



**ANNUAL
ASSESSMENT**

**THE NORTHERN IRELAND
POLICING
PLAN
2020-2025**



**& ANNUAL
PERFORMANCE
PLAN
2021-22**

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LIST OF ABBREVIATIONS

ACC	Assistant Chief Constable
ASB	Anti-Social Behaviour
BWV	Body Worn Video
CIPT	Child Internet Protection Team
CRN	Community Resolution Notice
CSAE	Child Sexual Abuse and Exploitation
DAPN	Domestic Abuse Protection Notice
DAPO	Domestic Abuse Protection Order
DASH	Domestic Abuse, Stalking and Honour based violence and risk identification, assessment and management model
DV/A	Domestic Violence and Abuse
EA	Education Authority
FPN	Fixed Penalty Notice
FYTD	Financial Year To Date
HSC	Health and Social Care
LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Queer (and Questioning)
LPR	Local Policing Review
NCA	National Crime Agency
NPT	Neighbourhood Policing Team
OBA	Outcomes Based Accountability
OCG	Organised Crime Group
OMU	Offender Management Unit
OPONI	Office of the Police Ombudsman for Northern Ireland
PCSP	Policing and Community Safety Partnerships
PFYTD	Previous Financial Year To Date
PPANI	Public Protection Arrangements for Northern Ireland
PPB	Public Protection Branch
PSNI	Police Service of Northern Ireland
ROU	Reducing Offender Unit
SBNI	Safeguarding Board for Northern Ireland

PERFORMANCE ANALYSIS - THE NIPB AND PSNI POLICING PLAN 2020-2025 AND ANNUAL PERFORMANCE PLAN 2021-22

The Northern Ireland Policing Plan 2020-2025 and Annual Performance Plan 2021-22

outlines three Outcomes that the Policing Board want delivered for the people of Northern Ireland, namely:



1

**WE HAVE
A SAFE
COMMUNITY**



2

**WE HAVE
CONFIDENCE
IN POLICING**



3

**WE HAVE ENGAGED
AND SUPPORTIVE
COMMUNITIES**

The Police (NI) Act 2000 requires the Board to prepare and publish for each financial year a summary of the Board's Assessment of the Chief Constable's performance and delivery of the Policing Plan. This Annual Assessment is the Board's report on Year 2 of the five year Policing Plan and examines thirteen measures. To deliver on its statutory requirement and to outline continuous improvement, each Measure within the 2021-22 Performance Plan has been considered in detail in the paragraphs below. It has also been subject to scrutiny throughout the year by the Board's Committee structure. At each Committee meeting, Members were provided with a paper which included the PSNI's Outcomes Based Accountability (OBA) Report Card for each Measure and the Board officials' analysis, encompassing a summary of Key Issues and Opportunities. At each Committee meeting, the responsible PSNI Assistant Chief Constable (ACC) was present and Members engaged in scrutiny, monitoring and evaluation of each Measure.

All thirteen Measures within the Performance Plan 2021-22 were presented at least once to Members through either the Performance, Partnership or Resources Committees between May 2021 and March 2022. This approach enabled the compilation of an evidence based Annual Assessment which takes cognisance of Policing Board Members' views. Therefore, this report provides an Assessment of the PSNI's performance as reflected through the monitoring and scrutiny provided by Members.

2021-22 represents Year 2 of a five year Policing Plan and reports mainly on the progress made by PSNI in the gathering of data against the baselines and the reporting of emerging impacts. Over the past year the Board has placed increased focus on establishing increasingly robust baseline reporting metrics around all PSNI measures and improving survey type analysis to gain a better understanding of PSNI performance in terms of how safe people feel, the level of confidence in PSNI and the effectiveness of working arrangements in place between PSNI and community representatives, alongside the strengthening of Neighbourhood Policing Teams (NPTs). The Board has also identified the specific impacts that are to be achieved in each Measure. This allows the Board to identify further initiatives that will result in continuous improvement in both performance and results. Therefore, both the impact and continuous improvement initiatives are identified for each Measure in the report below.

A further development in this year's reporting is the Board applying a Red Amber Green (RAG) status to each Measure with an assessment of what has been achieved to date. This was a recommendation of the NIAO's inspection of Continuous Improvement last year and has been included in the final section of each Measure reported below. As this is still relatively early in the lifespan of the Policing Plan the majority of the Measures have not been fully achieved and this report focuses on the progress made to date. This means that almost all of the Measures have been assessed as being partially achieved.

Outcome 1 of the Policing Plan sets out impacts that the Board wishes to see in policing in order to make Northern Ireland a safe place to live. It is encouraging that when compared to other areas in England and Wales, Northern Ireland continues to be one of the safest places, recording the second lowest overall crime rate. Indeed, recent survey data finds that only a small proportion of people feel very unsafe (7%). However, rises in domestic violence and abuse incidents, more hate crime incidents and an increase in repeat victims are worrying in this year. Statistics for repeat offending remain similar, whilst Anti-Social Behaviour levels fell. The report highlights successes of multi-agency working with some reduction in ASB levels and children at risk figures and the focus on reducing drug related activity. A suite of legislative provisions to address ASB is being developed based on partnership and collaboration between key stakeholders. However, the number of recorded crimes being assigned an outcome by PSNI decreased in this year by 2.6%. Therefore, progress has been made this year on Outcome 1 'We have a safe community'.

Outcome 2 seeks to improve confidence in policing. Survey data in this year points to the overall rating for public confidence in policing remaining high at 80% and this follows the trend of confidence in policing rating remaining largely static from 2011 onwards.

Figures for confidence in local policing (62%) and in local police engagement (34%) remain somewhat lower. Results from Victim Satisfaction Surveys also tend to remain high with 86.6% of participants agreeing that Police Officers treated them with fairness and respect. Representativeness within the Police Service is also used as an indicator of confidence and this year PSNI recorded, through the most recent recruitment campaigns, an increase in the number of female, Lesbian, Gay, Bisexual, Transgender, Queer and Questioning (LGBTQ+) and ethnic minority applicants. Applications from a Catholic background remained consistent at 30%. Overall, we would conclude that confidence levels have remained similar during 2021-22. However, Members are also aware of confidence issues within communities.

The Board and the PSNI invested time in this year to develop Outcome 3 in more detail and to identify the baseline information and relevant impacts that would contribute to having more engaged and supportive communities. Measures 3.1.2 and 3.1.3 are newly introduced to the Policing Plan by the Board in April 2021 and therefore this was the first year of their implementation. Progress has been made in implementing the recommendations of the Local Policing Review and an extra 400 officers were added to Neighbourhood Policing Teams. It is envisaged that this development will have a major impact on engagement with communities in the remaining years of the Policing Plan. Also, during this year a number of surveys were conducted in order to provide baseline data for both new Measures and an independent evaluation was completed with recommendations to improve the monitoring and evaluation of this Outcome in the future.

Overall, steady progress has been made during 2021-22 in delivering the Measures of the Policing Plan whilst still dealing with the consequences of the pandemic. It is anticipated that the delivery of impact will be the focus in the remaining three years of the Plan. The Board will also focus on strengthening survey feedback and performance measurement arrangements and continue to support PSNI with their initiatives to address organised crime, domestic abuse, violence against women and girls and outreach programmes to address under-representation including of the Catholic community. Particular focus will also be brought to strengthening the arrangements in place at local level to increase confidence in local policing and optimising the role of the Neighbourhood Policing Teams.

NORTHERN IRELAND POLICING PLAN 2020-2025 AND PERFORMANCE PLAN 2021-22

OUTCOME 1: WE HAVE A SAFE COMMUNITY

INDICATOR	MEASURES 2021-2022
1.1 FEWER REPEAT VICTIMS OF CRIME	1.1.1 Repeat victimisation rate and report on initiatives to support repeat victims with a focus on victims of (i) Domestic Abuse, (ii) Child Sexual Abuse and Exploitation (CSAE) and (iii) Hate Crime in 2021/22.
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 frustration, disruption and dismantling 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.

OUTCOME 2: WE HAVE CONFIDENCE IN POLICING

INDICATOR	MEASURES 2021-2022
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.

OUTCOME 3: WE HAVE ENGAGED AND SUPPORTIVE COMMUNITIES

INDICATOR	MEASURES 2021-2022
3.1 POLICE, IN PARTNERSHIP WITH LOCAL COMMUNITIES, INCLUDING PCSPS, IDENTIFY AND DELIVER LOCAL SOLUTIONS TO LOCAL PROBLEMS.	3.1.1 In collaboration with the community deliver the commitments outlined in the Local Policing Review. 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. 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.

OUTCOME 1: WE HAVE A SAFE COMMUNITY

INDICATOR 1.1:

Fewer repeat victims of crime

MEASURE 1.1.1:

Repeat victimisation rate and report on initiatives to support repeat victims with a focus on victims of (i) Domestic Abuse (ii) Child Sexual Abuse and Exploitation (iii) Hate Crime and repeat victims overall

Measure 1.1.1 is made up of four separate areas that are considered individually in the paragraphs below:

(i) DOMESTIC VIOLENCE AND ABUSE

IMPACT/S UPDATE

Are there fewer repeat victims of crime?

- PSNI reported in February 2022 that, ‘...for the first time since 2018-19, *the daily average severity of domestic motivated crimes is increasing*; and
- **PSNI statistics** show that in the 12 months from 1 January 2021 to 31 December 2021, the number of Domestic Abuse incidents and crimes have increased. The number of domestic abuse crimes rose to 20,827, an increase of 1,717 (9.0 per cent) on the previous 12 months and the highest 12 month total recorded since the data series began in 2004-05.

Initiatives to Continuously Improve Performance

- A ‘**Repeat Perpetrator Strategy**’ had been developed to directly support and ensure all opportunities for criminal justice outcomes are being explored. The PSNI advised that the Strategy was making a difference in dealing with repeat offenders and that it is focused on, and has had meaningful impact on, repeat offending through positive and effectively partnership working; and
- An impact from previous 2020-21 reporting was the ‘Repeat Victim Domestic Abuse Call Back’ scheme. The Victim Call Back Scheme was staffed by officers re-deployed on COVID-19 duties however following a return to business as usual, the PSNI could not resource the Call Back Scheme and it was closed. However, in order to bridge that gap, they introduced the **Domestic Abuse Advocacy Scheme** in September 2021 with a positive uptake to the service.

BOARD SCRUTINY OF PERFORMANCE

PERFORMANCE COMMITTEE:

13 May 2021 and 10 February 2022

PSNI OBA REPORT CARDS:

M 1.1.1 (with additional reporting on Domestic Violence and Abuse also in M 1.2.1 and M 2.4.1).

Police performance monitoring of Domestic Violence and Abuse (DV/A) was considered by Members twice, in May 2021, followed by February 2022. This enabled reinforcement of accountability and advocacy in this challenging area by the provision of timely updates, qualitative verbal scrutiny and quantitative comparative data which further highlighted continuous improvement. The PSNI reported in February 2022 that, '*...for the first time since 2018-19, the daily average **severity** of domestic motivated crimes was greater than the daily average **count** of domestic motivated crime.*' Members raised concerns in relation to this change and indeed the increased level of DV/A, and recognised the complexities of policing DV/A.

Members were informed that the PSNI were in discussions with DoJ, Public Prosecution Service (PPS) and Courts to introduce a new 'Domestic Abuse pilot court' in Belfast in Spring/Summer 2022. Members noted their intention to revisit this area and commented on the pilot focus being on assault related investigations where there is an anticipated not guilty plea. The PSNI advised that the aim of the pilot will be '*to reduce the length of time it takes for domestic abuse cases to reach a criminal justice conclusion in an attempt to reduce victim attrition*'.

