



NORTHERN IRELAND POLICING PLAN SURVEY

STATISTICAL REPORT 2023



CONTENTS

| | |
|---|-----------|
| 1 INTRODUCTION | 2 |
| BACKGROUND | 2 |
| ABOUT THE SURVEY | 3 |
| 2 SUMMARY | 4 |
| 3 POLICING PLAN OUTCOME 1 – SAFE COMMUNITY | 5 |
| 4 POLICING PLAN OUTCOME 2 – CONFIDENCE IN POLICING | 17 |
| 5 POLICING PLAN OUTCOME 3 – ENGAGED AND SUPPORTIVE COMMUNITIES | 35 |
| 6 POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPs) | 42 |
| 7 NORTHERN IRELAND POLICING BOARD (NIPB) | 47 |
| 8 NATIONAL CRIME AGENCY (NCA) | 52 |
| APPENDIX 1 – METHODOLOGY | 54 |
| APPENDIX 2 – EXPERIMENTAL STATISTICS | 58 |

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INTRODUCTION

SUMMARY

OUTCOME 1

OUTCOME 2

OUTCOME 3

PCSPs

NIPB

NCA

APPENDICES

1 INTRODUCTION

INTRODUCTION

SUMMARY

OUTCOME 1

OUTCOME 2

OUTCOME 3

PCSPs

NIPB

NCA

APPENDICES

BACKGROUND

The Northern Ireland Policing Board (the Board) is an independent public body which oversees policing in Northern Ireland. It was set up on 4 November 2001 as a result of the Police (Northern Ireland) Act 2000. The Policing Board operates at arm's length from government and has strong independent powers to carry out its work.

The Board consists of 19 Members; 10 Political Members from the Northern Ireland Assembly and 9 Independent Members appointed by the Minister of Justice. The Policing Board is responsible for the independent oversight of the PSNI and has a range of legislative duties to deliver.

The main role of the Board is to ensure that the Police Service of Northern Ireland (PSNI) is effective and efficient. The Board sets targets for the PSNI and monitors how well the PSNI performs against them. The Board also publishes a rolling five-year policing plan and reports on police performance.

The Board issue a Policing Plan and a Performance Plan, both are key legislative responsibilities. **The Policing Plan** outlines three outcomes for policing to deliver to the people of Northern Ireland. The Policing Plan Survey is one method the Board uses to monitor performance and progress in these three areas.

OUTCOME 1: WE HAVE A SAFE COMMUNITY

This is about tackling crime to make communities safer and ensure people feel safe.

OUTCOME 2: WE HAVE CONFIDENCE IN POLICING

This is about building community and confidence in the work of the PSNI.

OUTCOME 3: WE HAVE ENGAGED AND SUPPORTIVE COMMUNITIES

This is about building the relationship between police and the community.

In addition to monitoring the outcomes listed above, the survey also provided opportunity to explore perceptions of the Board, National Crime Agency (NCA) and Policing and Community Safety Partnerships (PCSPs). The results of these are included in sections 6 to 8.

ABOUT THE SURVEY

The first survey of this nature, directly commissioned by the Board in relation to the Policing Plan, took place between November 2021 and February 2022, with each interview taking on average 12 minutes to complete. A total of 2,510 interviews were completed. The results of this survey were published in May 2022. The 2022 report followed a period of 4 years when no surveys were undertaken.

Prior to the 2022 report, the previous survey of public perceptions took place in April 2017 as part of the Northern Ireland Omnibus Survey. The Omnibus Survey was conducted several times each year by the Central Survey Unit of the Northern Ireland Statistics and Research Agency (NISRA) and was designed to provide a snapshot of the behaviour, lifestyle and views of a representative sample of people in Northern Ireland. The survey comprised two distinct parts: core questions about the respondents and their individual circumstances, and a variety of mainly attitudinal questions commissioned by clients, which sought the views of the public on a range of issues, including policing.

The Omnibus Survey ceased in 2018 and the Board was unable to continue with this method of surveying public perceptions. The Board therefore commissioned a survey in 2021 specifically designed to meet the needs of the outcomes-based accountability on which the 2020-2025 Policing Plan is based.

