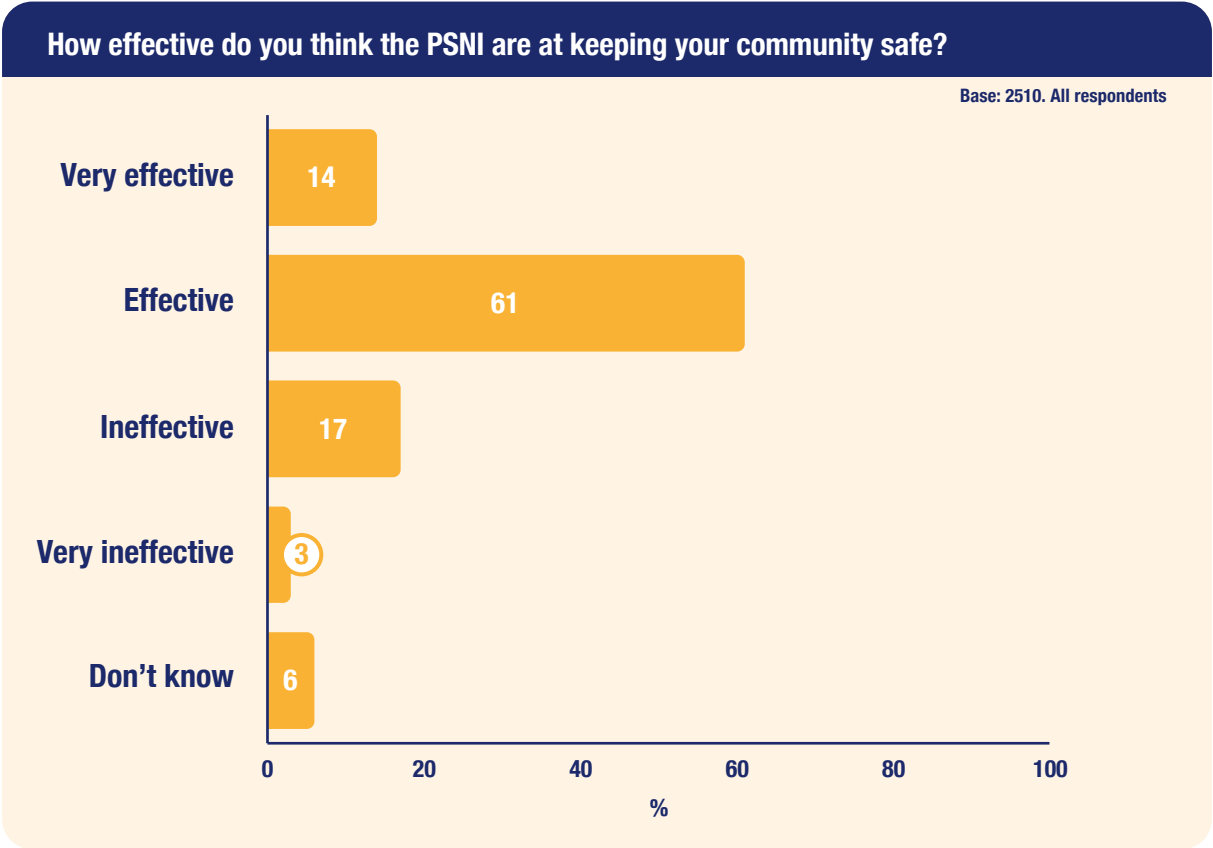


Table 8.4 Effectiveness of the PSNI in keeping the community safe by religious background, deprivation and victim of a crime

		Effective	Ineffective	Not sure	Total
Overall	All	75%	20%	6%	100%
	Base: 2510				
Religious background	Protestant	79%	17%	4%	100%
	Base: 964				
	Catholic	72%	21%	7%	100%
	Base: 986				
	Something else	72%	21%	7%	100%
	Base: 560				
Multiple Deprivation Measure Quintile	1 - Most deprived	70%	23%	7%	100%
	Base: 447				
	2	74%	19%	7%	100%
	Base: 519				
	3	74%	21%	5%	100%
	Base: 557				
	4	77%	19%	5%	100%
	Base: 522				
	5 - Least deprived	80%	16%	4%	100%
	Base: 465				
Victim of a crime	Yes	59%	38%	2%	100%
	Base: 232				
	No	76%	18%	6%	100%
	Base: 2274				

OUTCOME 2: WE HAVE CONFIDENCE IN POLICING

The second outcome outlined in the Policing Plan is 'We have confidence in policing'. This relates to how confidence in and perceptions of the police in NI can be improved, such as through community engagement and targeted activities. The indicators and measures are outlined in Figure 8.7 below.

Figure 8.7 Indicators and measures of Outcome 2: 'We have confidence in policing'

INDICATOR	MEASURE
2.1 THE LEVEL OF PUBLIC CONFIDENCE IN POLICING	2.1.1 Number of people in Northern Ireland who are confident that PSNI is accessible, visible, responsive and victim focused.
2.2 THE LEVEL OF SATISFACTION WITH THE SERVICE RECEIVED	2.2.1 Number of victims and service users who are satisfied with the service they have received.
2.3 THE REPRESENTATIVENESS OF THE POLICE SERVICE	2.3.1 Improve representativeness of the service across ranks, grades and departments by gender and community and socio-economic background.
2.4 DELIVERY OF EFFECTIVE CRIME OUTCOMES	2.4.1 Levels of crime outcomes to identify and respond to areas of concern in outcomes statistics, with a particular focus on domestic abuse in 2021/22.

This outcome was evaluated under the following topics in the survey:

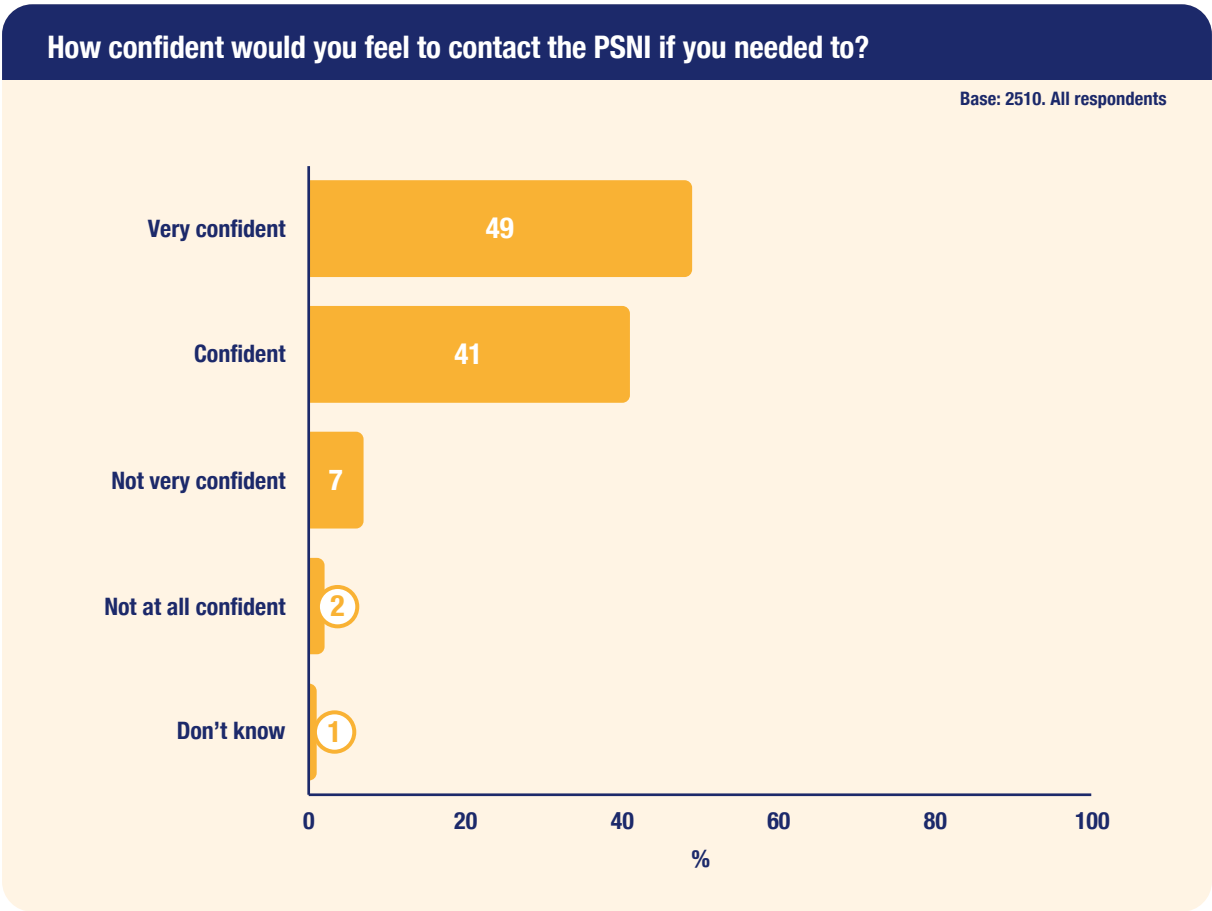
- Confidence in and satisfaction with contacting the PSNI; and
- Visibility and representativeness of police.