With regard to repeat offending in relation to DV/A, the PSNI provided Members with assurance that a 'Repeat Perpetrator Strategy' had been developed to directly support and ensure all opportunities for criminal justice outcomes were being explored¹. At the time they stated that, '*...the repeat perpetrator strategy currently focuses on those who have been identified as involved in 7+ domestic incidents/crimes in the last 12 months*'. Members challenged the rationale of the repeat perpetrator strategy focusing on those that have been involved in 7+ domestic incidents/crimes, as they perceived it as a very high reoffending rate before the Strategy response was applied. In response the PSNI provided assurance that while indeed the strategy focuses on offenders involved in 7+ incidents/crimes, there are other mechanisms in place, such as Multi Agency Risk Assessment Conferences (MARAC) whereby victims and repeat victims are protected through a preventative approach in addition to and in parallel to the catch and deter of offenders.

¹ Aims to ensure that repeat perpetrators are provided with pathways to address causes of their behaviour and in turn reduce repeat offending and victimisation.

In addition, the PSNI outlined that the Strategy was making a difference in dealing with repeat offenders and that it is focused on and has had meaningful impact on repeat offending through positive and effectively partnership working.

In February 2022, Members questioned the status of the 'Repeat Victim Domestic Abuse Call Back' scheme, as reported by the PSNI in May 2021. The PSNI had previously highlighted that the scheme was being reviewed in light of the positive response to further signpost and support victims of DV/A. The PSNI provided Members with an update that the Victim Call Back Scheme was staffed by officers re-deployed on COVID-19 duties as a response to concerns that DV/A would increase as a consequence of lockdowns. Following a return to business as usual post lockdown, the PSNI could not resource the Call Back Scheme and it was closed. However, the PSNI recognised the progress that had been made through the provision of the service to victims and advised Members that they had bridged that gap by introducing the Domestic Abuse Advocacy Scheme. They noted it was launched in September 2021 and focusses on high risk offences with, to date, a positive uptake to the scheme. PSNI also outlined the Assist NI scheme, which also aims to support victims and was launched with support from the PSNI and DoJ working with three voluntary sector partners.

Members posed the question to PSNI, in terms of financial and human resourcing sustainability in ensuring the services are continued. The PSNI provided assurance that both schemes (Advocacy and Assist NI) will continue to focus and ensure the needs of victims are being met.

(ii) CHILD SEXUAL ABUSE AND EXPLOITATION

PERFORMANCE COMMITTEE:

10 June 2021 and 10 March 2022

PSNI OBA REPORT CARDS:

Measure 1.1.1

IMPACT/S UPDATE

Are there fewer repeat victims of crime?

- The PSNI reported that 13.9% of victims under 18 were repeat victims of crime. They also stated that 32 children at risk of Child Sexual Exploitation (CSE) had been removed from this classification in this time period as a result of multi-agency intervention between police and Health and Social Care. There were 37 children in total identified at risk of CSE in December 2021.

Initiatives to Continuously Improve Performance

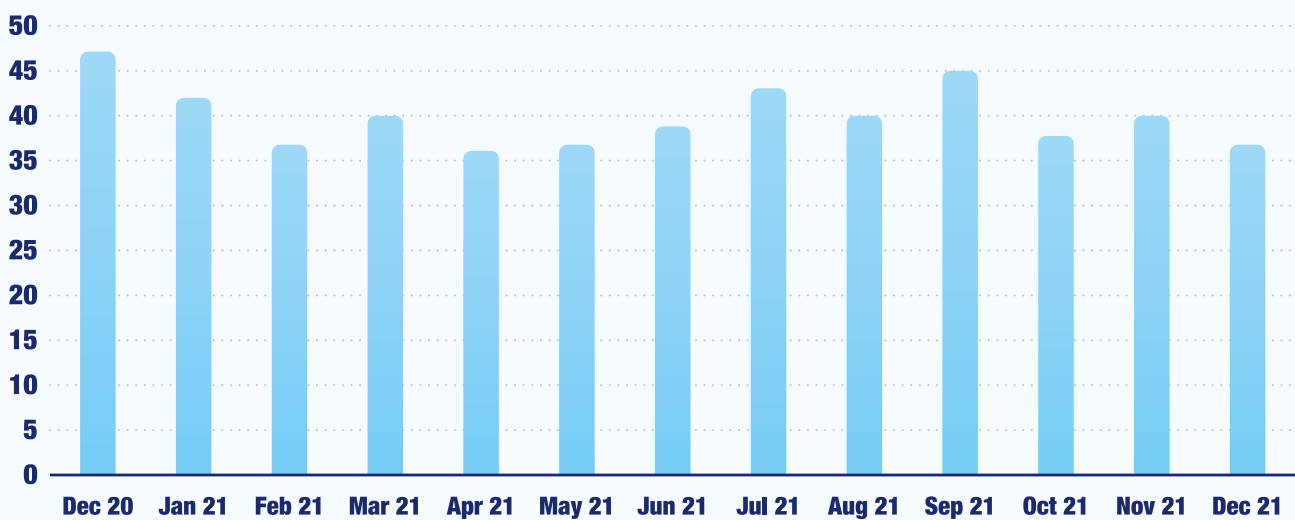
- The PSNI outlined that across all areas of **Child Sexual Abuse and Exploitation (CSAE)** they had more than doubled their actions from previous reporting in June 2021 as well as one Detective Inspector and two Detective Sergeants now dedicated to the role of CSE. This had resulted in a reduction in investigative file submission times and an improvement in quality of investigations which enhances consistency and raises standards of practice and investigation.

BOARD SCRUTINY OF PERFORMANCE

Members were encouraged with PSNI’s reporting in March 2022 that there were, ‘...32 children at risk of Child Sexual Exploitation (CSE), removed from this classification over the course of the last six months as a result of multi-agency intervention between police and Health and Social Care. There were currently 37 children in total identified at risk of CSE in December 2021,’ as per figure 1 below:

Figure 1

TOTAL NUMBER OF CHILDREN IDENTIFIED AT RISK OF CSE



In addition PSNI reported that across all areas of CSAE and in line with the need for continued improvement in this area, there had been more than double the actions from previous reporting in June 2021 including, ‘...75 taskings have been allocated in this period up from 54 in the previous reporting period; including 32 for child abuse bail checks and 37 regarding CSE persons of concern.’ As such, **Members acknowledged** the increased focus and action by the PSNI in this regard.

In line with the Criminal Justice Inspection Northern Ireland (CJINI) report on **‘Child Sexual Exploitation in Northern Ireland: An Inspection of the Criminal Justice System’s Response’** (published in June 2020), the PSNI provided further reassurance to Members through their March 2022 report, that they have a dedicated CSE supervision structure across the PSNI, which had been in place for one year. They advised that, ‘... one Detective Inspector and two Detective Sergeants are now dedicated to the role of CSE and this has seen a reduction in investigative file submission times, and an improvement in quality of investigations which enhances consistency and raises standards of practice and investigation. There is also a comprehensive internal and external CSE awareness and engagement strategy undertaken by the CSE team across identified areas of concern.’

Members also probed the technological advances which continue to progress at pace as more time is spent by young people and children online and revisited a statistic provided in June 2021, that on average there were five cases per week recorded by the PSNI involving a child being targeted online by sex offenders. Members questioned the PSNI about the Child Internet Protection Team (CIPT) and its capability and capacity to forward files to the PPS. In response, the PSNI provided assurances that interim measures had been taken to improve the performance of CIPT and that any changes had to be reconciled with budget demands, however they recognised the need to adapt to increasing internet based crime. The PSNI outlined certain capacity issues within the Court Service and the need to examine all evidential material which lead to delays in criminal justice outcomes which continues to be an ever changing and challenging area for policing.

(iii) HATE CRIME

PERFORMANCE COMMITTEE:

10 June 2021 and 10 March 2022

PSNI OBA REPORT CARDS:

Measure 1.1.1

IMPACT/S UPDATE

Are there fewer repeat victims of crime?

- **PSNI statistics** show that In the 12 months from 1 January 2021 to 31 December 2021, there were more hate incidents recorded across each hate motivation strand when compared with the previous twelve months, with the exception of transphobic incidents.

Initiatives to Continuously Improve Performance

- Members noted **the Hate Crime Advocacy Service (HCAS)** as a key opportunity due to the positive nature of the service as well as steps taken by the PSNI and partners to further support victims of hate crime and in line with recommendations made by Judge Marrinan through the review of Hate Crime Legislation.

BOARD SCRUTINY OF PERFORMANCE

Members considered information from the PSNI in March 2022 that the highest number of repeat victims² continued to be subject to racist, sectarian and homophobic abuse. They specifically noted that racist repeat victimisation in particular had increased in 2021-22 and was similar to the overall increase in reported racist abuse. They further stated that, ‘...*this confirms that victims of hate crime or abuse are often victims of other crime and incident types also. This may be due in part to the prevalence of ongoing harassment and disputes within the hate profile,*’ and as such, Members noted the possibility that these victims experience enhanced vulnerability.

A key aspect of Members consideration was the [Hate Crime Legislation in Northern Ireland - Independent review](#) (published on 1 December 2020) as led by Judge Marrinan, noting the overarching impact on policing, with regard to legislative changes and how this practically impacts on police officers carrying out their responsibilities (including training for officers) effectively, which was previously highlighted to Members in June 2021.

Members asked the PSNI for a progress update on the review recommendations and if there had been improvement in safeguarding victims of hate crime and in response the PSNI confirmed that work was still ongoing to implement the 34 recommendations made through the independent review.

In linking Judge Marrinan’s Review, the PSNI also provided Members with further detail on the Hate Crime Advocacy Service. They outlined that ‘...*work to support and improve the HCAS is ongoing, including technical work to support the PSNI referral process, consideration of the Marrinan recommendation to expand the service, and awareness raising,*’ and that ‘...*the uptake for advocacy referrals is generally good, with individual support provided to victims of hate crime and/or abuse.*’ Members noted this service as a key opportunity both in June 2021 and March 2022 reporting due to the positive nature of the service as well as evidenced steps taken by the PSNI and partners to further support victims of hate crime.

² Repeat hate victims are persons who have experienced two or more of the same strand of hate abuse (incident and/or crime) in the past 365 days.

(iv) REPEAT VICTIMS

PERFORMANCE COMMITTEE:

10 June 2021 and 10 March 2022

PSNI OBA REPORT CARDS:

Measure 1.1.1

IMPACT/S UPDATE

Are there fewer repeat victims of crime?

- The PSNI reported in March 2022 that the repeat victimisation³ rate is currently 17.6% which is a slight increase from 17.3% when last reported in June 2021.

Initiatives to Continuously Improve Performance

- While noting the slight increase, the PSNI had reported in June 2021 that through a **data driven process to identify and target repeat victims of crime**, they had seen an 8.6% reduction in the number of active **Repeat Victims they were addressing through the process** and this was noted by Members as a potential positive impact on reducing repeat victim levels.

BOARD SCRUTINY OF PERFORMANCE

Members noted through March 2022 reporting, that the repeat victimisation rate was 17.6% which was a slight increase from 17.3% when last reported in June 2021. In June 2021 Members also considered repeat victimisation rates by District Council as per figure 2:

Figure 2

Repeat Victimisation Rate by District	Repeat Victim Count	Repeat Victimisation Rate
A - Belfast City	2,929	19.3
D - Newry, Mourne & Down	832	16.9
E - Armagh City, Banbridge & Craigavon	1,130	17.8
F - Mid Ulster	462	14.8
G - Fermanagh & Omagh	341	14.4
B - Lisburn & Castlereagh City	580	16.0
C - Ards & North Down	656	16.5
J - Causeway Coast & Glens	652	19.2
K - Mid & East Antrim	633	17.3
L - Antrim & Newtownabbey	753	18.1
H - Derry City & Strabane	1,059	20.1
Unknown	321	12.3
Service	10,348	17.6

³ A repeat victim is a person who has been linked to more than one crime within the past 365 days.