The 2023 survey took place from January to March 2023 and received views from 2,502 respondents. This survey and report are currently in the process of evaluation and review and have therefore been designated experimental statistics, within the classification of official statistics. These statistics, from a new source, are produced to the high standard expected of official statistics but remain under evaluation. User engagement is welcomed on the suitability and value of these statistics. **Policing Board - Statistics User Feedback**

2 SUMMARY

The report covers responses from a survey of 2,502 people in Northern Ireland and includes comparison with results from the 2022 survey. It also shows results from previous omnibus surveys which took place in 2014 to 2017. The purpose of the survey is to monitor outcomes of the Policing Plan and to explore public perceptions of the Police Service of Northern Ireland in policing and engagement with the community.

The main summary points are listed below. For further detail please see the relevant section.

| | | |
|--|---|--|
| <p>NINE IN TEN</p> <p>FELT SAFE IN THE LOCAL COMMUNITY</p> | <p>SEVEN IN TEN</p> <p>WERE SATISFIED WITH THE JOB THE PSNI DO IN NI</p> | <p>TWO THIRDS</p> <p>WERE CONFIDENT IN PSNI'S ABILITY TO PROTECT AND SERVE</p> |
| <p>HALF</p> <p>OF PEOPLE WHO REPORTED A CRIME WERE SATISFIED WITH PSNI'S RESPONSE</p> | <p>THREE QUARTERS</p> <p>OF PEOPLE FELT THE PSNI WAS REPRESENTATIVE OF THEIR COMMUNITY</p> | <p>TWO THIRDS</p> <p>OF PEOPLE THOUGHT THE PSNI WERE ENGAGED WITH THEIR LOCAL COMMUNITY</p> |
| <p>THREE QUARTERS</p> <p>THOUGHT THE PSNI WERE SUPPORTIVE OF THEIR COMMUNITY</p> | <p>ONE THIRD</p> <p>HAD HEARD OF PCSPS</p> | <p>THREE IN FIVE</p> <p>THOUGHT THE POLICING BOARD WAS INDEPENDENT OF PSNI</p> |

3 OUTCOME 1 SAFE COMMUNITY

Outcome 1 is about tackling crime to make communities safer and ensure people feel safe. The following indicators are listed within Outcome 1;

- 1.1 FEWER REPEAT VICTIMS OF CRIME
- 1.2 FEWER REPEAT OFFENDERS OF CRIME
- 1.3 PEOPLE IN ALL COMMUNITIES FEEL SAFE
- 1.4 CRIME RATES AND TRENDS SHOWCASE AN EFFECTIVE POLICE RESPONSE.

The Policing Plan Survey looks specifically at 1.3 the number of people who feel safe in their local area, local high street or town centre, and unreported crime.

FEELING SAFE IN THE COMMUNITY

Respondents were asked ‘how safe do you feel in the community you live in?’ From the 2,502 responses, almost all (93.1%) felt safe in their community, including over one third (35.7%) who felt ‘very safe’. This was similar to the previous year when 92.4% of respondents felt safe in their community. Those feeling ‘very safe’ has fallen from 40.4% to 35.7% since 2022. Previous surveys have shown around 90% of respondents feel safe in their communities, a range from 89% in 2015 to 93% in 2017. Table 3.1 shows results from 2014 to 2023 (Omnibus survey – see Appendix 1 Methodology).