CONFIDENCE IN AND SATISFACTION WITH CONTACTING THE PSNI

Respondents were asked to indicate how confident they would feel about contacting the PSNI if they needed to. The majority (90%) said that they would be confident with contacting the PSNI, with almost half (49%) saying they would be ‘very confident’. In comparison, 9% said that they would not be confident contacting the PSNI, including 2% who would be ‘not at all confident’. Respondents from Protestant and Catholic backgrounds expressed similar levels of confidence in contacting the police, but those who had been a victim of a crime (22%) were more likely to say they were not confident than those who had not been a victim (8%). The following significant differences were also observed:

- Younger respondents (12% aged 17 to 24) were more likely to not be confident with contacting the PSNI than older respondents (5% aged 65 plus);
- Female respondents (91%) were more likely to be confident than male respondents (88%);
- 93% of those living in the least deprived areas said they would be confident with contacting the police, compared to 88% of those in the most deprived areas;
- Those who own their home (91%) were more likely to say they were confident with contacting the police than those who privately rent (85%) and who live in social housing (85%).

Figure 8.8 Confidence in contacting the PSNI



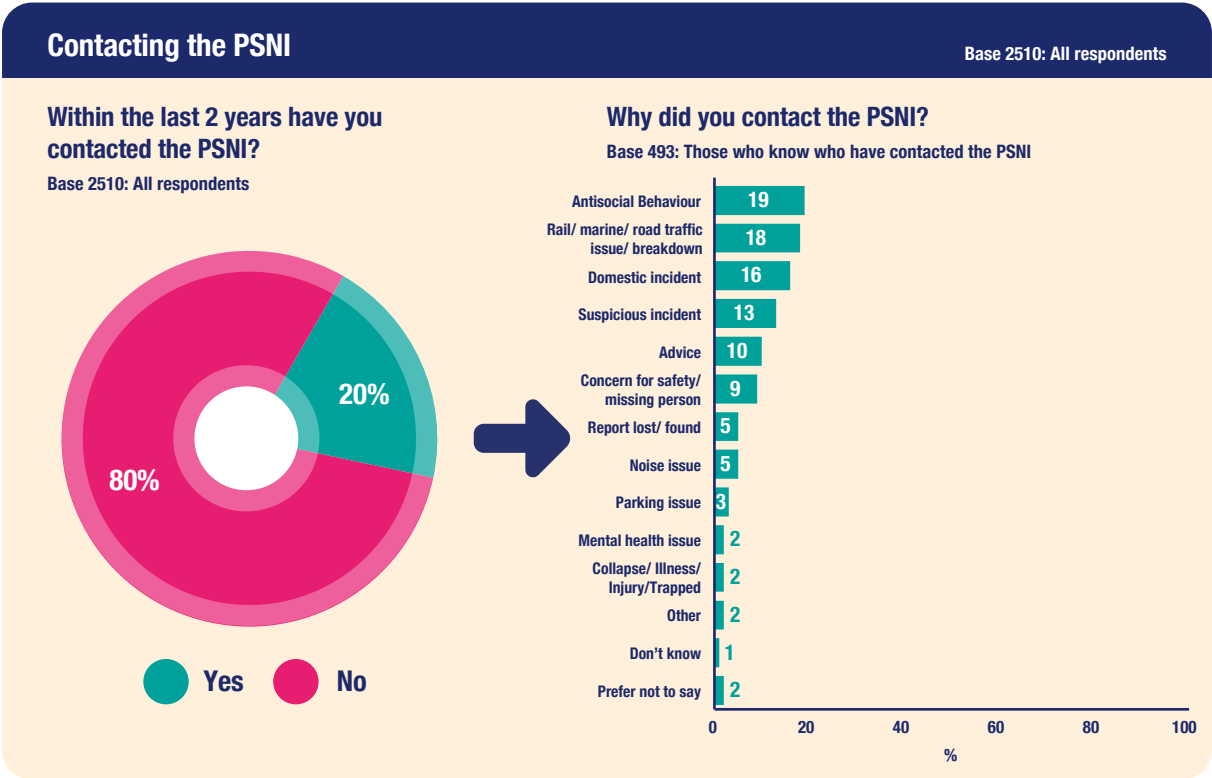
- 1. KEY FINDINGS
- 2. INTRODUCTION
- 3. METHODOLOGY
- 4. PSNI
- 5. PCSps
- 6. NIPB
- 7. NGA
- 8. OUTCOMES
- 9. APPENDICES

Table 8.5 Confidence in contacting the PSNI by gender, age, deprivation, tenure, and victim of a crime

		Confident	Not confident	Not sure	Total
Overall	All Base: 2510	89%	9%	1%	100%
Gender	Male Base: 1222	88%	11%	1%	100%
	Female Base: 1287	91%	8%	1%	100%
Age	Under 25 Base: 311	86%	12%	2%	100%
	25-34 Base: 429	90%	9%	1%	100%
	35-64 Base: 1251	89%	10%	1%	100%
	65 plus Base: 511	93%	5%	2%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	88%	11%	1%	100%
	2 Base: 519	90%	9%	2%	100%
	3 Base: 557	88%	10%	2%	100%
	4 Base: 522	90%	9%	1%	100%
	5 - Least deprived Base: 465	93%	7%	0%	100%
Tenure	Own home Base: 1834	91%	8%	1%	100%
	Private rent Base: 322	85%	12%	2%	100%
	Social housing Base: 292	85%	12%	2%	100%
Victim of a crime	Yes Base: 232	77%	22%	1%	100%
	No Base: 2274	91%	8%	1%	100%

Respondents were then asked if they had contacted the PSNI within the last 2 years other than to report a crime. One in five (20%) said that they had contacted the PSNI, with antisocial behaviour (19%), traffic and travel incidents (18%) and domestic incidents (16%) being the most likely reason for contacting the PSNI.

Figure 8.9 Contacting the PSNI



Respondents from a Protestant background (22%) were more likely to have contacted the police than those from a Catholic background (18%). Respondents aged 65 and over (12%) was the age group which was least likely to have contacted the police than all other age groups, while one quarter (24%) of those living in social housing said they had contacted the police compared to 19% of those who own their home.

Table 8.6 Contacting the PSNI by age, religious background, and tenure

		Contacted the PSNI
Overall	All Base: 2510	20%
Age	Under 25 Base: 311	22%
	25-34 Base: 429	22%
	35-64 Base: 1251	22%
	65 plus Base: 511	12%
Religious background	Protestant Base: 964	22%
	Catholic Base: 986	18%
	Something else Base: 560	19%
Tenure	Own home Base: 1834	19%
	Private rent Base: 322	20%
	Social housing Base: 292	24%

Almost half (48%) of those who contacted the PSNI said that they were satisfied (i.e. rating 9-10) with their interaction, compared to more than one quarter (28%) who indicated low satisfaction (i.e. rating between 0-6). Similar levels of satisfaction were observed between respondents from Protestant and Catholic backgrounds, but 39% of those who had been a victim of a crime gave a rating of 0-6, compared to 26% of those who had not been a victim.