Members were encouraged to note the commencement of a PSNI process to address Repeat Victimisation in September 2021 which uses Pulse to identify and target repeat victims of crime and that this focuses on all victims ‘...*experiencing 10 or more crimes in a 365 day period.*’ In addition, the PSNI also outlined that they were ‘...*looking at those under 18 years and over 60 years who experience 6 or more crimes in that same 365 day period.*’ The PSNI had previously reported in June 2021 that the data driven process to identify and target repeat victims of crime, ‘...*will encourage officers to utilise crime prevention and early intervention techniques, alongside effective problem solving initiatives and toolkits.*’ They stated that through the period of 1 September 2021 - end of December 2021 they had ‘...*seen an 8.6% reduction in the number of active Repeat Victims we are addressing through this process,*’ and thus was noted by Members as a potential positive impact on reducing repeat victim levels.

Members queried whether the Repeat Victimisation thresholds were assessed as appropriate or were they capacity driven and the PSNI reassured Members that the Repeat Victimisation thresholds had been set as a response to staffing capacity and are subject to change. The thresholds were determined following a review of the information available from other police Services. As a result the PSNI set a level to initiate the process, taking into consideration staffing and other resources. The PSNI outlined their ambition to review and reduce the intervention threshold to bring it as low as possible.

In relation to vulnerability which had been a key area of concern for Members, it was reported in June 2021 that, ‘...*75% of repeat victims have been flagged as having a vulnerability (including mental and physical health, drug and alcohol dependency) which indicates that officers are aware of the victims and the issues they are experiencing.*’ In response, the PSNI provided assurance that the process involves officers engaging with victims and utilising crime prevention and early intervention techniques to address vulnerability and reduce further victimisation.

BOARD ASSESSMENT OF MEASURE 1.1.1

IMPACT - ARE THERE FEWER REPEAT VICTIMS OF CRIME?

RAG Status

PARTIALLY ACHIEVED

The PSNI outline and evidence a range of initiatives to address this Measure. This is Year 2 of the Policing Plan and to date the evidence points to an increase in incidents, crimes and severity of Domestic Violence and Abuse, an increase in hate incidents and an increase in repeat victimisation. Therefore, at this point, the Board assess the Measure as being partially achieved with the PSNI making progress towards achieving a positive impact by investing in a number of initiatives to achieve fewer repeat victims of Domestic Violence and Abuse, CSAE, hate crime and repeat victimisation overall.

INDICATOR 1.2:

Fewer repeat offenders of crime.

MEASURE 1.2.1:

Repeat offending rate and report on initiatives to reduce repeat offenders with a focus on Domestic Abuse in 2021-22.

IMPACT/S UPDATE

Are there fewer repeat victims of crime?

- The PSNI reported in October 2021 that over 3,000 offenders were identified as having committed 2 or more offences, which equated to 22.1% of all offenders. These offenders were responsible for 45.8% of all offences where an offender had been identified. When comparing this to previous reporting on the issue in December 2020 the number of repeat offenders and the number of juveniles identified as repeat offenders had remained statistically consistent.

Initiatives to Continuously Improve Performance

- The PSNI reported that the **Repeat Domestic Abuse (DA) Perpetrator Strategy** was making a difference in dealing with repeat offenders and that it is focused on, and has had meaningful impact on, repeat offending through positive and effectively partnership working; and
- The **Chief Constable's Accountability report** at the October 2021 Board meeting outlined that '*...the focus on repeat victim and repeat offenders continues to evolve with new search functionality on our **PULSE system** to identify threat and risk.*'

BOARD SCRUTINY OF PERFORMANCE

PERFORMANCE COMMITTEE:

14 October 2021

Members considered that over a third of all domestic abuse offenders are repeat offenders. The PSNI reported concentrating efforts on these offenders with the aim of reducing the overall harm caused. A recurring issue noted by Members is that a repeat offender can also be a repeat victim. For example, it was highlighted that of the 3,000 repeat offenders identified in 2021-22 reporting, almost half (48%) were also a victim during the same time period and over a quarter (27.4%) of repeat offenders were also repeat victims. Members identified the need for the PSNI to continue their ongoing collaborative work in respect of how to address the victim and perpetrator overlap, specifically given the complexities of this overlap and understanding this is not solely a policing issue.

In October 2021, Members were encouraged to learn that the PSNI's Public Protection Branch (PPB) was working on the implementation of a 'Repeat Domestic Abuse Offender Call Back' scheme, anticipated to start in October 2021. The offender call back scheme sits within the Repeat Domestic Abuse (DA) Perpetrator Strategy, which focuses on two priorities. This interim strategy was implemented mid-October 2021 and since that time there had been 234 victims identified.

Following contact with the victims the PSNI had received consent to contact named perpetrators by 54 victims. After consent was provided, attempted contacts were made with the relevant perpetrators to engage and provide information in respect of services available through General Practitioner (GP) and other organisations to remind them of bail conditions and any ancillary orders. This had led to contact being successful with 18 perpetrators during this time. As such, this approach was welcomed by Members and was recognised as a potential advocacy opportunity for the Board.

The PSNI informed the Board about the Reducing Offending in Partnership (ROP) which includes three main strands (Prevent and Deter; Catch and Control; and Rehabilitate and Resettle) and the Reducing Offending Units (ROUs) which are based across all Northern Ireland policing areas as mechanisms to address repeat offenders. When reported upon in October 2021, the PSNI told the Board that 207 individuals were being managed by ROUs across Northern Ireland which was a decrease from 222 in previous 2020-21 reporting. Members however, questioned the significantly lower percentage of offenders (9.6%) that had moved from 'Catch and Control' to the 'Rehabilitate and Resettle' strand when compared to April-September 2019 (37%). In response the PSNI told Members that the COVID-19 lockdown, shop closures and people working from home were all reasons for a decrease as there was less opportunity to commit crime.

BOARD ASSESSMENT OF MEASURE 1.2.1

IMPACT – ARE THERE FEWER REPEAT OFFENDERS OF CRIME?

RAG Status

PARTIALLY ACHIEVED

During 2021-22 PSNI advised of initiatives to address this Measure and build on continuous improvements. This is Year 2 of the Policing Plan and to date the evidence points to numbers remaining static in this year. This could be interpreted as a positive impact with no increase in repeat offenders in this year. Therefore, at this point in the Policing Plan, the Board assess the Measure as being partially achieved with the PSNI making good progress towards achieving a positive impact by investing in a number of initiatives to achieve fewer repeat offenders of crime.

INDICATOR 1.2:

Fewer repeat offenders of crime.

MEASURE 1.2.2:

Through frustration, disruption and dismantling activity, reduce the capacity and capability of Organised Crime Groups (OCGs) and paramilitary organisations to engage in criminal activity.

IMPACT/S UPDATE

Are there fewer repeat offenders of crime?

- As of October 2021 the PSNI was responsible for investigating 69 OCGs. The PSNI stated their ambition is to reduce the capacity and capability of OCGs by Frustrating, Disrupting and Dismantling them, which will help achieve safer, more engaged and more confident communities. The number of OCGs **Frustrated** increased during the year; **Disrupted** - activity resulting in OCGs being disrupted, doubled within the year; and **Dismantled** - the number of OCGs dismantled had remained consistent during the period reflected.

Initiatives to Continuously Improve Performance

- Members were supportive and encouraged by the range of PSNI activity undertaken in relation to drugs through '**Operation Dealbreaker**' which was established by the PSNI in July 2021.

BOARD SCRUTINY OF PERFORMANCE

PERFORMANCE COMMITTEE:

11 November 2021

Members noted the PSNI's ambition to reduce the capacity and capability of OCGs by Frustrating, Disrupting and Dismantling them, thus aiming to achieve safer, more engaged and more confident communities. When reported upon in November 2021, the PSNI was responsible for investigating 69 OCGs. With regard to Paramilitary activity, the PSNI reported that the Paramilitary Crime Task Force (PCTF) was, '*...proactively investigating 6 paramilitary organisations which are involved in a wide range of criminality.*'

A key and continued aspect of Members' consideration was information on Modern Slavery and Human Trafficking (MSHT), as linked to OCGs. Members queried the strategic overview of activity regarding MSHT through recommendations made to the PSNI by the Criminal Justice Inspection Northern Ireland (CJINI) first assessment of '**How the Criminal Justice System deals with Modern Slavery and Human Trafficking in Northern Ireland**' in October 2020.

Furthermore, Members sought an update on the implementation by the PSNI of the six recommendations and two areas of improvement made through the report. Subsequently a response, with a full update across each recommendation, was received from the PSNI which Members considered and noted at the 10 February 2022 Performance Committee.

Members noted an overview of ‘Operation Dealbreaker’ which was established by the PSNI in July 2021, bringing all drug-related operational activity in the entire organisation under one umbrella. The PSNI reported that all information relating to drug criminality is collated and included in a monthly Drug Report Card at Service and District locality level and that information used on social media channels provides a strong collective message about how the PSNI prioritise preventative and enforcement action against drug crime and the impact that it has on communities and their confidence in policing. In November 2021, the PSNI reported that as a result of ‘Operation Dealbreaker’ from 17 September to 4 October 2021 there had been:

- £1.34 million value of Drug Seizures;
- 129 Drug Related Arrests; and
- 55 Drug Related Charges.

As such, Members were supportive and encouraged by the range of PSNI activity undertaken in this reporting period in relation drugs but recognised that there is still much to be done in this area.

BOARD ASSESSMENT OF MEASURE 1.2.2

IMPACT – ARE THERE FEWER REPEAT OFFENDERS OF CRIME?

RAG Status

PARTIALLY ACHIEVED

During 2021-22 PSNI have achieved a degree of success in this area during this period in terms of Frustrations and in particular in relation to drug seizures, arrests and charges. However, overall the number of repeat offenders has remained static. Therefore, at this point in the Policing Plan, the Board assesses the Measure as being partially achieved with the PSNI making good progress towards achieving a positive impact by increasing the levels of Frustrations and drug interventions to contribute towards achieving the impact of fewer repeat offenders of crime.

INDICATOR 1.3:

People in all communities feel safe.

MEASURE 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.

IMPACT/S UPDATE

Are people in all communities feeling safer?

- The **Northern Ireland Safe Community Survey (NISCS) 2019-20** found that only, '7% of respondents felt very unsafe when walking alone in area after dark,' and this has remained consistent with 2018/19 findings; and
- The PSNI reported in November 2021 that **Districts**⁴ A, F and G had the highest level of respondents feeling 'very unsafe' walking along in their areas after dark. In turn, they outlined an increase in reporting crime across all Districts, excluding Fermanagh and Omagh and Ards and North Down. The most significant increase illustrated is in three Districts A, E and H.

Initiatives to Continuously Improve Performance

- PSNI has implemented seven recommendations from a recent **CJINI** report to improve the support to victims of crime and improve feelings of safety; and
- Members noted an update on the PSNI **Violence and Intimidation inc Against Women and Girls (VIAWG) strategy** and recognised this as a key opportunity for future monitoring.