Figure 3.1 Feeling safe in local community – 2022 and 2023

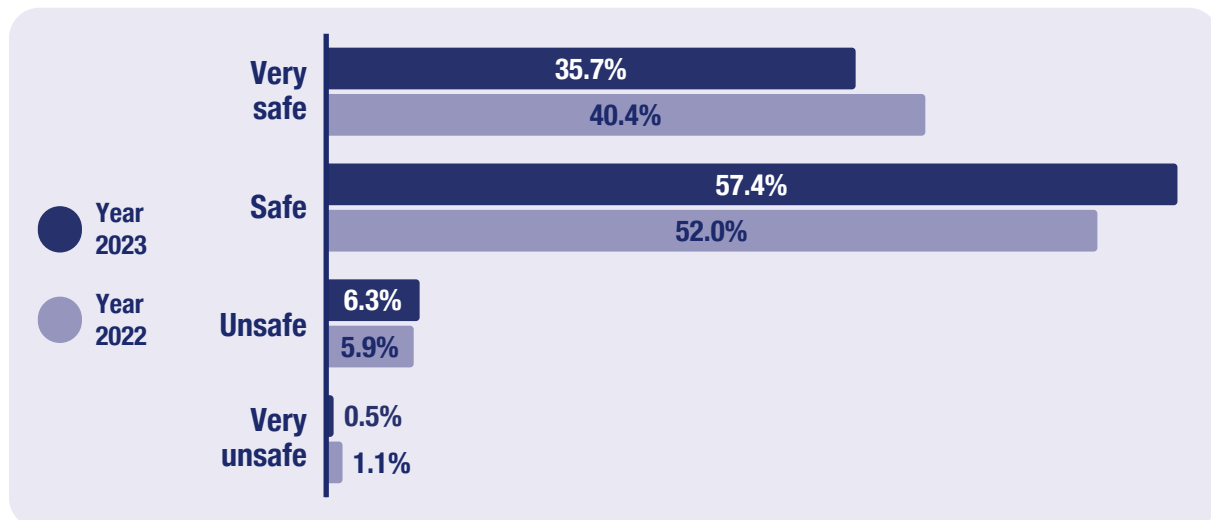


Table 3.1 Feeling safe in local community – 2014 to 2023

| | 2014 | 2015 | 2016 | 2017 | ... | 2022 | 2023 |
|--------------------|--------------|--------------|--------------|--------------|-----|--------------|--------------|
| Very safe | 38.0% | 40.0% | 42.0% | 49.0% | | 40.4% | 35.7% |
| Safe | 52.0% | 49.0% | 49.0% | 44.0% | | 52.0% | 57.4% |
| Unsafe | 3.0% | 3.0% | 4.0% | 2.0% | | 5.9% | 6.3% |
| Very unsafe | 1.0% | 1.0% | 1.0% | 1.0% | | 1.1% | 0.5% |

Data for 2018 to 2021 is unavailable.

Males and females were similarly likely to feel safe or very safe in their community. Although the difference between gender is small, males were more likely to feel safe (94.5%) than females (91.6%) and this reflects a small increase on the previous year (males 93.6% and females 91.3%).

There was a statistically significant difference in feeling of safety in the local community in three groups, those with a disability, victims of crime and rented housing (private and social).

Respondents with a disability were more likely to feel unsafe in the community (10.4%) than those without a disability (6.0%). Those who had been a victim of crime in the last two years were over three times more likely to feel unsafe or very unsafe in their communities, (18.3% compared to 5.6% who had not been the victim of a crime). Respondents who lived in either private rented (8.9%) or social housing (11.8%) were twice as likely to feel unsafe compared to respondents who owned their own home (5.6%).