Figure 8.10 Satisfaction with contacting the PSNI

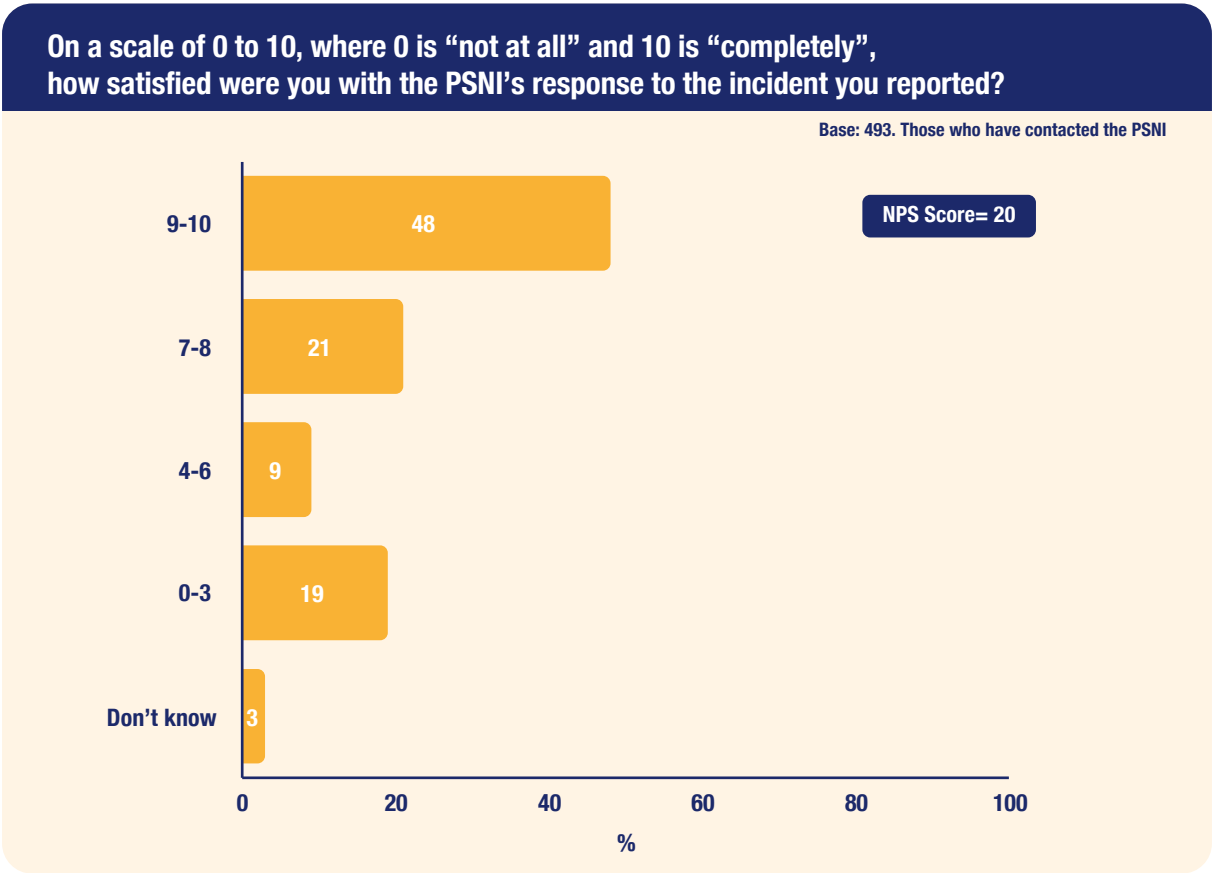


Table 8.7 Satisfaction with contacting the PSNI by victim of a crime

		0-3	4-6	7-8	9-10	Not sure	Total
Overall	All						
	Base: 493	19%	9%	21%	48%	3%	100%
Victim of a crime	Yes						
	Base: 67	30%	9%	22%	37%	1%	100%
	No						
	Base: 426	17%	9%	20%	50%	3%	100%

Contacting the PSNI as a victim of a crime

Almost one in ten (9%) of respondents indicated that they had been a victim of a crime in the last 2 years. Violence (24%), harassment (21%) and robbery or burglary (18%) were the most likely crimes respondents had experienced. 5% of those aged 65 plus said they had been the victim of a crime, while 10% to 11% of all other age groups reported this. No significant differences were observed between the respondents’ religious background or the area they live in. Respondents living in social housing (13%) were more likely to have been a victim compared to those who own their home (8%).

Figure 8.11 Victim of a crime in the last 2 years

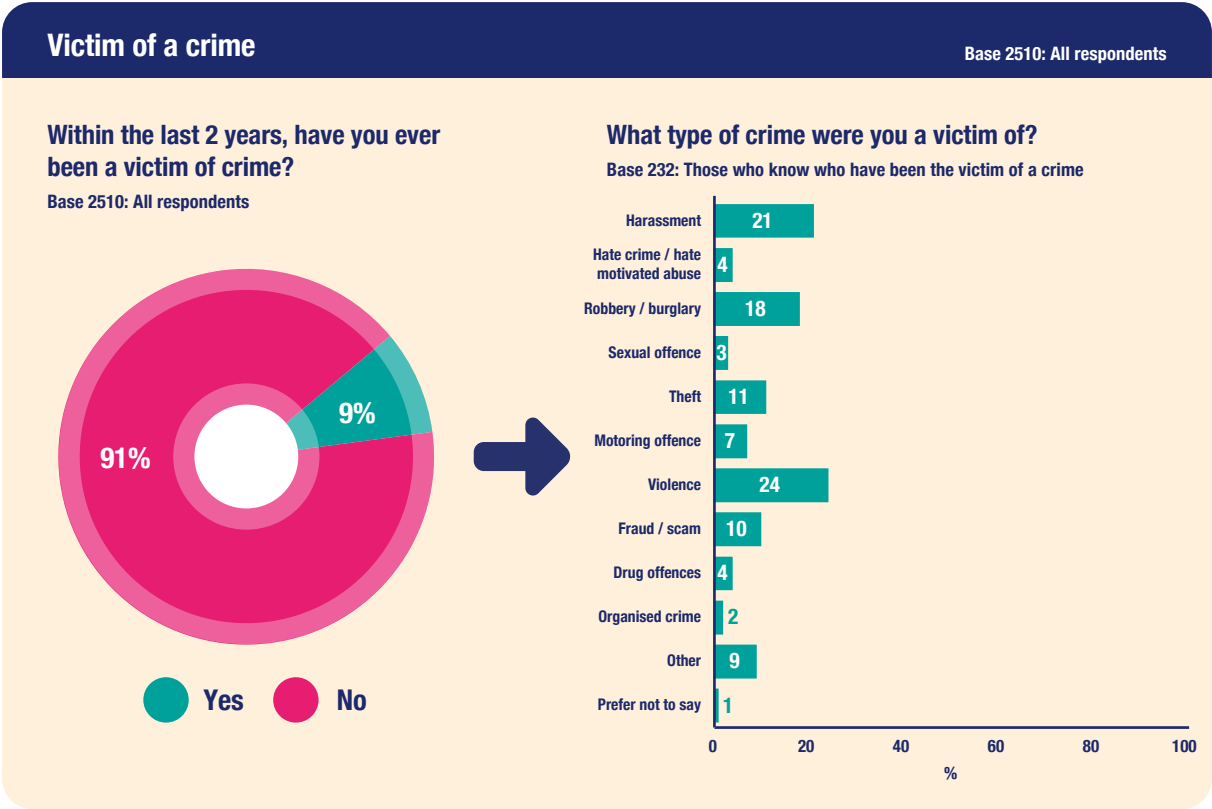
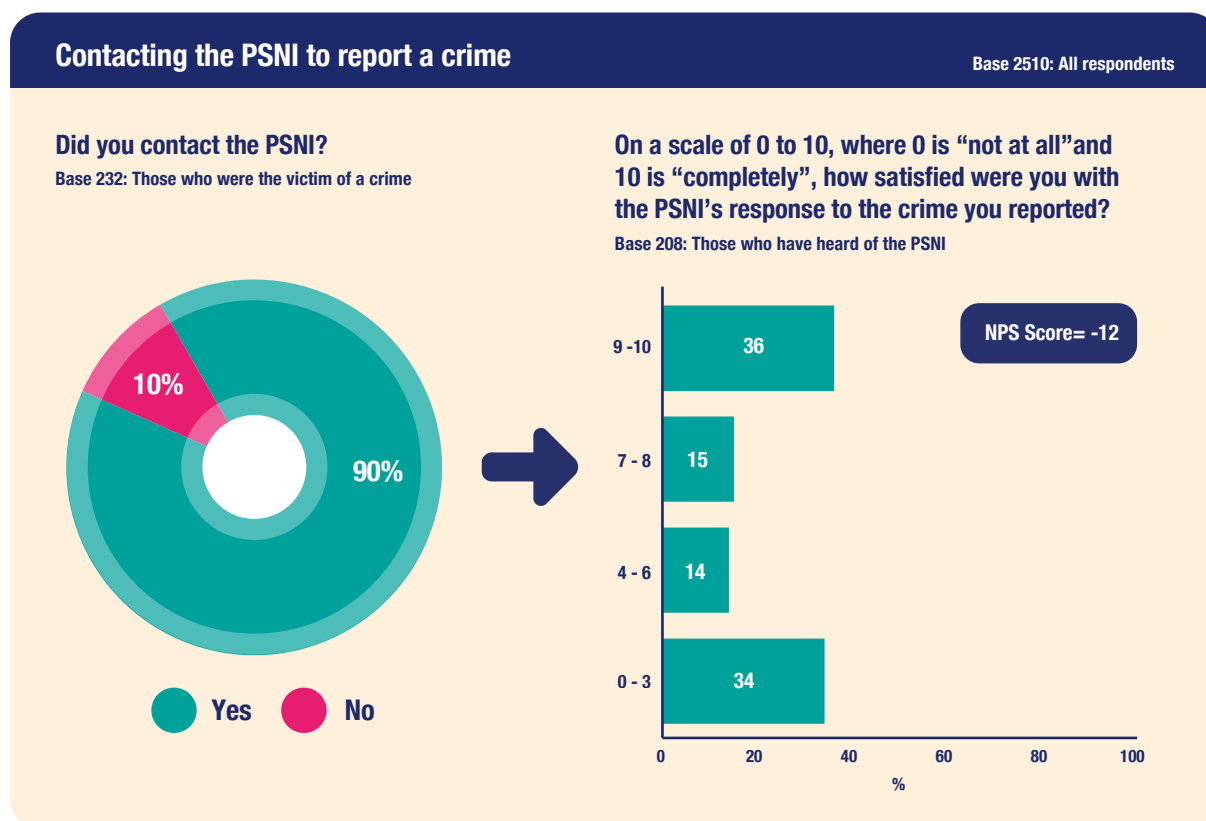