BOARD SCRUTINY OF PERFORMANCE

PARTNERSHIP COMMITTEE:

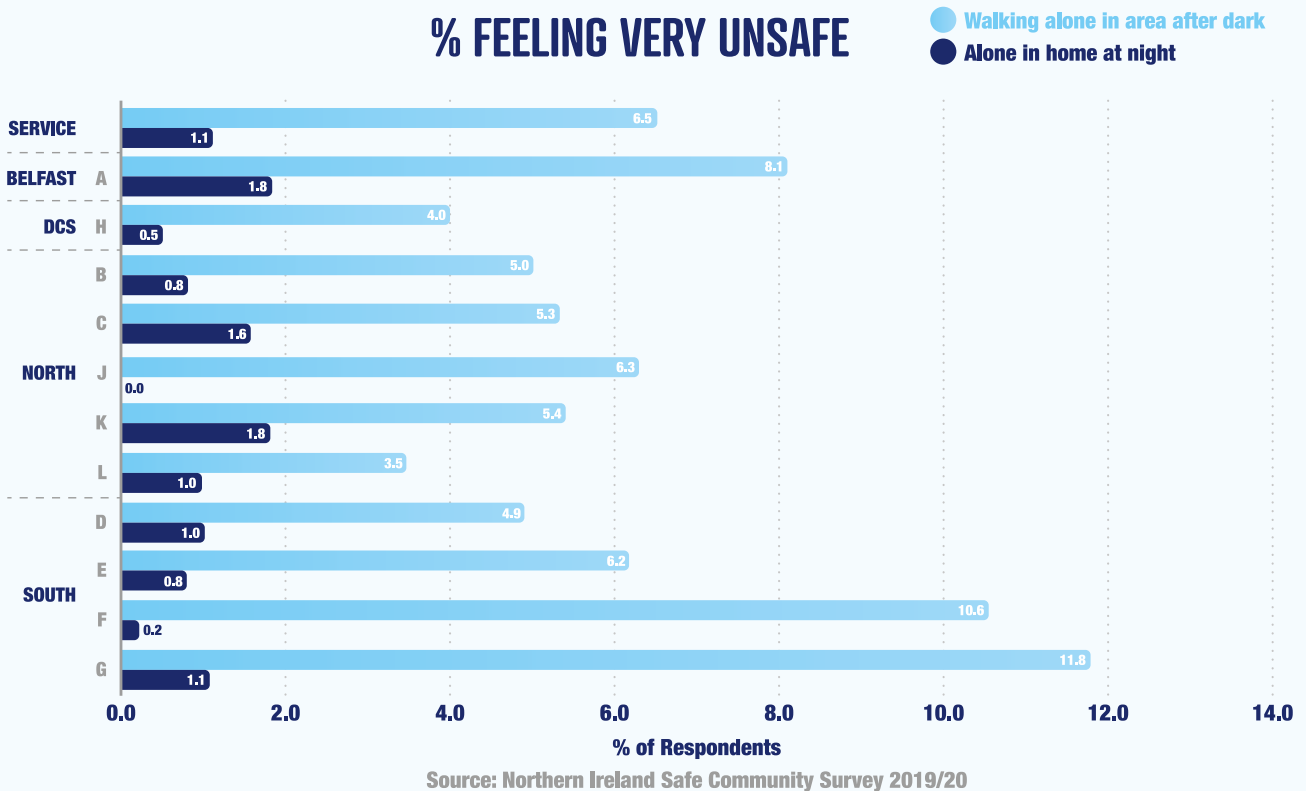
18 November 2021

Members considered data on those feeling unsafe walking alone in area after dark.

By way of contextualisation, data from the **Northern Ireland Safe Community Survey (NISCS) 2019-20** showed that, '...7% of respondents felt very unsafe when walking alone in area after dark,' and that that was consistent with 2018-19 findings. Members further considered a summary of the NISCS 2019/20 findings as per figure 3 below:

4 A - Belfast City; B - Lisburn and Castlereagh; C - Ards and North Down; D - Newry, Mourne and Down; E - Armagh City, Banbridge and Craigavon; F - Mid Ulster; G - Fermanagh and Omagh; H - Derry City and Strabane; J - Causeway Coast and Glens; K - Mid and East Antrim; and L - Antrim and Newtownabbey.

Figure 3



An area of continued scrutiny by Members was the Criminal Justice Inspection Northern Ireland (CJINI) [**Report into the Care and Treatment of Victims and Witnesses**](#) (published in July 2020). Within this inspection, there were two strategic and six operational recommendations made to the PSNI, in order to support victims of crime to improve feelings of safety. The PSNI stated it had worked closely with Criminal Justice (CJ) partners and key stakeholders to deliver “many” of the recommendations from the inspection. At the time of reporting, it was understood that seven of the eight recommendations had been discharged by the PSNI, with one operational recommendation which was due to be delivered within 6 months of publication of the report.

Members probed the PSNI on this area and they were provided with an update which outlined:

- A Service wide process to reduce repeat victimisation had been implemented;
- A protocol has commenced between PSNI and PPS to ensure that in incidents of serious crime, bereaved families receive the appropriate level of support throughout the CJ process; and
- Student officers are now receiving enhanced training into dealing with victims and witnesses.

Members considered an update on the PSNI VIAWG strategy. The PSNI had established a Strategic Coordination Group to provide oversight and impetus in their response to the issue of Violence and Intimidation against Women and Girls. Three work streams had been derived from the Police Service strategy, namely the pursuit of perpetrators, safer spaces and improved trust and confidence in policing. As the 'safer spaces' work stream is directly related to the Indicator within this Measure, PSNI reported that:

- *A dedicated rape and sexual crime media campaign was planned for November 2021;*
- *Update of Operation Nitelife strategies to ensure specific focus on Violence and Intimidation Against Women and Girls;*
- *Scoping of the potential to introduce the National Police Chief's Council recommended 'street safe' initiative;*
- *Safety campaign 'Ask for Angela' was to be launched in partnership with Hospitality Ulster; and*
- *Support to ONUS safe places for day-time retail.*

Members therefore identified this as a key opportunity given the focus on perpetrators, safer spaces, improved trust and confidence in policing and will continue to monitor the development of the Strategy through future reporting.

BOARD ASSESSMENT OF MEASURE 1.3.1

IMPACT – ARE PEOPLE IN ALL COMMUNITIES FEELING SAFER?

RAG Status

PARTIALLY ACHIEVED

During 2021-22 the PSNI has achieved a degree of success in this area in terms of the consistency in NISCS 2019-20 Safe Community Survey findings, specifically those feeling very unsafe staying marginally low at 7% and the PSNI progressing most of the recommendations from the CJINI [Report into the Care and Treatment of Victims and Witnesses](#). Therefore, at this point in the Policing Plan, the Board assesses the Measure as being partially achieved.

INDICATOR 1.3:

People in all communities feel safe.

MEASURE 1.3.2:

Rate of places repeatedly victimised.

IMPACT/S UPDATE

Are people in all communities feeling safer?

- Recorded crime levels remain static across Northern Ireland; and
- Anti-Social Behaviour (ASB) levels in Northern Ireland fell in 2021 by 7.5% (April to September 2021).

Initiatives to Continuously Improve Performance

- Members noted that a **strategic approach** was being undertaken, inclusive of the PSNI **to address ASB** through the development of a suite of legislative provisions based on partnership and collaboration between key stakeholders modelled on that already available in England and Wales; and
- Members also welcomed the PSNI's implementation of the Prevention First Strategy that focuses on early intervention, engagement and effective problem solving to enhance the safety of communities and reducing harm to the vulnerable.

BOARD SCRUTINY OF PERFORMANCE

PARTNERSHIP COMMITTEE:

18 November 2021

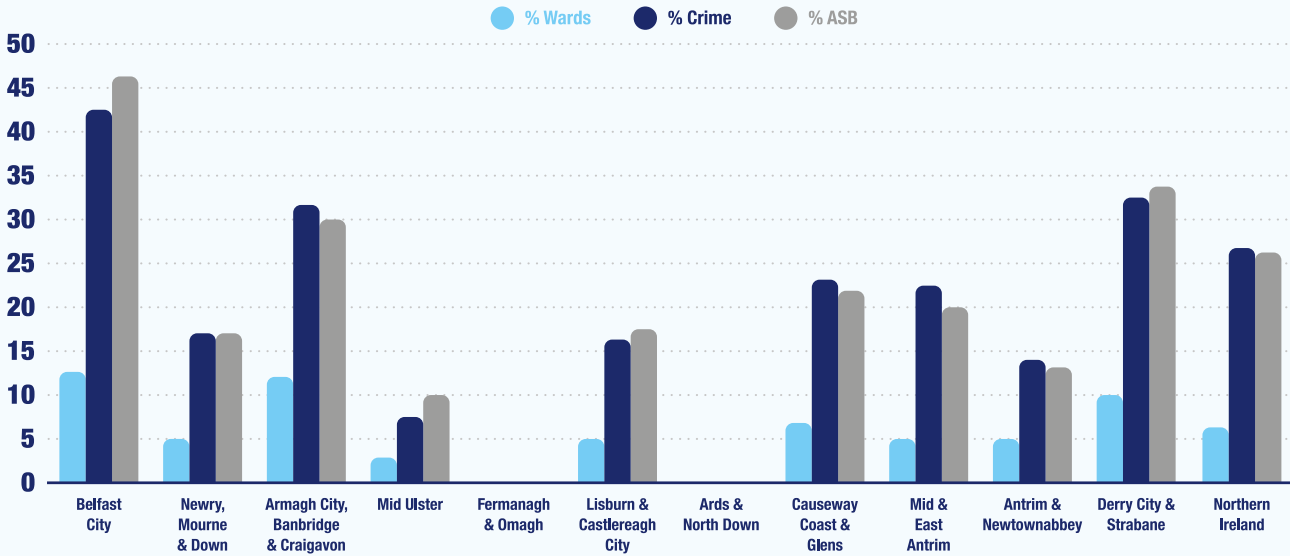
PSNI reported statistics for the April to September period 2021 in which they recorded a 13% increase in recorded crime. However, a 13% decrease in this period in 2020 due to the COVID-19 pandemic, returning the figures to similar levels previously recorded. On average, 296 crimes being recorded every day.

Levels of ASB across Northern Ireland decreased by a fifth (20.6%) during this same period of April to September 2021. Again this can be linked to COVID-19 as ASB incidents increase the previous year by 40.3% but overall this results in a decrease in ASB levels by 7.5% in the same period. Members discussed and considered their concerns about ASB and PSNI outlined that there had been 186 ASB incidents recorded per day in this period.

PSNI reported that crime increases varied across Northern Ireland with some places experiencing a disproportionate amount of crime, with a small number of wards (6.3%) experiencing higher than average crime and ASB levels and the graph below identifies these:

Figure 4

WARDS RECORDING ABOVE AVERAGE LEVELS OF CRIME AND ASB



Members noted that a strategic approach was being undertaken, inclusive of the PSNI to address ASB through the development of a suite of legislative provisions based on partnership and collaboration between key stakeholders modelled on that already available in England and Wales. The DoJ are leading on this work which is supported by the PSNI by the Service ASB lead and Criminal Justice Branch. Following discussion with the PSNI, Members wrote to the DoJ and received an update on the timescale for delivery of legislation in respect of ASB. The DoJ outlined that this cross-departmental and multiagency work is ongoing.

Members were also updated on the progress of the implementation of the PSNI's crime prevention strategy of 'Prevention First' and its associated action plan. This strategy aims to place the prevention of crime at the heart of everything the PSNI do and focuses on early intervention, engagement and effective problem solving to enhance the safety of communities and reducing harm to the vulnerable.

BOARD ASSESSMENT OF MEASURE 1.3.2 IMPACT – ARE PEOPLE IN ALL COMMUNITIES FEELING SAFER?