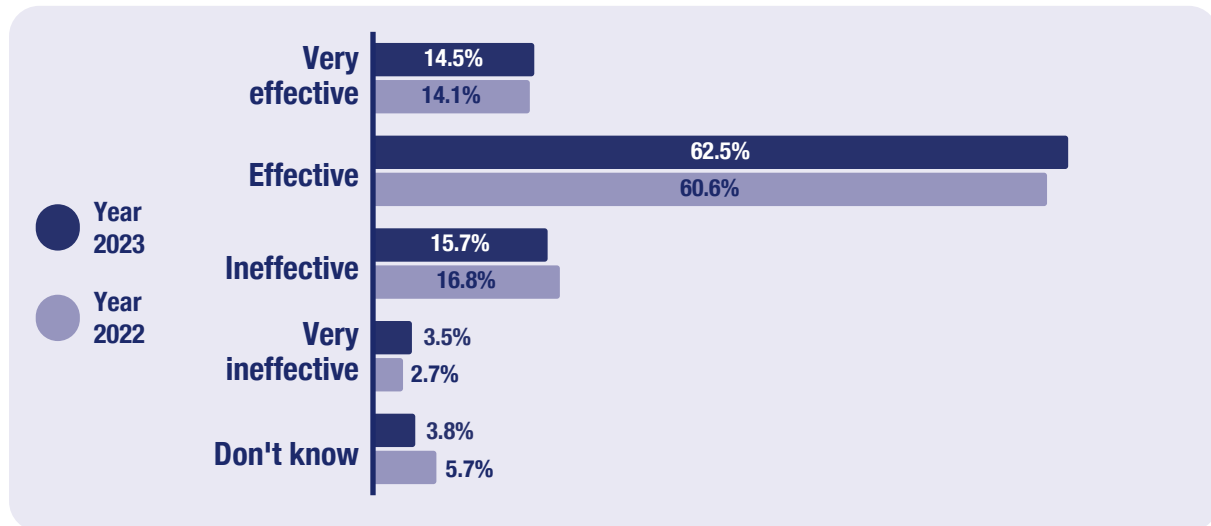
STATISTICAL SUMMARY

Although the results showed that there was either a weak or no relationship between rural-urban areas, district councils, religious or political view, socio-economic group or between areas of deprivation (both multiple and crime deprivation), there were statistically significant differences in perceptions of safety in the community by those who were disabled ($\chi^2 = 11.01$, $df=1$, $p<.001$), had been a victim of crime ($\chi^2 = 54.38$, $df=2$, $p<.001$) and those in private rented or social housing compared to those in privately owned accommodation ($\chi^2 = 13.52$, $df=1$, $p<.001$).

EFFECTIVENESS OF PSNI IN KEEPING COMMUNITY SAFE

Respondents were asked how effective they thought PSNI were at keeping the community safe. Over three quarters of respondents (77.0%) thought the PSNI were either effective or very effective at keeping their community safe. One fifth of respondents (19.2%) thought they were ineffective or very ineffective.

Figure 3.2 Keeping the community safe – 2022 to 2023

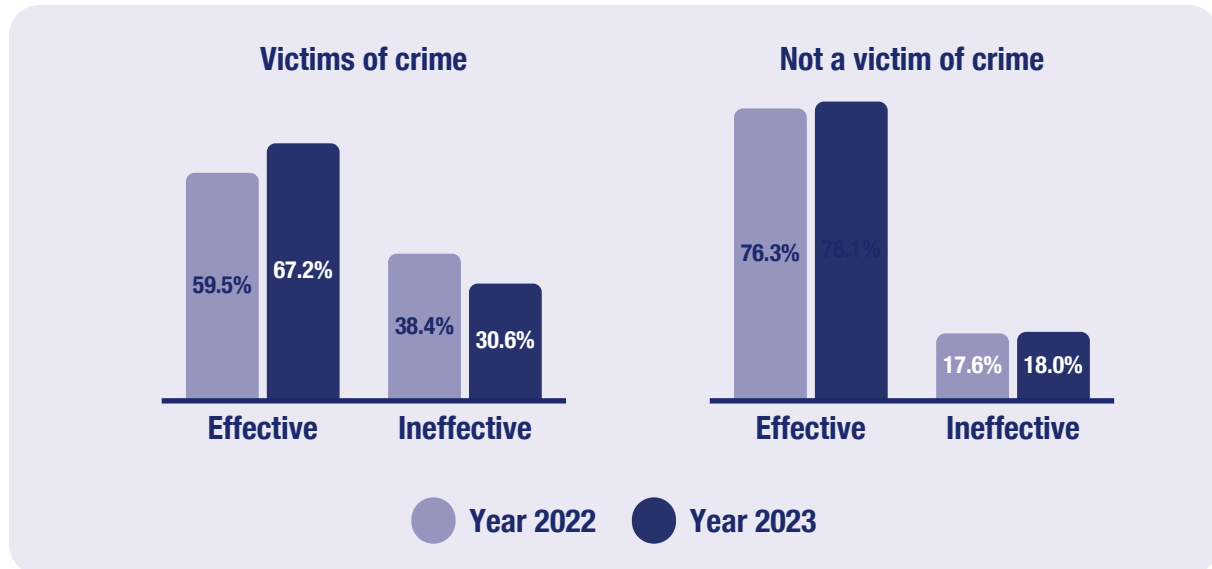


There was no statistically significant difference between the younger and older age groups and how effective they thought the PSNI were at keeping their community safe. The proportion of those who thought the PSNI were effective or very effective at keeping the community safe ranged from 74.3% for the 45-64 age group, to 84.3% for 75+ age group. Similarly, almost four out of five young people (79%) aged 17-24 years were likely to feel the PSNI were effective at keeping the community safe.