Table 8.8 Victim of a crime in the last 2 years by age and tenure

Victim of a crime		
Overall	All Base: 2510	9%
Age	Under 25 Base: 311	11%
	25-34 Base: 429	10%
	35-64 Base:1251	10%
	65 plus Base: 511	5%
Tenure	Own home Base: 1834	8%
	Private rent Base: 322	11%
	Social housing Base: 292	13%

Nine in ten (90%) respondents who were the victim of a crime said that they contacted the PSNI to report the crime. There were no significant differences in the incidence of reporting a crime between respondents from Protestant and Catholic backgrounds. 36% of those who contacted the PSNI said that they were very satisfied (9-10) with the PSNI’s response to the report, compared to 34% who had low satisfaction.

Figure 8.12 Contacting the PSNI to report a crime



Of the 23 respondents who did not contact the PSNI to report the crime, 11 thought that there was no need to make a report, 9 thought contacting would not help, 4 were afraid to, and 1 respondent was worried about wasting police time.

VISIBILITY AND REPRESENTATIVENESS OF THE POLICE

Respondents were asked to rate how visible they thought the police were in their area and how representative the PSNI was of their community. 58% of respondents thought the police were not visible in their area, with 12% reporting they were ‘not at all visible’. This is in contrast to 40% who believed the police were ‘visible’ or ‘very visible’ in their area. Respondents from Protestant and Catholic backgrounds had similar views of the visibility of police in their area, as did those who had been a victim of a crime compared with those who had not. However, respondents who had contacted the PSNI (46%) were more likely to think police were visible in their area compared to those who had not contacted the police (38%). Other significant differences between subgroups included:

- Over half (54%) of respondents aged between 17 to 24 thought that the police were visible in their area, compared to 29% of those aged 65 and over;
- 49% of those living in social housing and 46% who privately rent said the police were visible in their area, compared to 38% who own their home;
- Respondents living in rural areas (61%) were more likely to say the police were not visible in their area compared to those in urban areas (57%).

Figure 8.13 Visibility of the police

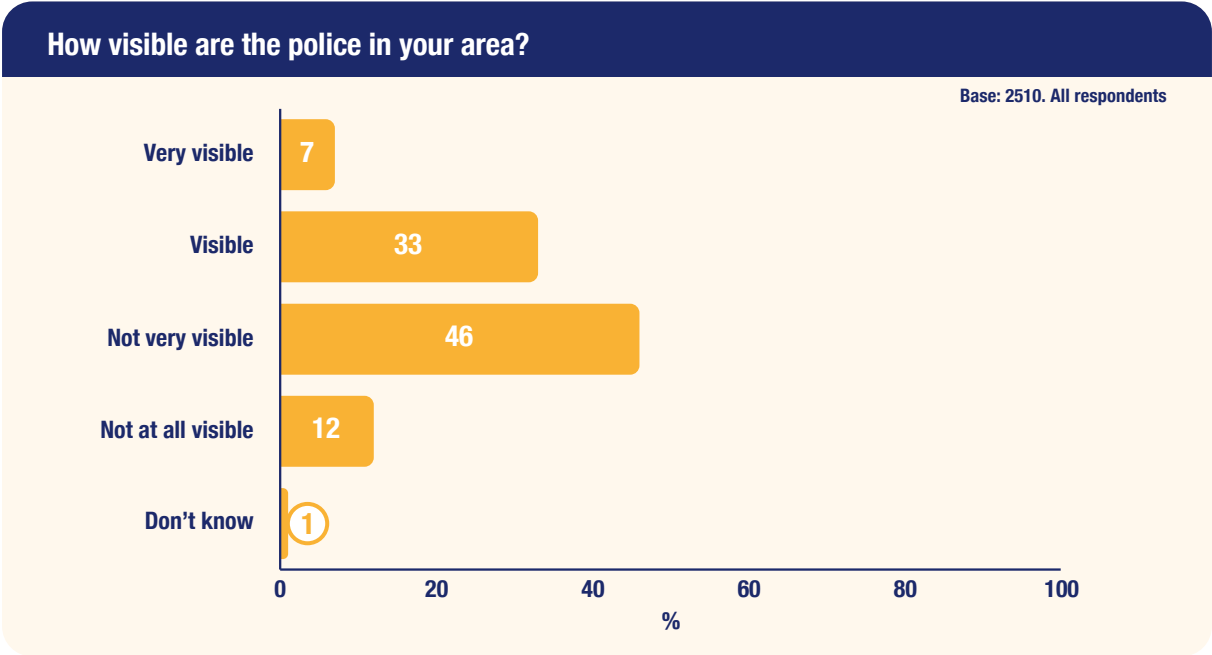


Table 8.9 Visibility of the police by age, religious background, tenure, location and contact with the police

		Visible	Not visible	Not sure	Total
Overall	All	40%	49%	1%	100%
	Base: 2510				
Age	Under 25	54%	45%	1%	100%
	Base: 311				
	25-34	48%	51%	1%	100%
	Base: 429				
	35-64	39%	60%	1%	100%
Religious background	Protestant	41%	58%	1%	100%
	Base: 964				
	Catholic	41%	58%	1%	100%
Tenure	Something else	36%	61%	3%	100%
	Base: 560				
	Own home	38%	61%	1%	100%
Location	Base: 1834				
	Private rent	46%	53%	1%	100%
	Base: 322				
Contact with police	Social housing	49%	50%	1%	100%
	Base: 292				
	Urban	42%	57%	1%	100%
	Base: 1520				
	Rural	37%	61%	2%	100%
	Base: 990				
	Yes	46%	52%	2%	100%
	Base: 637				
	No	38%	61%	1%	100%
	Base: 1861				

Under two thirds (62%) of respondents thought the police were representative of the community they live in, compared to over one quarter (27%) who believed they were ‘not very’ or ‘not at all’ representative of their community. Respondents from a Protestant background (71%) were more likely to think the police were representative of their community than those from a Catholic background (56%), as were those living in the least deprived areas (70%) when compared to those in the most deprived areas (52%).

Figure 8.14 Representativeness of the police

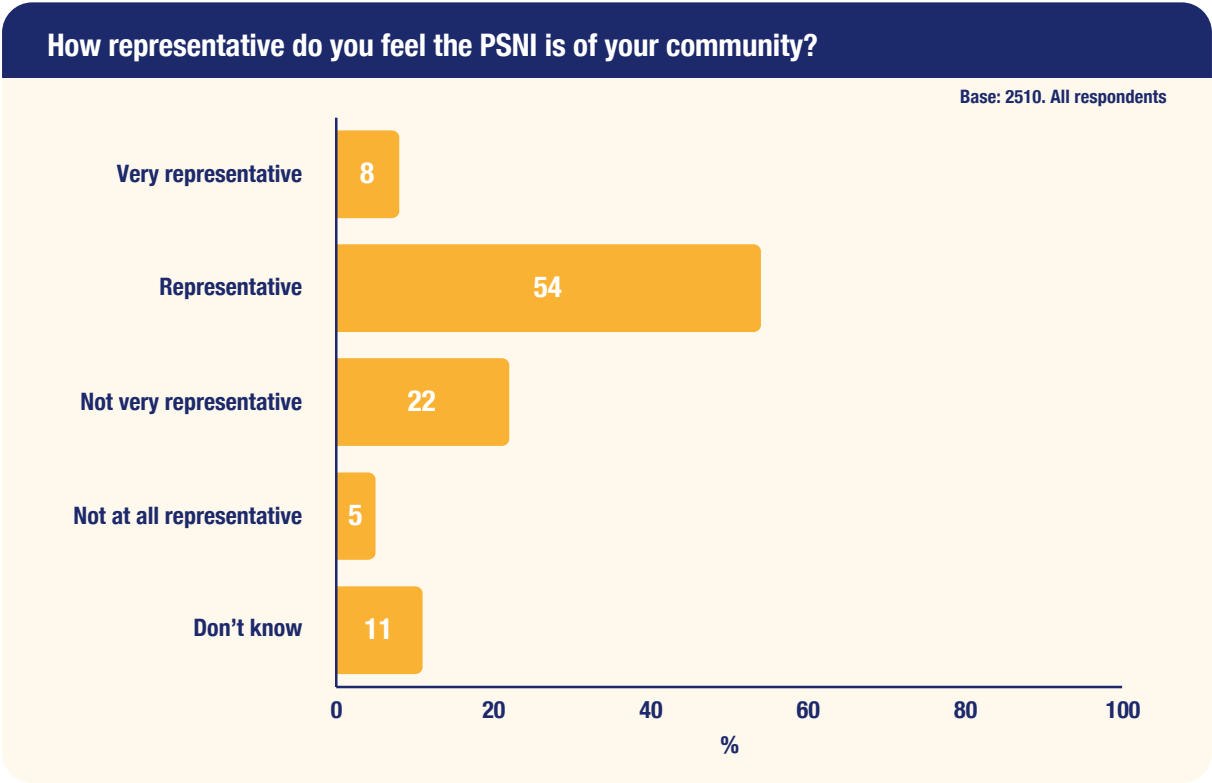


Table 8.10 Representativeness of the police by religious background and deprivation