RAG Status

PARTIALLY ACHIEVED

During 2021-22 the PSNI has achieved a degree of success in this area with recorded crime levels remaining static and levels of ASB decreasing. PSNI are also aiding the development of a strategic approach to address ASB and started to implement the Prevention First Strategy at a local level. Therefore, the Board at this time, assesses this Measure as being partially achieved.

INDICATOR 1.4:

Crime rates and trends showcase an effective police response.

MEASURE 1.4.1:

Benchmark PSNI crime rates against previous PSNI levels and other most similar police services.

IMPACT/S UPDATE

Is the community safer compared to (i) previous PSNI rates and (ii) other areas?

- Northern Ireland has the **second lowest overall crime rate** when compared to seven other services across England and Wales, with the lowest being North Yorkshire. When the PSNI is compared to seven comparable Services, it is shown to have the lowest recorded crime rates;
- The PSNI reported in December 2021 that that between April and October 2021 the **crime rate** in Northern Ireland was 57.2 crimes per 1,000 population. PSNI's recent report showed an increase when compared to last year's reporting of 53.6 crimes per 1,000 population. By way of comparison, statistics in England and Wales showed 81.3 crimes per 1,000 population; and
- The latest reported PSNI **recorded crime** table shows that crime rates for all categories, (Crimes against Women; Crimes against Men; Crimes against children; Domestic Abuse and Hate Crime) except crimes against older people, were recording an increase.

BOARD SCRUTINY OF PERFORMANCE

PERFORMANCE COMMITTEE:

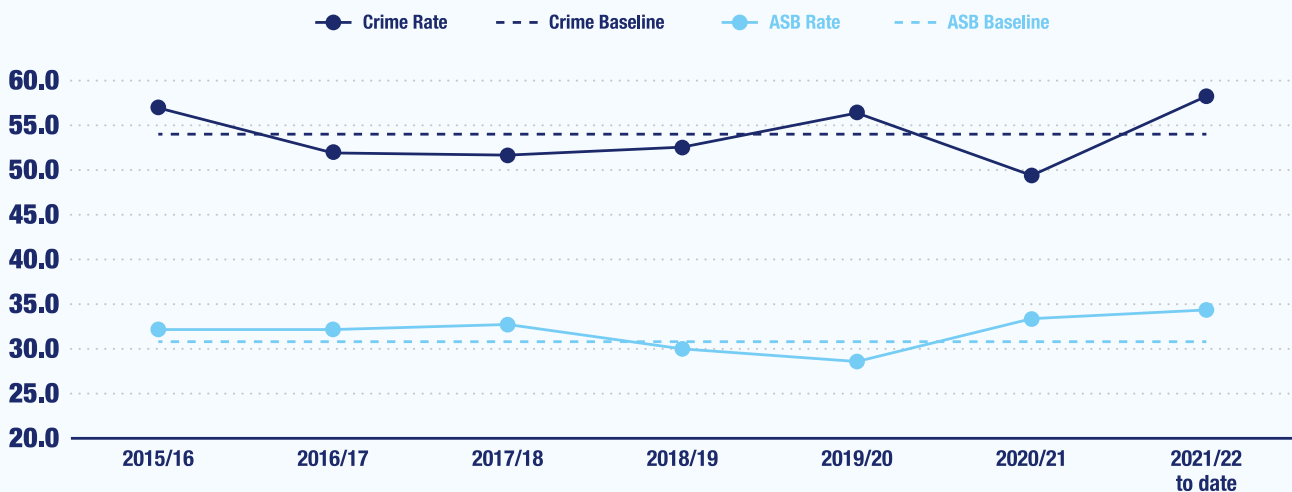
9 December 2021

Members noted that between April and October 2021 the crime rate in Northern Ireland was 57.2 crimes per 1,000 population, as per figure 5 (below). The PSNI advised Members that this was an increase when compared to 2020-21 reporting of 53.6 crimes per 1,000 population. By way of comparison, statistics in England and Wales showed 81.3 crimes per 1,000 population.

When the PSNI is compared to (the seven comparable services or Most Similar Groups (MSGs) for England and Wales determined as Greater Manchester, West Yorkshire, West Midlands, Northumbria, Merseyside, Nottinghamshire and Devon and Cornwall) Northern Ireland was shown to have the lowest recorded crime rates.

Figure 5

RECORDED CRIME RATE PER 1,000 POPULATION 2015/16 - 2021/22



Members examined the PSNI's crime types data, where the PSNI noted that violent and sexual offences were recording increases, most notably a 188% increase in harassment. Members noted that increased recorded levels of harassment were due to a change in counting rules, improved recording and increased reporting of Domestic Abuse, which accounts for a third of harassment offences.

Members raised an issue that ASB was also above the baseline (31.2) data with 34.5 incidents per 1,000 population and the PSNI provided assurance that crimes against older persons were decreasing as were ‘traditional crimes’, such as burglary. The PSNI also suggested that this may be a consequence of a changing society, less opportunities to commit an offence and a reduced re-sale market for stolen goods.

Members further queried the increased number of violent assaults as shown by the statistics and the PSNI provided an explanation that the National Crime Recording Standards (NCRS) was updated approximately eighteen months ago and therefore amended the statistical return to record violence against the person and harassment as two separate crimes. The PSNI had further advised that the crime of harassment could be in addition to other crimes recorded against a single suspect. Statistically the data showed the total number of crimes committed but this may not reflect the actual number of people who committed the crime.

Finally, and in showcasing an ‘effective police response’ as per the Measure and also as highlighted through Measure 1.2.2 (above), Members were encouraged to note the success ‘Operation Dealbreaker’ and their overall approach to drug misuse citing intelligence led proactive investigations.

BOARD ASSESSMENT OF MEASURE 1.4.1

IMPACT – IS THE COMMUNITY SAFER COMPARED TO (I) PREVIOUS PSNI RATES AND (II) OTHER AREAS?

RAG Status

PARTIALLY ACHIEVED

In terms of crime rates Northern Ireland remains one of the lowest crime rates in the UK. The crime rate reflects a slight increase from previous years however, remains significantly lower than in comparable police service areas at 57.2 crimes per 1,000 population. Therefore, at this point in the Policing Plan, the Board assesses the Measure as being partially achieved with the PSNI making good progress towards achieving a positive impact by maintaining the low levels of crime.

OUTCOME 2: WE HAVE CONFIDENCE IN POLICING

INDICATOR 2.1:

The level of public confidence in policing.

MEASURE 2.1.1:

The number of people in Northern Ireland who are confident that PSNI is accessible, visible, responsive and victim focused.

IMPACT/S UPDATE

Is there improved confidence in policing?

- In December 2021, the PSNI cited statistics from the NISCS 2019-20 findings on **Perceptions of Policing and Justice**. The 2019-20 findings showed that the overall rating for public confidence in the police and the police accountability arrangements has dropped by one percent to 80%. This was not a statistically significant change and followed the trend of the confidence in policing rating remaining largely static from 2011 onwards;
- The PSNI noted that as per the NISCS 2019-20 findings, confidence in local policing had a rating of 62%. This represented a statistically significant decrease from 65% in 2018-19; and
- The NISCS 2019-20 findings demonstrated that public confidence in local police engagement was still low, sitting at 34%, dropping a further 2% points from 2018/19 findings.

Initiatives to Continuously Improve Performance

- A key development that Member's advocated for and considered very important was the recruitment of **400 additional Neighbourhood Policing Team Officers**;
- The PSNI **Rape Crime Victim Survey** had achieved a 41.8% uptake rate and a new process had been implemented to increase this; and
- The Board has invested during 2021 in producing a bespoke Policing Plan Survey to outline evidence and inform this Outcome in subsequent years of the Policing Plan.

BOARD SCRUTINY OF PERFORMANCE

PARTNERSHIP COMMITTEE:

20 May 2021 and 16 December 2021

Ensuring individuals and communities across Northern Ireland have confidence in the PSNI is essential to supporting the prevention and detection of crime. This reporting year has presented a number of challenges for the PSNI in respect of enhancing and maintaining public trust and confidence in policing, not least navigating the continued COVID-19 public health messages. A summary of confidence in policing figures can be found below at figure 6:

Figure 6



For the Policing Plan, confidence in policing is regarded as being made up of four pillars: accessibility, visibility, responsiveness and being victim-focused. In respect of confidence in local policing the PSNI, through Policing Plan reporting and the Chief Constable’s reports, had also referred to delivering a ‘community-focused’ approach. Member’s consideration of the PSNI’s performance against this Measure took into account the impact of the PSNI’s programmes and initiatives in these areas.

A key aspect of Members’ consideration was the allocation of an additional of 400 Neighbourhood Policing Team (NPT) Officers. Members were encouraged to note that the delivery of this additional resource had been successfully achieved. However, Members stressed that effective measurement of the impact of the additional NPT resource on confidence in policing was not clear and would be essential for future reporting and to ensure the investment delivers on its objectives.

Members were also encouraged to learn that the PSNI had launched a Rape Crime Victim Survey in March 2021, and they presented the survey's interim findings at the December 2021 meeting of the Partnership Committee. The Survey was designed to capture and better understand the experience and impact on rape crime victims. Reducing the attrition rates for sexual crimes was highlighted as a key priority for both the Board and the PSNI, and Members were keen to understand the processes in place to support victims through their criminal justice journey. In response the PSNI noted that final survey findings, due to be available when the survey closed at the end of March 2022, would inform and shape any changes or continued improvements to the support available to rape crime victims. The PSNI also noted that they were keen to improve the uptake of the survey amongst victims in order to build the evidence base further and subsequently advised a new process was being implemented to enable this.

Members also raised an issue of internal staff confidence and morale within the PSNI including probing if, and how, it is measured and asked the PSNI how they envisage it might impact on the public confidence in policing. The PSNI responded by recognising that its officers and staff were the Services' greatest asset. It was noted that there was a pattern of higher mental health issues amongst PSNI officers when compared to other police services or the wider public. The PSNI advised that the Chief Constable had been constructively engaging with Staff Associations and that the PSNI Executive were keen to expand the dialogue with officers and staff on promoting employee wellbeing.

Finally, a key issue was raised in respect to the lack of data available to accurately measure confidence in policing. Notably, the statistics used by the PSNI to date, to evidence confidence in policing⁵, pre-dated the current Policing Plan. The Board envisage that this gap will be addressed by the new Northern Ireland Policing Plan Survey 2022, which the Board has produced and its findings will be published in May 2022 and will be a major source of data on confidence in policing. It is anticipated that the Northern Ireland Policing Plan Survey will be an annual survey and provide a valuable data source to support Member's evidence-led oversight across all of the Policing Plan Outcomes in future reporting.

⁵ Northern Ireland Safe Community Survey 2019/20 findings - Available online: [Northern Ireland Safe Community Survey | Department of Justice \(justice-ni.gov.uk\)](https://www.justice-ni.gov.uk/niscc/)

BOARD ASSESSMENT OF MEASURE 2.1.1 IMPACT – IS THERE IMPROVED CONFIDENCE IN POLICING?

RAG Status

PARTIALLY ACHIEVED

The Northern Ireland Safer Community Survey is currently the main source of data for tracking confidence in policing. This survey has tracked consistently high rates of public confidence in policing of around 80% over the last 12 years and around 60% for confidence in local policing. These statistics have not changed significantly in this year. The Board has invested this year in producing a bespoke confidence survey that will produce a new data set for this Measure and its first findings will be published in May 2022. Therefore, at this point in the Policing Plan, the Board assesses the Measure as being partially achieved with a new data set coming forward to evidence PSNI's progress towards improved public confidence in policing.

INDICATOR 2.2:

The level of satisfaction with the service received.

MEASURE 2.2.1:

Number of victims and service users who are satisfied with the service they have received.