Around 10% (235) of those surveyed said they had been the victim of a crime in the last two years. Of these respondents, 67.2% felt the PSNI were effective or very effective at keeping the community safe, this compared to 78.1% of those who had not been the victim of a crime. Victims of crime were statistically significantly more likely to think the PSNI were ineffective or very ineffective at keeping their community safe (30.6%) compared to those who had not been the victim of crime (18.0%)

Figure 3.3 shows the difference between how victims of crime and those who had not been a victim of crime felt about the effectiveness of the PSNI at keeping their community safe. The category shown as ‘Effective’ includes responses of effective and very effective and ‘Ineffective’ includes responses of ineffective and very ineffective.

Figure 3.3 Keeping the community safe - victims of crime – 2022 to 2023



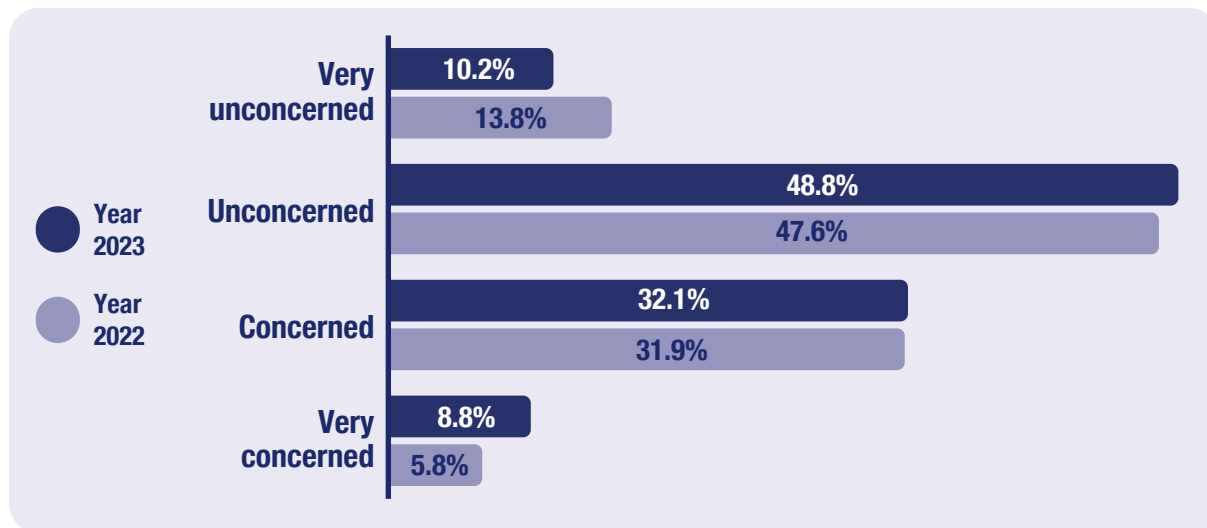
STATISTICAL SUMMARY

There was either a weak or no relationship between age groups, religion, political view, rural-urban areas, district councils, or between areas of crime and multiple deprivation, there was a statistically significant difference in confidence in the PSNI’s effectiveness to keep the community safe for those who were victims of a crime in the last 2 years ($\chi^2 = 22.95$, $df=2$, $p<.001$).

CONCERN ABOUT CRIME IN YOUR LOCAL AREA

The majority of respondents (59.0%) were unconcerned or very unconcerned about crime in their local area. This has fallen by 2.4 percentage points since 2022 when it was 61.4%. Correspondingly, 40.9% of respondents were concerned or very concerned about crime in 2023, an increase from 2022 of 3.2 percentage points.

Figure 3.4 Concern about crime – 2022 and 2023



Concern about crime rose broadly with age, with the exception of the 45 to 64 age group who were the most concerned about crime. The youngest age group, 17-24 years were the least concerned about crime in their area (29.7%). This contrasts with those who are 45 to 60 years where half were concerned about crime (49.3%).

Disability was also related to concern about crime with half of all respondents with a disability concerned about crime in their local area (51.1%) while two in five respondents without a disability (38.9%) were concerned or very concerned. Twice as many respondents with a disability were very concerned about crime, 16.5% compared to 7.1% who did not have a disability.