		Representative	Not representative	Not sure	Total
Overall	All	62%	26%	11%	100%
	Base: 2510				
Religious background	Protestant	71%	20%	9%	100%
	Base: 964				
	Catholic	56%	33%	11%	100%
	Base: 986				
	Something else	59%	25%	17%	100%
	Base: 560				
Multiple Deprivation Measure Quintile	1 - Most deprived	52%	33%	15%	100%
	Base: 447				
	2	61%	27%	12%	100%
	Base: 519				
	3	62%	26%	12%	100%
	Base: 557				
	4	65%	25%	9%	100%
	Base: 522				
	5 - Least deprived	70%	22%	9%	100%
	Base: 465				

OUTCOME 3: WE HAVE ENGAGED AND SUPPORTED COMMUNITIES

The third outcome of the Policing Plan is ‘We have engaged and supported communities.’ This relates to the relationship the PSNI have with communities throughout NI, and how they can improve these relationships, particularly in the most deprived areas. The indicator and measures linked with this outcome are detailed in Figure 8.14 below.

Figure 8.15 Indicators and measures of Outcome 3: ‘We have engaged and supported communities’

INDICATOR	MEASURE
3.1 POLICE, IN PARTNERSHIP WITH LOCAL COMMUNITIES, INCLUDING PCSPs, IDENTIFY AND DELIVER LOCAL SOLUTIONS TO LOCAL PROBLEMS.	<div>3.1.1 In collaboration with the community deliver the commitments outlined in the Local Policing Review.</div> <div>3.1.2 Identify and report on the Neighbourhood Policing Team initiatives to address local problems and tackle local issues, including co-designed solutions, in line with Neighbourhood Policing Guidelines.</div> <div>3.1.3 Assess and evaluate the impact of partnership working with local communities, including but not exclusively, in areas of high deprivation and areas that have been repeatedly victimised.</div>

The three areas explored in relation to this outcome include:

- Engagement with local communities in NI;
- Support for communities in NI; and
- Improving community engagement and support.

ENGAGEMENT WITH LOCAL COMMUNITIES IN NI

Respondents were asked how engaged they thought the PSNI are with their local communities. 64% thought the PSNI are ‘engaged’ or ‘very engaged’ in their communities, while one quarter (25%) did not believe they are engaged. 11% were unsure of the PSNI’s level of engagement in local communities. Over two thirds (69%) of respondents from a Protestant background thought that the PSNI are engaged in local communities, compared to three in five (60%) of those from Catholic backgrounds. Respondents in the most deprived areas (57%) were also less likely to say the PSNI are engaged compared to those in the least deprived areas (68%), although it should be noted that respondents in the most deprived areas were more likely to not know if the PSNI are engaged in local communities or not (14%, compared to 8% in the least deprived areas). Those living in urban areas (27%) were more likely than those in rural areas (23%) to think that the PSNI are not engaged.

Figure 8.16 Engagement with local communities

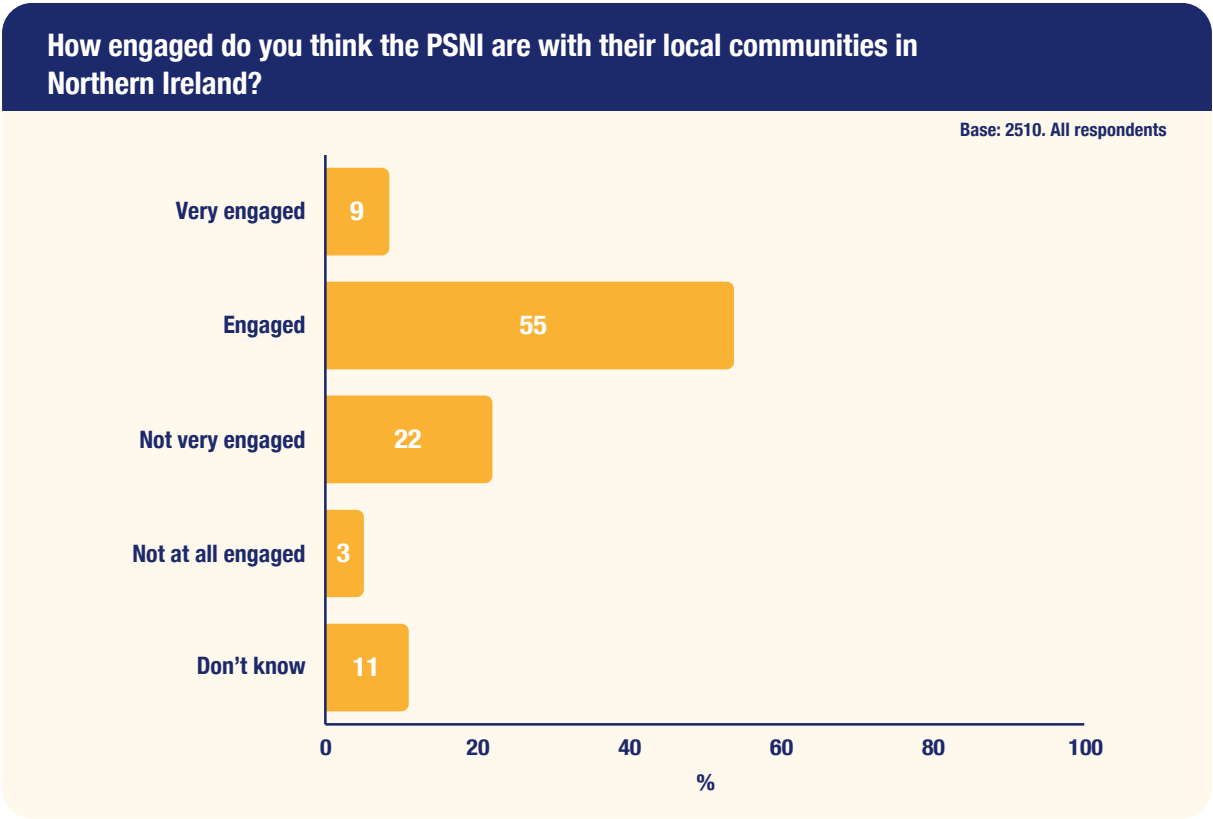


Table 8.11 Engagement with local communities by religious background, deprivation, and location

		Engaged	Not engaged	Not sure	Total
Overall	All	64%	25%	11%	100%
	Base: 2510				
Religious background	Protestant	69%	24%	8%	100%
	Base: 964				
	Catholic	60%	29%	11%	100%
	Base: 986				
	Something else	61%	23%	16%	100%
	Base: 560				
Multiple Deprivation Measure Quintile	1 - Most deprived	57%	29%	14%	100%
	Base: 447				
	2	63%	24%	13%	100%
	Base: 519				
	3	67%	23%	10%	100%
	Base: 557				
	4	64%	27%	9%	100%
	Base: 522				
	5 - Least deprived	68%	25%	8%	100%
	Base: 465				
Location	Urban	62%	27%	11%	100%
	Base: 1520				
	Rural	67%	23%	10%	100%
	Base: 990				

SUPPORT FOR LOCAL COMMUNITIES

Respondents were asked how supportive they thought the PSNI is of communities in their local area. Over two thirds (68%) rated the PSNI as being ‘supportive’ or ‘very supportive’ of local communities, compared to 21% who thought the PSNI is ‘not very’ or ‘not at all’ supportive. Again, 11% were not sure how supportive the PSNI is of local communities.

Further analysis revealed the following significant differences between various subgroups:

- Three quarters (73%) of respondents from a Protestant background thought that the PSNI is supportive of local communities, compared to two thirds (66%) of those from Catholic backgrounds;
- Respondents living in the most deprived areas (25%) were more likely to say the PSNI is not supportive of local communities than those living in the least deprived areas (19%);
- Those who had been a victim of a crime (39%) were more likely to think the PSNI is not supportive, in contrast to those who had not been a victim (19%). It should be noted, however, that 11% of those who had not been a victim were unsure of the level of support the PSNI gives to local communities, compared to 6% of those who had been a victim.