IMPACT/S UPDATE

Is there improved satisfaction in policing?

- The PSNI carried out a **Victim Satisfaction Survey** (VSS) via a text messaging service. In September 2021, the PSNI reported a positive increase in the overall response rate to 14.6% from 10.8% in the period April-August 2020;
- There was also an increase in the number of participants reporting positive responses to questions in relation to officer/staff treatment and satisfaction with being kept informed of progress in their cases with 86.6% of participants agreeing or strongly agreeing that police officers treated them with fairness and respect; and
- The PSNI reported service **user satisfaction data** based on the effectiveness of its non-emergency online reporting tool. While it was positive to note that 75% of users rated the tool as 'very good' or 'good', the PSNI did not provide a breakdown of users' demographic information or whether respondents were witnesses, victims or looking to engage with the PSNI for some other reason.

Initiatives to Continuously Improve Performance

- PSNI to continue to further improve both the surveys and the response rates.

BOARD SCRUTINY OF PERFORMANCE

PARTNERSHIP COMMITTEE:

16 September 2021

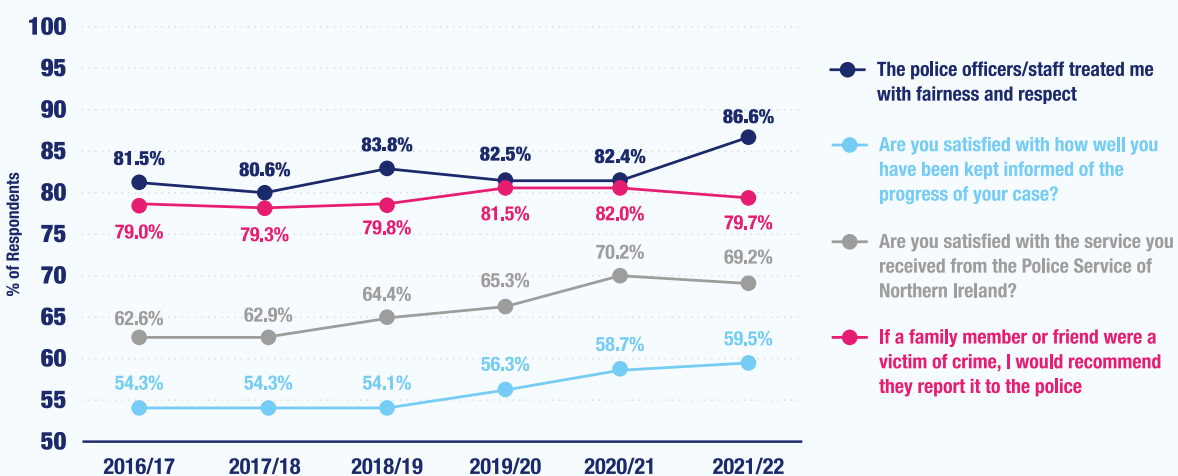
Ensuring that the PSNI provide a high quality service to victims of crime is essential in maintaining and building confidence in policing. This reporting year, Members considered for the first time the satisfaction of ‘service users’ in addition to victims whereby Measure 2.2.1 was expanded following a recommendation by the Policing Plan Review Working Group (PPRWG). The Measure is reported to give Members a comprehensive ‘view’ of both victim and service user satisfaction and reflect the work the PSNI is undertaking to improve satisfaction for those who engage with the service.

In considering performance under this Measure, Members reviewed findings from the PSNI Victim Satisfaction Survey (VSS)⁶. Members were encouraged to note that the response rate to the text message based survey had increased significantly to 14.6% from 10.8% in the period April-August 2020. However, Members raised a concern in respect to the consistently low response rate from under-represented groups, in particular young males aged 18-29 years old. PSNI noted that young males were a traditionally ‘hard to reach’ group for survey activity and that work was ongoing to improve engagement with this group.

In relation to the findings of the survey it was encouraging to note the increase in the number of participants reporting positive responses to questions in relation to officer/staff treatment and satisfaction with being kept informed of progress.

The findings are highlighted in Figure 7 below:

VICTIM SATISFACTION SURVEY RESULTS: APR - JUN 2021



⁶ The Victim Satisfaction Survey (VSS) allows the PSNI to monitor how well they are delivering their services and to identify areas for improvement. All adult victims of crime may be contacted although there are some exceptions. Victims of Domestic Abuse, serious violent and sexual offences will not be contacted. Invites to participate will be sent by Short Message Service (SMS) to mobile phone numbers provided by the victim during initial contact with police. The text message will contain a link to the survey.

The results for Q1 saw 86.6% of participants agree or strongly agree that police officers treated them with fairness and respect. This is an increase of 4.2% and is the highest proportion since the survey began. However, in respect of Q4, only 59.9% of respondents agreed or strongly agreed that they were ‘...*satisfied with how well I have been kept informed of the progress of my case*’. Despite a marginal increase in the proportion of positive responses, the results for this question still represent the lowest level of satisfaction across the 4 questions. The PSNI noted that the free text responses for this question indicate the main reason for dissatisfaction cited is the timeliness of follow-up and lack of responsiveness to phone calls/ emails.

Members also sought clarity on what action the PSNI was taking to follow up with victims who reported dissatisfaction with the service they had received. The PSNI noted that the survey responses were provided anonymously and as such it was not possible for officers to complete follow up engagement. While recognising the limitations of this approach, the PSNI explained that removing participants’ anonymity may negatively impact the survey’s response rate. In turn, Board officials will raise this as a future key issue within police performance monitoring by way of the PSNI exploring opportunities which allow for follow up with dissatisfied victims, e.g. an opt in selection, while maintaining their anonymity.

Members again raised concerns over the low numbers of VSS participants reporting satisfaction with the service they received from the PSNI in Districts G and J (Fermanagh and Omagh; and Causeway, Coast and Glens). In previous reporting the PSNI had advised that the Area Commander and District Commanders had reviewed the data for their respective District to identify any underlying issues and to establish any learning. Providing a further update, the PSNI noted that in respect to Fermanagh and Omagh, the variation in the number of positive responses was within the anticipated norms but that there was to be a particular focus on this area going forward. In respect to the Causeway Coast and Glens District, the PSNI noted at the time that the NPT were responding to the issues raised and that they would be focusing efforts in this area, ‘...*over the coming weeks.*’

BOARD ASSESSMENT OF MEASURE IMPACT – IS THERE IMPROVED SATISFACTION IN POLICING?

RAG Status

ACHIEVED

PSNI has provided the Board with evidence of an increased response rate to their Victim Satisfaction Survey and this survey also illustrates an increase in the number of participants reporting positive responses. Progress therefore has been made in this year in improving satisfaction in policing.

INDICATOR 2.3:

The representativeness of the police service.

MEASURE 2.3.1:

Improve representativeness of the service across ranks, grades and departments by gender and community and socio-economic background.

IMPACT/S UPDATE

Is there improved representativeness of the police service?

- PSNI continue to make improvements to recruitment campaigns in order to improve the representativeness of the police service;
- The 2020 and 2021 PSNI student officer recruitment campaigns increased the number of applicants from the female, LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, Queer and Questioning) and ethnic minority communities;
- In 2020 the Student Officer Campaign achieved a positive improvement in the representativeness of female applicants to 40.3%, an increase of 3% from the previous campaign and this remained at 40.1% for the 2021 campaign;
- The proportion of applications from a Catholic background remained consistent across the last six recruitment campaigns at between 29% and 32% and was 30% in 2021; and
- In terms of socio-economic background 19.6% of applicants applied from the 30% most deprived areas;
- More information is needed on representativeness in terms of those progressing to middle and senior ranks and grades and into departments where they were previously under-represented. Are these areas now more or less representative?
- Future reporting will include reporting on progression and retention.

Initiatives to Continuously Improve Performance

- The PSNI has specifically carried out a **programme of outreach** to under-represented communities and held an increasing number of engagement events in order to increase representativeness of those applying to the Service. It is envisaged that this will be enhanced and improved in the remaining years of the Policing Plan;
- While a number of initiatives took place in relation to training or mentoring it was possible only in limited circumstances to assess the outcome of such initiatives.

BOARD SCRUTINY OF PERFORMANCE

RESOURCES COMMITTEE:

23 September 2021 and 16 February 2022

Creating a police service that is representative of the communities it serves is important in enhancing engagement and improving confidence in policing. This Measure supports the Board's wider legislative duty under the Police (Northern Ireland) Act 2000 to monitor the representativeness of the PSNI. In reporting this Measure, Members considered the PSNI's actions to help achieve a more representative police service where local people can identify with PSNI police officers and staff. As of 1 February 2022 the PSNI workforce composition figures were:

Table 1: Workforce Composition Figures at 1 February 2022

	Police Officers	Police Staff
% Perceived Protestant	66.55	77.66
% Perceived Roman Catholic	32.10	20.06
% Not Determined	1.35	2.28
% Female	30.81	56.94
% Male	69.19	43.06
% Ethnic Minority	0.58	0.69
Total	7059	2592

A key element to improving the representativeness of the PSNI is through recruitment, however of equal importance, as this performance measure recognises, is the extent to which those in PSNI progress to more senior ranks and grades and are represented across the range of departments. Members considered the outcome of the 2020 PSNI student officer recruitment campaign and were encouraged to note the increase in the number of applicants from the female, LGBTQ+ and ethnic minority communities. In respect to socio-economic background, Members noted that in the 2020 recruitment campaign 19.6% of applicants applied from the 30% most deprived areas in NI.

The PSNI's report to the Committee showed improvement in terms of the representativeness of female applicants across all stages of the 2020 police officer recruitment campaign. The proportion of female applicants totalled 40.3%. This was the highest of any campaign and 3% higher than for the previous campaign. Additionally, the proportion of female candidates progressing to the merit pool increased by 8.6% to 42.4% compared to 33.8% in 2018.

The proportion of female applicants to the 2021 recruitment campaign was 40.1% which was largely in line with the 2020 recruitment campaign in which 40.3% of applicants were female.

The PSNI reported details on the results of the 2020 Officer Recruitment Campaign in respect of community background. The proportion of applications from Catholics had remained largely consistent across the last six recruitment campaigns, sitting between 29% and 32%. The proportion of Catholic applicants to the 2021 Student Officer Recruitment Campaign, totalled 30%. This was similar to figures from the 2020 Recruitment Campaign. This indicated that applications from the Catholic community were continuing to remain constant, with little improvement across the last six recruitment campaigns.

Members also discussed the importance of reporting on the levels at which underrepresented groups advanced to the merit pool and the possible factors or barriers that could lead to a lower rate of appointments in underrepresented groups.

Members further considered the focused engagement activity undertaken by PSNI with working class Protestant communities and some Members sought clarity as to why this approach had been taken given the low engagement across all working class communities. Some Members considered this extremely valuable. In February 2022, Members also discussed the drop in applications from the previous recruitment campaign, particularly in light of the engagement activity which had been carried out by PSNI representatives in support of the campaign. The PSNI commented that, in the context of consecutive recruitment campaigns, a fall in applications is not untypical. They also noted the work completed during the most recent recruitment campaign (which launched 2 November 2021), had specifically included outreach to under-represented communities and that engagement events regarding recruitment had taken place with organisations such as the Ethnic Minority Police Association, Black and Minority Ethnic community representatives, the Grand Orange Lodge of Ireland and the Ulster Council of the Gaelic Athletic Association.

Members also considered the PSNI's approach to achieving representativeness across police staff and officer grades and departments. Members raised the need for more information on those progressing to middle and senior ranks and grades and into departments where they were previously underrepresented.