Being a victim of crime also increased respondents concern about crime in their local area. Half of those respondents who had been a victim of crime in the last two years, were concerned or very concerned about crime (51.9%). In contrast, just over one third (39.7%) of those who had not been a victim of crime were concerned about crime.

STATISTICAL SUMMARY

There was either a weak or no relationship between gender, socio-economic group, religion, political view, rural-urban areas, district councils, or between areas of crime and multiple deprivation, there was a statistically significant difference in concern about crime in the local area for age groups ($\chi^2 = 37.95$, $df=2$, $p<.001$), disability ($\chi^2 = 20.72$, $df=1$, $p<.001$), and for those who were victims of a crime in the last 2 years ($\chi^2 = 13.03$, $df=1$, $p<.001$).

- INTRODUCTION
- SUMMARY
- OUTCOME 1
- OUTCOME 2
- OUTCOME 3
- PCSPS
- NIPB
- NCA
- APPENDICES

SAFETY IN THE NEAREST TOWN CENTRE

Overall, nearly nine in every ten respondents (85.2%) felt safe going into their local town centre. This was a 2.7 percentage point reduction on 2022 (87.9%). The proportion of respondents who felt unsafe or very unsafe in their nearest town centre has risen by 3.5 percentage points to 14.1% in the last year.

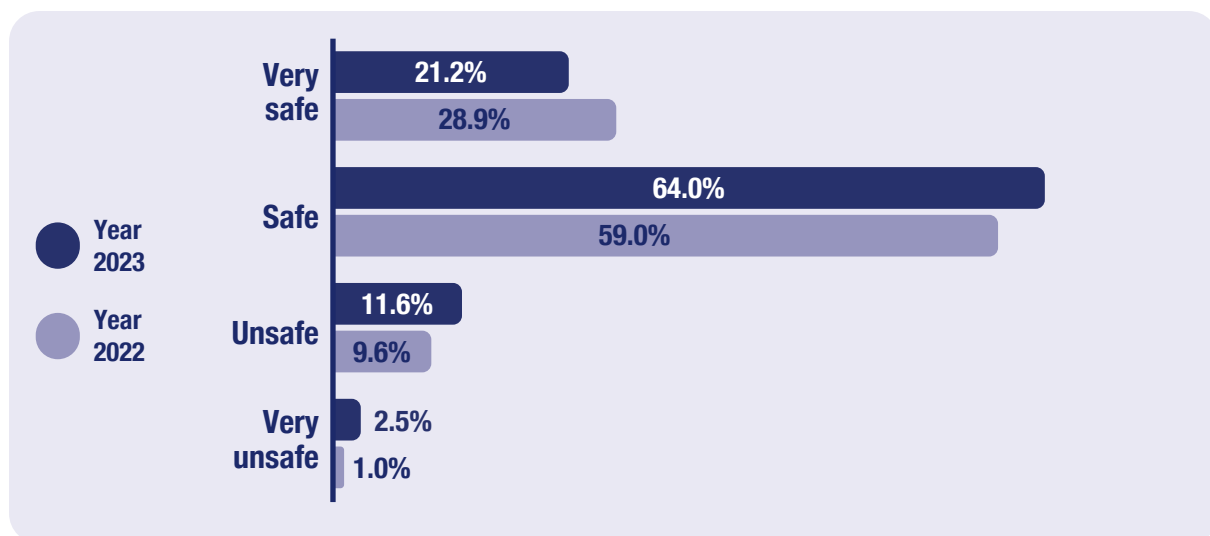
Males were more likely to feel safe or very safe (89.6%), while eight in every ten females felt safe (80.9%). Females were however twice as likely as males to feel unsafe (18.2% compared to 9.8%).

Other factors which impacted on respondents' feeling of safety in their local town centre were disability and having been the victim of crime. Respondents who were disabled were more likely to feel unsafe in the town centre (18.6%) compared to those without a disability (13.1%) and victims of crime were nearly twice as likely to feel unsafe in their local town centre (22.6%) than those who had not been the victim of crime (13.2%).

There was a statistically significant difference in multiple deprivation in the most deprived quintile, where nearly one in five felt unsafe going into their nearest town centre (18.5%). This compares to around one in 10 for other areas of deprivation (range 11.4% to 14.4%). There was no relationship between crime deprivation quintiles and how respondents felt about safety in the town centre with the proportions remaining similar to overall responses.