Figure 8.17 Support for local communities

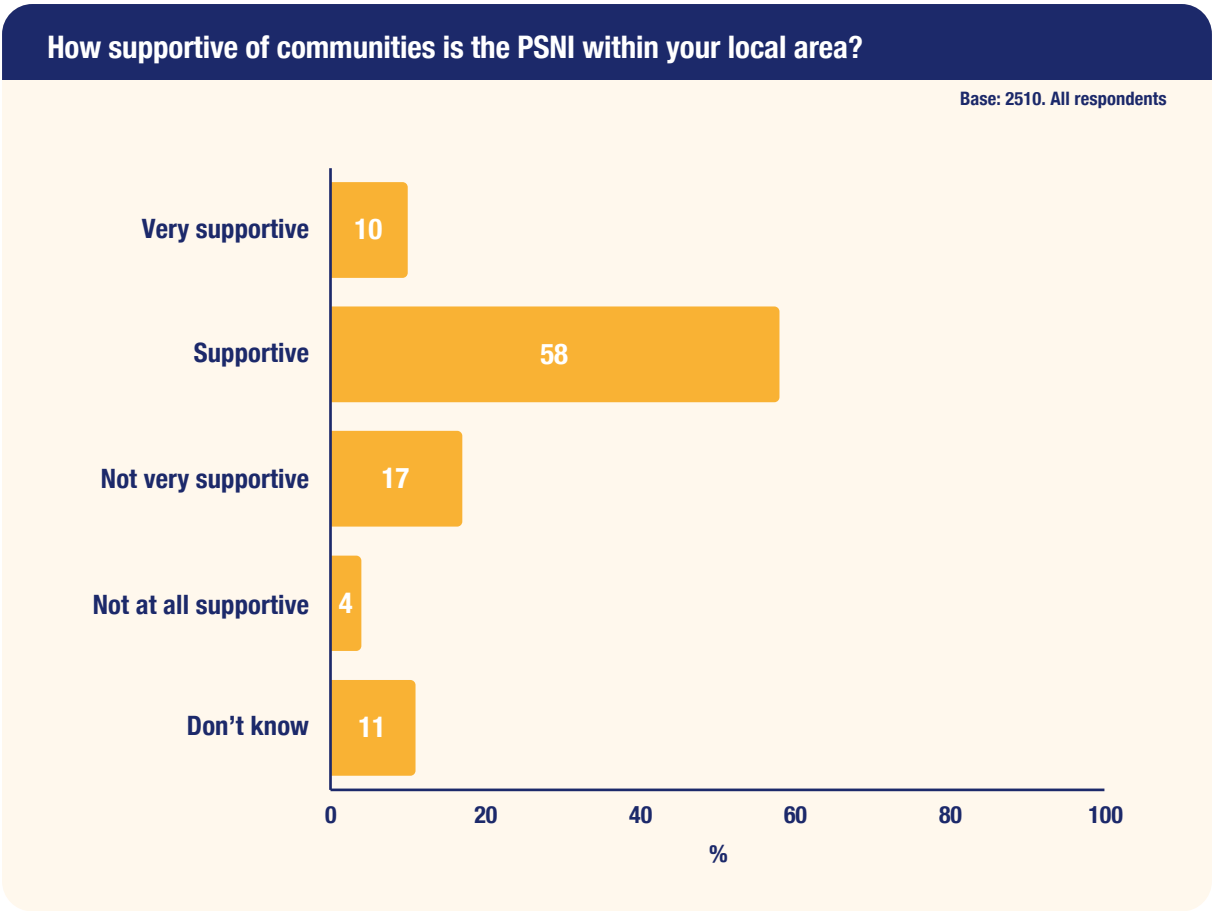
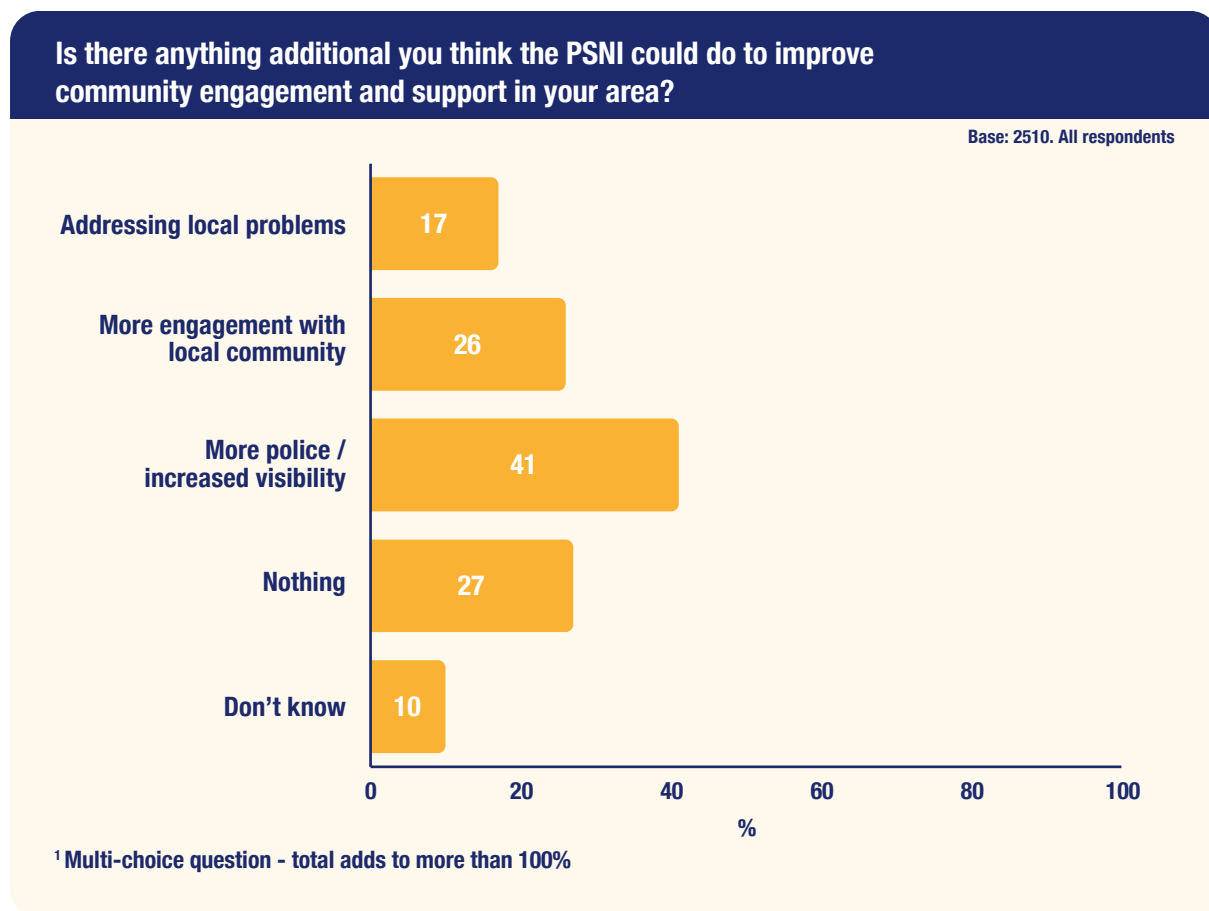


Table 8.12 Support for local communities by religious background, deprivation, and victim of a crime

		Supportive	Not supportive	Not sure	Total
Overall	All Base: 2510	68%	20%	11%	100%
Religious background	Protestant Base: 964	73%	19%	8%	100%
	Catholic Base: 986	66%	23%	11%	100%
	Something else Base: 560	64%	19%	17%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	62%	25%	13%	100%
	2 Base: 519	68%	19%	13%	100%
	3 Base: 557	69%	19%	12%	100%
	4 Base: 522	71%	20%	8%	100%
	5 - Least deprived Base: 465	71%	19%	9%	100%
Victim of a crime	Yes Base: 232	54%	39%	6%	100%
	No Base: 2274	70%	19%	11%	100%

IMPROVING COMMUNITY ENGAGEMENT AND SUPPORT

Finally, respondents were asked if there was anything the PSNI could do to improve their engagement in and support for local communities in NI. Two fifths (41%) said that increasing the presence and visibility of the police in the community would help, while 26% would like to see more engagement with the local community. A further 17% wanted the PSNI to address problems in the local area. 27% thought there was nothing further the police could do to improve support and engagement in their area.