In February 2022, Members noted the many commendable activities which are ongoing but stressed that more people data is necessary to measure the impact/success of the actions being taken. PSNI had not demonstrated the "impact" i.e. "what difference had been made" in order to evidence improvement in representativeness across ranks, grades and departments.

PSNI agreed that further focus should be brought to the areas of attraction/retention/progression with a view to fully understanding the barriers to progressing within the service and Members were keen to understand how activity being undertaken is benefitting certain groups, for example, in relation to gender, community background, ethnicity or disability.

Members discussed a change in the future format of reporting to the Committee by PSNI which would give a broader range of information on representativeness across the area of People and Organisational Development rather than just focus on Student Officer Recruitment. Members advised that they would like this to include areas such as diversity training and reverse mentoring and PSNI acknowledged that further data capturing behavioural change was necessary, rather than just reporting on numbers taking training in certain areas. Members were keen to stress the need for information on outcomes and on what changes had occurred.

Another area raised by Members which was taken on board by PSNI was in the area of exit interviews, who these are carried out by, consistency of approach and the value of any information received as a result of this process.

BOARD ASSESSMENT OF MEASURE 2.3.1

IMPACT – IS THERE IMPROVED REPRESENTATIVENESS OF THE POLICE SERVICE?

RAG Status

PARTIALLY ACHIEVED

The PSNI's improved engagement has reflected positively in achieving increased numbers of applicants from female, LGBTQ+ and ethnic minority backgrounds. However further progress is required to achieve a police service that is reflective of the community it serves and the Board will continue to actively monitor representativeness over the next three years of the Policing Plan. At this time, the Board assesses this Measure as partially achieved.

INDICATOR 2.4:

Delivery of effective crime outcomes.

MEASURE 2.4.1:

Levels of crime outcomes to identify and respond to areas of concern in outcome statistics, with a particular focus on Domestic Abuse in 2021-22.

IMPACT/S UPDATE

Is there improved delivery of effective crime outcomes?

- PSNI reported in December 2021 that 69.8% of recorded crimes have been assigned an outcome by the PSNI. This represents a decrease of 2.6% from the previous year;
- The PSNI explained that this decrease in assigned outcomes is due to, '*...the increase in the number of violent and sexual offences which generally require longer investigations which leads to outcomes not being assigned until later*';
- 42% of domestic abuse crimes result in 'evidential difficulties'. This is a decrease from 2020-21 where the 'evidential difficulties' outcome represented 50% of all domestic abuse crimes recorded; and
- Increased and subsequently consistently high rates of Body Worn Video (BWW) recorded for domestic abuse incidents.

Initiatives to Continuously Improve Performance

- The **Assist advocacy service** which provides support to victims of domestic and sexual crime had a 57% uptake in the service which was higher than originally forecast. The PSNI are taking forward further activity to promote and signpost to the service in order to further increase the uptake rate.

BOARD SCRUTINY OF PERFORMANCE

PERFORMANCE COMMITTEE:

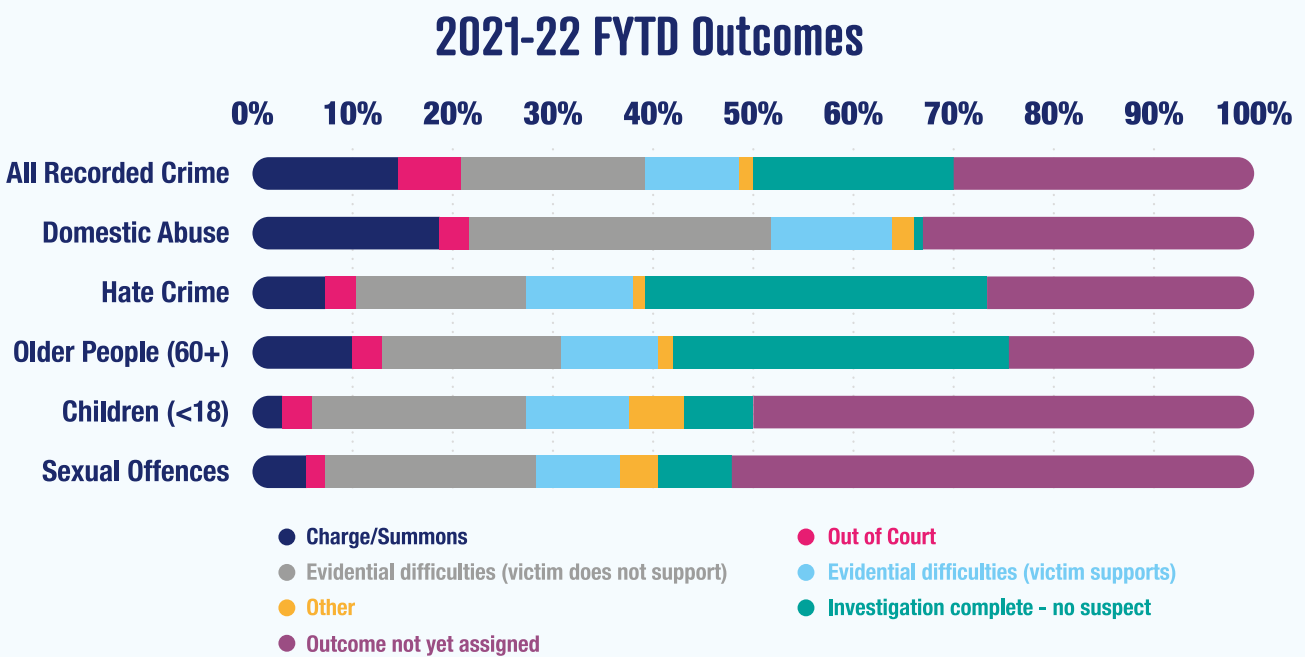
9 December 2021

The outcome rate is the rate at which recorded crimes achieve a successful police outcome. The purpose of this Measure is to provide a comprehensive overview of the PSNI delivery of effective crime outcomes. Monitoring and scrutiny of this area enables key trends to be identified and allows the PSNI to respond to areas of concern. It is important that the PSNI provide a victim-focused service where they can aim to play their part in securing appropriate and effective criminal justice outcomes in order to maintain and enhance confidence in policing.

In considering this Measure, Members noted the high proportion of crimes committed against children which had the outcome ‘*evidential difficulties (victim does not support)*’. Members noted with concern that 26.7%, as per figure 8 below, of crimes against children resulted in this outcome. Members sought clarity on how the PSNI were engaging with Social Workers, Health Trusts and The Safeguarding Board of Northern Ireland (SBNI) in respect of preventing crime against children in care, who are more vulnerable to crime.

Members reflected on the potential risk of exposure to crime for the child in the protected environment being weighed against the risk of leaving a child unprotected in the home and enquired if this was a strategic issue for policing. In response, the PSNI noted that a high proportion of repeat victims who are children are in the care system and of those a significant number are female. The PSNI also noted that further prevention and engagement work was being undertaken with the partner statutory agencies and it was agreed the PSNI would provide a further update to Members on this work.

Figure 8



Another key area of Members’ scrutiny and oversight was the usage of Body Worn Video (BWV) by PSNI officers. Members noted that figures provided by the PSNI indicated a lower rate of usage for all priority calls and emergency grade calls when compared to domestic abuse priority calls and domestic abuse emergency grade calls. The PSNI also offered further explanation as to the grading of calls for assistance noting that these were dictated by the circumstances and risk at scene as opposed to the crime type. While commending the PSNI on the increased and subsequent consistently high BWV usage for domestic abuse incidents, Members wished to gain clarity on why BWV was not used as standard on all call responses and what guidance on compliance was provided to officers.

In response the PSNI explained that officers are required to consider and make a decision if there is anything of evidential value before activating the BWV device. The expectation is that there should be 100%, or as close to, for BWV use at all domestic incidents. Members requested that the PSNI share the current BWV policy / guidance for officers so it can be considered further in future reporting.

BOARD ASSESSMENT OF MEASURE 2.4.1

IMPACT – IS THERE IMPROVED DELIVERY OF EFFECTIVE CRIME OUTCOMES?

RAG Status

PARTIALLY ACHIEVED

Almost 70% of recorded crimes in this year have been assigned an outcome by the PSNI, representing a decrease of 2.6% from the previous year. Progress has been made in the area of domestic abuse with a decrease in crimes resulting in evidential difficulties and an increase recorded in the use of Body Worn Video for domestic abuse incidents. Therefore, at this point in the Policing Plan, the Board assesses this Measure as being partially achieved.

OUTCOME 3: WE HAVE ENGAGED AND SUPPORTIVE COMMUNITIES

INDICATOR 3.1:

Police in partnership with local communities, including PCSPs, identify and deliver local solutions to local problems.

MEASURE 3.1.1:

In collaboration with the community deliver on the commitments outlined in the Local Policing Review.

IMPACT/S UPDATE

- Of the 45 identified actions in the Local Policing Review 34 are now considered closed with 11 currently remaining open; and
- An additional 400 officers were added to Neighbourhood Policing Teams over the last two years.

BOARD SCRUTINY OF PERFORMANCE

PARTNERSHIP COMMITTEE:

17 June 2021 and 10 March 2022

This Measure focuses on the PSNI's implementation of the 45 actions emanating from the Local Policing Review of 2018-19. Following consultation, a comprehensive programme of work was identified and published in the **Local Policing Review (LPR) Response** to change local policing. This is being delivered through the six identified 'Headline Actions' with community empowerment playing a vital role in successfully achieving this Outcome.

Throughout the year Members were updated on the PSNI's progress against the 45 LPR actions. Over the course of this scrutiny, some points to note include action 6.4, which concerns the development of the local policing plans, whereby the PSNI had requested for the deadline to be extended and Members sought clarity on the activity being taken to progress this action and probed the PSNI to provide rationale for the extension. In response, the PSNI noted that work was being taken forward with PCSPs in respect of the development of local policing plans and that this work should be completed before the action was closed. The PSNI explained that engagement with PCSP included work to devise a template to report on Outcome 3 of the Policing Plan which will take an OBA format.

Members also clarified the development and operation of Multi-Agency Triage Teams (MATT). The MATT approach involves PSNI officers working in collaboration with mental health practitioners and paramedics aimed at providing on-the-spot help to vulnerable adults with mental health difficulties. The PSNI provided an update that MATTs were operational in Belfast and Ards and North Down areas at weekends and core times but that this work had been suspended. At the time, the PSNI however noted that there was a vetting process underway to allow the MATT to recommence this work.

Following February 2022 Partnership Committee Members agreed to close a significant number of actions that had been monitored and reported upon throughout the last 2 years. Members agreed with PSNI that 11 actions are still currently open. Linking to Resources Committee and the ongoing monitoring of the PSNI's People Action Plan, three outstanding actions were agreed to be considered through this reporting mechanism in the 2022/23 reporting period.

BOARD ASSESSMENT OF MEASURE 3.1.1

IMPACT – IMPLEMENT THE 45 ACTIONS OF THE LOCAL POLICING REVIEW?

RAG Status

PARTIALLY ACHIEVED

The PSNI has made significant progress in this year implementing 34 of the 45 actions identified within the Local Policing Review. Work continues on the implementation of the remaining 11 actions. Also it is significant that the 400 additional officers have been secured for the Neighbourhood Policing Teams. The Board, therefore, consider that this Measure has been partially achieved.

INDICATOR 3.1:

Police in partnership with local communities, including PCSPs, identify and deliver local solutions to local problems.

MEASURE 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.

IMPACT/S UPDATE

Is the community more engaged and is there more support from communities?

- As this is the first year of reporting against this new Policing Plan Measure it is too early to report impacts at this stage.

Initiatives to Continuously Improve Performance

- PSNI designed and completed a Neighbourhood Policing Team (NPT) Self-assessment and Continuous Improvement Survey for 71 of the 75 NPTs. The survey will be run again in subsequent years in order to track improvements; and
- In light of increased suspected drug deaths, a six-month pilot initiative that was launched for the use of **Naloxone**⁷ by Neighbourhood Officers working in Belfast City Centre and this is reported to have resulted in the saving of a life.

BOARD SCRUTINY OF PERFORMANCE

PARTNERSHIP COMMITTEE:

21 October 2021 and 10 March 2022

Measures 3.1.2 and 3.1.3 were both newly introduced into the Policing Plan by the Board in April 2021 and therefore this is the first year of recording and reporting data against them. The data is still being developed in relation to the two Measures. As part of this information gathering phase, the PSNI had initiated and completed a Neighbourhood Policing Team (NPT) Self-assessment and Continuous Improvement Survey. Members noted the survey was undertaken by all NPTs but for the purposes of reporting at the time, the focus was on a criteria based selected sample of eight NPTs⁸. Members then reviewed the final PSNI NPT Self-assessment Survey report through March 2022 reporting. This was undertaken in order to contribute to the overall Indicator of identifying and delivering local solutions to local problems as well as helping to identify, develop and understand best practice in neighbourhood policing.

Members noted and discussed the PSNI's findings, which showed that five NPTs assessed they were effective at engaging local communities and partners in the identification of problems and solutions, with one giving a rating of highly effective. The remaining two NPTs responded with being somewhat effective or lower. Members noted the findings showed that all eight NPTs had identified Drugs and ASB as being key local issues that their teams had worked with communities / community partners to tackle.

7 The introduction of Naloxone nasal spray is a relatively new approach with governmental authorisation having been granted in February 2019. Clinical governance for this pilot is being provided by Northern Ireland Ambulance Service.

8 The agreed criteria for the selection of the areas was: Areas of high deprivation (but not exclusively); Areas that have been repeatedly victimised; A mixture of urban and rural areas; and East and West geographical locations to allow for a broad spread and representation.

They also noted that Hate Crime, Repeat Victimisation, Repeat Offending and Burglary were also identified as local issues by the majority of the NPTs. The PSNI provided assurances that there were good practice themes around engagement identified through NPT responses and that they were working in partnership with families and partner agencies to help facilitate resolutions to ASB concerns.

Members were encouraged to learn, in light of increased suspected drug deaths (as per May 2021 reporting) and as highlighted as an issue through the NPT survey responses, a six-month pilot initiative that was launched for the use of Naloxone by neighbourhood officers working in Belfast City Centre (September 2021 to March 2022). The pilot was being delivered in partnership with a number of agencies and by way of impact, it was reported that the first deployment of Naloxone under the pilot was successful in saving a life. As a result, Members recognised this pilot as a potential opportunity and positive impact of PSNI work in partnership.

In October 2021, Members queried the lack of PSNI examples that refer to co-design for their partnership working within their reports to the Board. This was noted as particularly disappointing as co-design is specific to the Measure. However, Members noted through the March 2022 reporting a number of case study examples highlighted by the PSNI specifically within the South Belfast, Castlederg and Omagh NPT's, which demonstrated co-design.

BOARD ASSESSMENT OF MEASURE 3.1.2

IMPACT – IS THE COMMUNITY MORE ENGAGED AND IS THERE MORE SUPPORT FROM COMMUNITIES?

RAG Status

PARTIALLY ACHIEVED

Measure 3.1.2 is newly introduced into the Policing Plan by the Board in April 2021 and therefore this is the first year of recording and reporting data against this Measure. The information is therefore still developing in relation to this. However, PSNI has completed a Neighbourhood Policing Team (NPT) Self-assessment and Continuous Improvement Survey and work has taken place in gathering the information needed to assess the impact of this Measure.

INDICATOR 3.1:

Police in partnership with local communities, including PCSPs, identify and deliver local solutions to local problems.

MEASURE 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.

IMPACT/S UPDATE

Is the community more engaged and is there more support from communities?

- As this is the first year of reporting against this new Policing Plan Measure it is too early to report impacts at this stage.

Initiatives to Continuously Improve Performance

- An **independent evaluation report** was finalised in March 2022 identifying a baseline position for effectiveness in year one and three recommendations for continued improvement.

As with Measure 3.1.2 above, this Measure was introduced into the Policing Plan in 2021 and is still in the early stages of gathering information in order to assess performance.

The preparation work for Measure 3.1.3 was developed through July/August 2021 with the actual operations for this Measure having commenced when initial findings for Measure 3.1.2 were identified. This assisted in enabling the Measure to gain an insight into the impact of PSNI neighbourhood policing actions at a local level and vitally obtain feedback from the local community on these actions. The monitoring of this Measure focused on qualitative data collected from three main sources: the PSNI self-assessment survey data, an online community stakeholder community survey and a series of stakeholder focus groups. The invites, for both the online community stakeholder survey and the stakeholder focus groups, were identified by the local PSNI NPT's and PCSPs. These key stakeholders were a mix of individuals and organisational representatives.

The Board undertook the online stakeholder community survey to engage with the key stakeholders. The Board's Police Performance Monitoring branch produced a final report for Members which was considered at the 10 March 2022 Partnership Committee meeting. In summary, the report provided an analysis broken down by the type of respondent, the most common issues identified (including a breakdown across each NPT area) and proposed solutions. It also included quantitative data in respect of (i) how involved respondents were in seeking solutions, (ii) their rating for shared priorities being resolved with a mutually satisfactory solution and (iii) a rating for the status of the issue.

The key stakeholders were then invited to their respective Community Stakeholder Focus Group. The eight (8) events which commenced 31 January and concluded on 3 March 2022, were independently facilitated by Business Consultancy Services (BCS). A key message from the pilot was that community interaction with NPTs was positive, however, possibly more engagement is required between NPTs and the community/ organisations. Another key message conveyed was perceived barriers around communication with and access to NPT officers.

Finally, the independent facilitator and evaluator, BCS produced an evaluation report that established a baseline position for effectiveness in year one, outlined conclusions and three recommendations for continued improvement with regard to this Measure. This will then help determine the effectiveness on a year-on-year basis highlighting those areas where improvements have been made and also areas of emerging challenges. The overarching focus of this work was on qualitative data collected from the three data sets at a local level, enabling informed future practice in NPTs to support the delivery of Outcome 3 for Engaged and Supportive Communities. The evaluation report was finalised at the end of March 2022.

BOARD ASSESSMENT OF MEASURE 3.1.3

IMPACT – IS THE COMMUNITY MORE ENGAGED AND IS THERE MORE SUPPORT FROM COMMUNITIES?

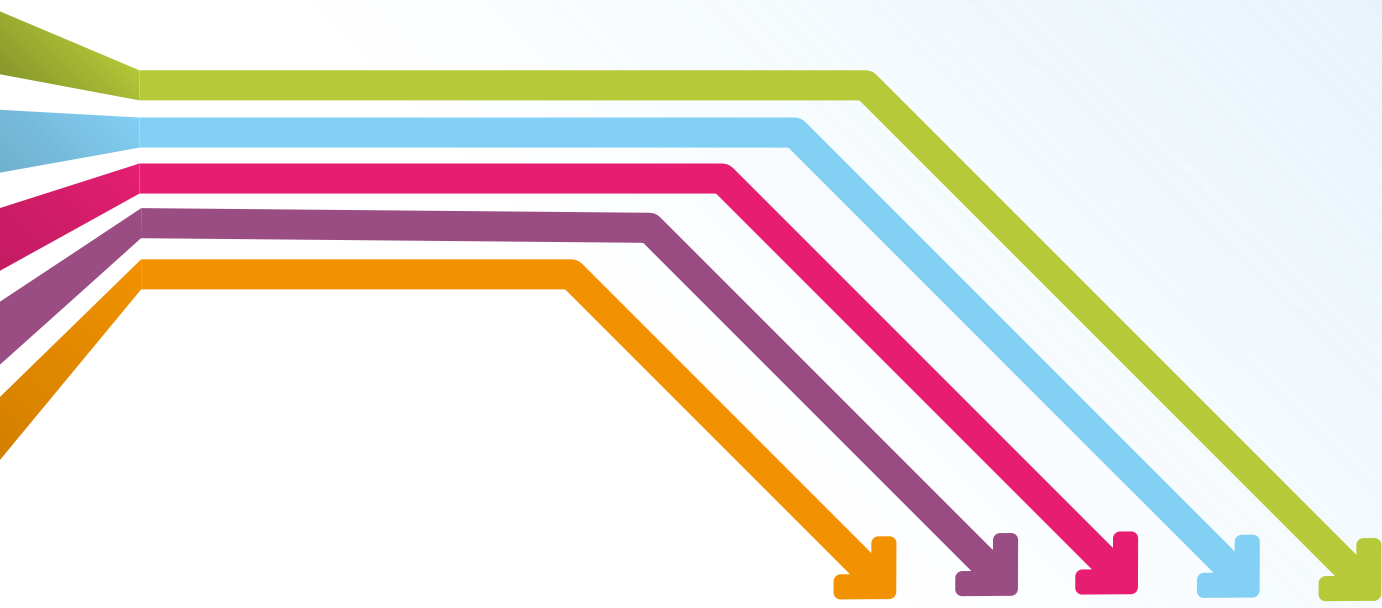
RAG Status

PARTIALLY ACHIEVED

Measure 3.1.3 is newly introduced into the Policing Plan by the Board in April 2021 and therefore this is the first year of recording and reporting data against this Measure. The information is therefore still developing in relation to this. However, the Board commissioned and received an independent evaluation of the potential of three datasets to inform this Measure. The evaluation still needs to be considered by the Board but it is intended that this will inform the collection of data in subsequent years to assist in reporting on impact in this regard.

RAG STATUS SUMMARY TABLE

PERFORMANCE PLAN 2021-22 MEASURE		RAG STATUS
1.1.1:	Repeat victimisation rate and report on initiatives to support repeat victims with a focus on victims of (i) Domestic Abuse (ii) Child Sexual Abuse and Exploitation (iii) Hate Crime and repeat victims overall.	PARTIALLY ACHIEVED
1.2.1:	Repeat offending rate and report on initiatives to reduce repeat offenders with a focus on Domestic Abuse in 2021-22.	PARTIALLY ACHIEVED
1.2.2:	Through frustration, disruption and dismantling activity, reduce the capacity and capability of Organised Crime Groups (OCGs) and paramilitary organisations to engage in criminal activity.	PARTIALLY ACHIEVED
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.	PARTIALLY ACHIEVED
1.3.2:	Rate of places repeatedly victimised.	PARTIALLY ACHIEVED
1.4.1:	Benchmark PSNI crime rates against previous PSNI levels and other most similar police services.	PARTIALLY ACHIEVED
2.1.1:	The number of people in Northern Ireland who are confident that PSNI is accessible, visible, responsive and victim focused.	PARTIALLY ACHIEVED
2.2.1:	Number of victims and service users who are satisfied with the service they have received.	ACHIEVED
2.3.1:	Improve representativeness of the service across ranks, grades and departments by gender and community and socio-economic background.	PARTIALLY ACHIEVED
2.4.1:	Levels of crime outcomes to identify and respond to areas of concern in outcome statistics, with a particular focus on Domestic Abuse in 2021-22.	PARTIALLY ACHIEVED
3.1.1:	In collaboration with the community deliver on the commitments outlined in the Local Policing Review.	PARTIALLY ACHIEVED
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.	PARTIALLY ACHIEVED
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.	PARTIALLY ACHIEVED



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DOCUMENT TITLE

The Northern Ireland Policing Plan 2020-2025
& Annual Performance Plan 2021/22
Annual Assessment

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