Figure 8.18 Improving support and engagement in the local community

There were several differences between subgroups:

- Respondents aged between 17 to 24 (35%) were more likely to not recommend anything the PSNI could do to improve engagement compared to all other age groups;
- Despite having similar views on the visibility of police in their area, respondents from a Protestant background (44%) were more likely to recommend that there should be increased numbers and visibility of police compared to those from a Catholic background (39%);
- Respondents who live in the least deprived areas (43%) and who own their home (44%) were also more likely to suggest the police should increase their visibility, compared with those in the most deprived areas (37%) and who live in social housing (37%);
- Those living in rural areas (30%) were more likely to say there was nothing the PSNI could do to improve engagement and support than those in urban areas (26%), while urban based respondents (29%) were more likely than rural respondents (21%) to suggest that there should be more engagement with the local community;
- Respondents who had been a victim of a crime were more likely to suggest the addressing of local problems (28%, compared to 16% who had not been a victim) and increasing engagement with the local community (31%, compared to 25%) as ways the PSNI can improve community engagement and support in their area, whereas those who had not been a victim of a crime were more likely to not make any suggestions (28%, compared to 18%).

Table 8.13 Improving support and engagement in the local community by age, religious background, deprivation, location, and victim of a crime

		Addressing local problems	More engagement with community	More police/ increased visibility	Nothing	Not sure	Total
Overall	All Base: 2510	17%	26%	41%	27%	10%	100%
Age	Under 25 Base: 311	17%	29%	22%	35%	13%	100%
	25-34 Base: 429	24%	30%	37%	27%	10%	100%
	35-64 Base: 1251	16%	27%	45%	26%	8%	100%
	65 plus Base: 511	14%	17%	48%	27%	11%	100%
Religious background	Protestant Base: 964	15%	24%	44%	28%	7%	100%
	Catholic Base: 986	18%	28%	39%	28%	10%	100%
	Something else Base: 560	19%	25%	39%	25%	13%	100%
Multiple Deprivation Measure Quintile	1 - Most deprived Base: 447	20%	29%	37%	25%	12%	100%
	2 Base: 519	15%	23%	41%	29%	10%	100%
	3 Base: 557	17%	27%	42%	28%	10%	100%
	4 Base: 522	18%	24%	43%	27%	10%	100%
	5 - Least deprived Base: 465	17%	27%	43%	28%	7%	100%
Location	Urban Base: 1520	20%	29%	41%	26%	9%	100%
	Rural Base: 990	13%	21%	41%	30%	11%	100%
Victim of a crime	Yes Base: 232	28%	31%	42%	18%	6%	100%
	No Base: 2274	16%	25%	41%	28%	10%	100%

APPENDIX A

DETAILED DEMOGRAPHICS

As part of the quantitative survey to determine the views of policing in NI, respondents were asked a number of questions about themselves in order to verify that the sample was indeed representative of the population as a whole. As such, the tables below summarise the demographic characteristics of the survey respondents.

Table A1: Gender

Gender		
Gender	Count	Percentage
Male	1222	49%
Female	1287	51%
Other	1	0%
Total	2510	100%

Table A2: Age

Age		
Age	Count	Percentage
17-24	311	12%
25-34	429	17%
35-49	639	25%
50-64	612	24%
65 plus	511	20%
Refused	8	0%
Total	2510	100%

Table A3: Marital status

Marital status		
Marital status	Count	Percentage
Single, never married	866	35%
Divorced	108	4%
Widowed	119	5%
Separated	49	2%
Married	1303	52%
Civil partnership	34	1%
Prefer not to say	31	1%
Total	2510	100%

Table A4: Disability

Disability		
Disability	Count	Percentage
Yes	365	15%
No	2116	84%
Refused	29	1%
Total	2510	100%

Table A5: Caring responsibilities

Caring responsibilities		
Caring responsibilities	Count	Percentage
Yes	821	33%
No	1659	66%
Refused	30	1%
Total	2510	100%

Table A6: Tenure

Tenure		
Tenure	Count	Percentage
Rent your home from a private landlord	322	13%
Rent your home from the NIHE	232	9%
Rent your home from a housing association	60	2%
Own your home or buying through a mortgage	1834	73%
Prefer not to say	62	2%
Total	2510	100%

Table A7: Ethnicity

Ethnicity		
Ethnicity	Count	Percentage
White	2452	98%
Chinese	3	0%
Irish Traveller	1	0%
Indian	4	0%
Pakistani	1	0%
Bangladeshi	3	0%
Other Asian	11	0%
Black – Caribbean	2	0%
Black – African	6	0%
Mixed Ethnic Group	13	1%
Other	14	1%
Total	2510	100%

Table A8: Sexual orientation

Sexual orientation		
Sexual orientation	Count	Percentage
Heterosexual or Straight	2374	95%
Gay or Lesbian	24	1%
Bisexual	9	0%
Other	1	0%
Don't know	7	0%
Refused	95	4%
Total	2510	100%

Table A9: Religion

Religion		
Religion	Count	Percentage
Protestant	964	38%
Catholic	986	39%
Mixed religion	48	2%
Other	56	2%
No religion	230	9%
Refused	226	9%
Total	2510	100%

Table A10: Political view

Political view		
Political view	Count	Percentage
Nationalist	472	19%
Unionist	528	21%
Neither	1209	48%
Refused	301	12%
Total	2510	100%

Table A11: Socio-economic group

Socio-economic group		
Socio-economic group	Count	Percentage
AB	402	16%
C1	761	30%
C2	718	29%
DE	510	20%
Refused	119	5%
Total	2510	100%

Table A12: Location

Location		
Location	Count	Percentage
Urban	1520	61%
Rural	990	39%
Total	2510	100%

APPENDIX B

QUESTIONNAIRE

INTRODUCTION QUESTIONS

My name is _____ from Perceptive Insight, an independent market research company.

We are undertaking some research, on behalf of the Policing Board, to find out people's views on community safety and policing in Northern Ireland. May I ask you a few questions; it shouldn't take longer than 10 minutes and it's important that we hear from a wide range of people.

Please be assured that your responses are entirely confidential and will only be used as part of a large Northern Ireland wide survey. No specific details will be attributed to you personally. This is part of a genuine research study and we are not attempting to sell you anything.

The Policing Board will publish the overarching findings of the survey on its web-pages once the research has been concluded.

All interviews are conducted in accordance with the requirements of the Market Research Society Code of Conduct, and all data collected and processed is held in compliance with the requirements of the General Data Protection Regulation 2018 (GDPR).

Your call may be monitored for training and quality purposes.

Firstly, I am going to ask some questions to ensure that we speak with a wide range of people across Northern Ireland.

ASK ALL

Code one only

S1 Confirm gender.
Male
Female
Other
Prefer not to say

- 1. KEY FINDINGS
- 2. INTRODUCTION
- 3. METHODOLOGY
- 4. PSNI
- 5. PCSPs
- 6. NIPB
- 7. NGA
- 8. OUTCOMES
- 9. APPENDICES

ASK ALL

Code one only

S2 Can I ask your age?
Under 17 – CLOSE INTERVIEW
17 to 24
25 to 34
35 to 49
50 to 64
65+
Prefer not to say

PUBLIC PERCEPTIONS OF THE PERFORMANCE OF THE POLICE

ASK ALL

Code one only

Q1 On a scale of 0 to 10, where 0 is “not at all” and 10 is “completely”...
How satisfied are you with the job that the Police Service of Northern Ireland (PSNI) do overall in Northern Ireland?
How satisfied are you with the job that the PSNI do in your area?
How satisfied are you that the PSNI treat members of the public fairly in your area?
How satisfied are you with the levels of police patrols in your area?
How satisfied are you that the PSNI treat members of the public fairly in Northern Ireland as a whole?
How confident are you in the PSNI’s ability to protect and serve all the people of Northern Ireland?

ASK ALL

Code one only

Q2 Over the last year, has the overall standard of policing in your area....?
Improved
Remained the same
Declined
Not sure/ don’t know

POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPs)

ASK ALL

Code one only

Q3 Have you heard of the Policing and Community Safety Partnerships (PCSPs)?

Yes

No – GO TO Q8

ASK IF Q3=YES

Code one only

Q4 Where did you hear of the PCSPs (Policing and Community Safety Partnerships)?

Media/news

Online social media

Meeting

Local group/funded project

Board/PCSP member

Other (please specify)

Don't know/can't remember

ASK IF Q3=YES

Do not read out. Select first mention. Code one only

Q5 What do you think is the primary role of the PCSP (Policing and Community Safety Partnerships)?

Address local policing issues

Improve community safety

Support community confidence in policing

Communicate/liase with communities

Other (please specify)

Don't know

ASK IF Q3=YES

Code one only

Q6 Do you feel that your PCSP has helped to improve policing in your local area?

Yes

No

Don't know

ASK IF Q3=YES

Code one only

Q7 On a scale of 0 to 10, where 0 is "not at all" and 10 is "completely"...

How satisfied are you that the PCSP has increased engagement with the Police in your area?

How satisfied are you that the PCSP has supported confidence in policing in your area?

PUBLIC PERCEPTIONS OF THE NORTHERN IRELAND POLICING BOARD

ASK ALL

Q8 Have you heard of the Northern Ireland Policing Board (Policing Board)?

Yes

No – GO TO Q12

ASK IF Q8=YES

Code one only

Q9 Where did you hear of the Policing Board?

Media/news

Online social media

Meeting

Local group/funded project

Board/PCSP member

Other (please specify)

Don't know/can't remember

ASK IF Q8=YES

Code one only

Q10 What do you think is the primary role of the Policing Board?

Consulting with the community to obtain their views on policing

Setting and publishing outcomes and measures for PSNI

Appointing all Chief Officers of the PSNI

Approving the annual budget for policing and monitor expenditure

Monitoring PSNI compliance with the Human Rights Act 1998

Assessing the level of public satisfaction with the performance of the police

Monitoring the exercise of the functions of the National Crime Agency (NCA)

Other (please specify)

Don't know

ASK IF Q8=YES

Code one only

Q11 On a scale of 0 to 10 how satisfied are you with the job that the Policing Board do in NI?
0 - Not at all
1
2
3
4
5
6
7
8
9
10 - Completely
Don't know
Prefer not to say

ASK ALL

Code one only

Q12 Do you think that the Policing Board is part of, or independent of, the police?
Part of the police
Independent from the police
Not sure

PUBLIC PERCEPTIONS OF THE NATIONAL CRIME AGENCY

ASK ALL

Code one only

Q13 Have you heard of the National Crime Agency (NCA)?
Yes
No – GO TO Q15

ASK IF Q13=YES

Code one only

Q14 On a scale of 0 to 10 how satisfied are you with the job that the NCA do in NI?
0 - Not at all
1
2
3
4
5
6
7
8
9
10 - Completely
Don't know
Prefer not to say

OUTCOME 1: WE HAVE A SAFE COMMUNITY

ASK ALL

Code one only

Q15 How safe do you feel in the community you live in?
Very safe
Safe
Unsafe
Very unsafe
Don't know

ASK ALL

Code one only

Q16 How effective do you think the PSNI are at keeping your community safe?
Very effective
Effective
Ineffective
Very ineffective
Don't know

ASK ALL

Code one only

Q17 How concerned are you about crime in your area?

Very concerned

Concerned

Unconcerned

Very unconcerned

Don't know

ASK ALL

Code one only

Q18 How safe do you feel going into your (nearest) town centre?

Very safe

Safe

Unsafe

Very unsafe

Don't know

ASK IF Q18='UNSAFE' OR 'VERY UNSAFE'

Select all mentions

Q19 What, if anything, do you think makes your closest town centre feel less safe?

Do not read out.

Probe: Is there anything else?

Antisocial behaviour – Drunk and rowdy people

Antisocial behaviour – Alcohol abuse

Antisocial behaviour – Vandalism, graffiti, or other deliberate damage

Antisocial behaviour – Teenagers hanging around

Drugs

Hate crime

Other (please specify)

OUTCOME 2: WE HAVE CONFIDENCE IN POLICING

ASK ALL

Code one only

Q20 How confident would you feel to contact the PSNI if you needed to?

Would you say you are..?

Very confident

Confident

Not very confident

Not at all confident

Don't know

ASK ALL

Code one only

Q21 How visible are the police in your area?

Would you say they are..?

Very visible

Visible

Not very visible

Not at all visible

Don't know

ASK ALL

Code one only

Q22 How representative do you feel the PSNI is of your community?

Would you say they are..?

Very representative

Representative

Not very representative

Not at all representative

Don't know

ASK ALL

Code one only

Q23 Within the last 2 years, have you ever been a victim of crime?

Note: These include crimes whether they were reported or not

Yes

No – GO TO Q28

Don't know/can't remember

Prefer not to say

ASK IF Q23=YES

Select all that apply

Q24 What type of crime were you a victim of?
Harassment
Hate crime / hate motivated abuse
Robbery / burglary (personal property/ business)
Sexual offence
Theft (from the person)
Motoring offence
Violence
Fraud/ scam
Drug offences
Organised crime
Other (please specify)
Prefer not to say

ASK IF Q23=YES

Code one only

Q25 Did you contact the PSNI?
Yes
No
Don't know/ can't remember
Prefer not to say

ASK IF Q25=YES

Code one only

Q26 On a scale of 0 to 10 how satisfied were you with the PSNI's response to the crime you reported?
0 - Not at all
1
2
3
4
5
6
7
8
9
10 - Completely
Don't know
Prefer not to say

ASK IF Q25=NO

Select all that apply

Q27 Why did you not contact the police?
I was afraid to
I didn't think the police could help
I didn't want to waste police time
I didn't think there was a need to
Other (please specify)
Don't know
Prefer not to say

ASK ALL

Code one only

IF NOT A VICTIM OF A CRIME: Q28 Within the last 2 years have you contacted the PSNI?
IF VICTIM OF A CRIME: Q28 Other than as a victim of a crime, within the last 2 years have you contacted the PSNI?
Yes
No
Don't know/can't remember
Prefer not to say

ASK IF Q28=YES

Select all that apply

Q29 Please indicate the reason(s) you contacted the PSNI?
Antisocial behaviour
Advice
Alarm activation
Collapse/illness/injury/trapped
Complaint against police
Concern for safety/missing person
Domestic incident
Mental health issue
Noise issue
Parking issue
Rail/marine/road traffic issue/breakdown
Report lost/found
Suspicious incident
Other (please specify)
Don't know/ can't remember
Prefer not to say

ASK IF Q28=YES

Code one only

Q30 On a scale of 0 to 10 how satisfied were you with the PSNI's response to the incident you reported?

0 - Not at all

1

2

3

4

5

6

7

8

9

10 - Completely

Don't know

Prefer not to say

OUTCOME 3: WE HAVE ENGAGED AND SUPPORTED COMMUNITIES

ASK ALL

Code one only

**Q31 How engaged do you think the PSNI are with their local communities in Northern Ireland?
Would you say they are..?**

Very engaged

Engaged

Not very engaged

Not at all engaged

Don't know

ASK ALL

Code one only

**Q32 How supportive of communities is the PSNI within your local area?
Would you say they are..?**

Prompt if unsure: How supportive do you think the PSNI is of the community where you live?

Very supportive

Supportive

Not very supportive

Not at all supportive

Don't know

ASK ALL

Select all that apply

Q33 Is there anything additional you think the PSNI could do to improve community engagement and support in your area?

Prompt: Is there anything else?

Addressing local problems

More engagement with local community

More police/increased visibility

Other (please specify)

Nothing

Don't know

Prefer not to say

DEMOGRAPHICS

ASK ALL

Code one only

Q34 What is your marital status?

Single, never married

Divorced

Widowed

Separated

Married

Civil partnership

Prefer not to say

ASK ALL

Code one only

Q35 Do you consider yourself to have a disability which affects your normal day to day activities?

Yes

No

Prefer not to say

ASK ALL

Code one only

Q36 Do you have caring responsibilities for a dependant?

Yes

No

Prefer not to say

ASK ALL

Code one only

Q37 Do you..?
Rent your home from a private landlord
Rent your home from the NI Housing Executive
Rent your home from a housing association (e.g. Radius, Clanmil, Choice Housing)
Own your own home or buying through a mortgage
Other (please specify)
Prefer not to say

ASK ALL

Code one only

Q38 To which of these groups do you consider you belong?
White
Chinese
Irish Traveller
Indian
Pakistani
Bangladeshi
Other Asian
Black – Caribbean
Black – African
Black – Other Black groups
Mixed Ethnic group
Other (please specify)

ASK ALL

Code one only

Q39 I will now read out a list of terms people sometimes use to describe how they think of themselves. INTERVIEWER READ LIST
As I read the list again, please say 'yes' when you hear the option that best describes how you think of yourself.
Heterosexual or Straight
Gay or Lesbian
Bisexual
Other
Don't know
Prefer not to say

ASK ALL

Code one only

Q40 What is your religion, even if you are not currently practising?**Probe:** That is, the religion that you were brought up in and would most closely identify with

Protestant

Catholic

Mixed Religion

Other (please specify)

No religion

Prefer not to say

ASK ALL**Q41 Please can you tell me your Postcode? This does not identify your household but helps to ensure we are talking to people from all areas of Northern Ireland.**

[RECORD POSTCODE]

ASK ALL

Code one only

Q42 Generally speaking, do you regard yourself as a nationalist, a unionist or neither?

Nationalist

Unionist

Neither

Prefer not to say

ASK ALL**Q43 What is the occupation of the chief income earner in your household?**

Record the following - qualifications.

If manage or supervise staff – how many?

If retired – check if they have an occupational pension. If they have – base social class on occupation before retiring.

If no works pension – record as state benefits only

[RECORD OCCUPATION AND CODE BELOW]

AB

C1

C2

DE

Refused



028 9040 8500



information@nipolicingboard.org.uk



www.nipolicingboard.org.uk



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