Respondents who lived in privately rented or social housing were more likely to feel unsafe in their nearest town centre (19.3%) than those who owned their own home (12.7%).

Figure 3.5 Safety in the nearest town centre – 2022 and 2023



STATISTICAL SUMMARY

There was either a weak or no relationship between age group, socio-economic group, religion, political view, rural-urban areas or district councils, there was a statistically significant difference in concern about safety in the town centre for gender ($\chi^2 = 36.95$, $df=1$, $p<.001$), disability ($\chi^2 = 9.08$, $df=1$, $p<.005$), tenure ($\chi^2 = 15.24$, $df=1$, $p<.001$), multiple deprivation ($\chi^2 = 11.61$, $df=4$, $p<.005$), and for those who were victims of a crime in the last 2 years ($\chi^2 = 15.30$, $df=1$, $p<.001$).

REASON NEAREST TOWN CENTRE FEELS LESS SAFE

Respondents were then asked what reasons there were for feeling less safe in the local town centre. More than one response could be provided for this question and responses given are listed in the table below in descending order of frequency.

Two thirds of responses for the town centre feeling less safe related to antisocial behaviour in terms of drugs, drunk and rowdy people and alcohol abuse.

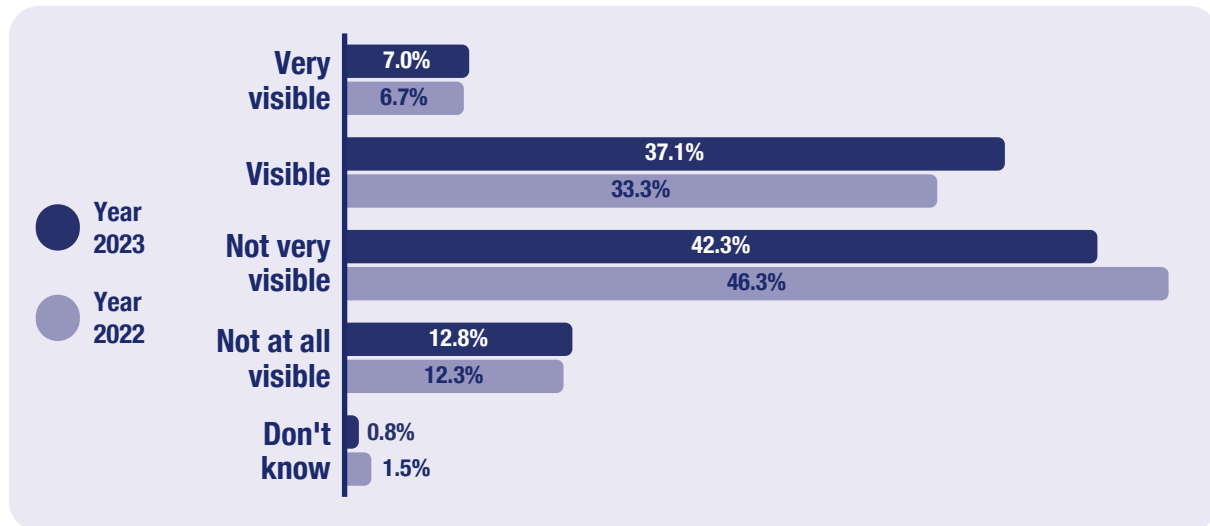
Table 3.2 Reasons for town centre feeling less safe in descending order of frequency

- Drugs
- Antisocial behaviour - Drunk and rowdy people
- Antisocial behaviour - Alcohol abuse
- Antisocial behaviour - Teenagers hanging around
- Antisocial behaviour - Vandalism, graffiti or other deliberate damage
- Hate crime
- Lack of police presence
- People not from the area
- Burglary/muggings and crime
- Fighting/violence
- Harassment/fear of being attacked
- Homelessness
- Murders
- Paramilitaries
- Mental health
- Road safety

VISIBILITY OF POLICE IN THE LOCAL AREA

Respondents were asked whether they thought police were visible or not in their local area. Over half thought they were not at all visible (not visible) or not very visible (55.1%). This has fallen slightly from 2022 when 58.6% thought police patrols were not very visible or not at all visible. See figure below.

Figure 3.6 Visibility of police in the local area – 2022 to 2023

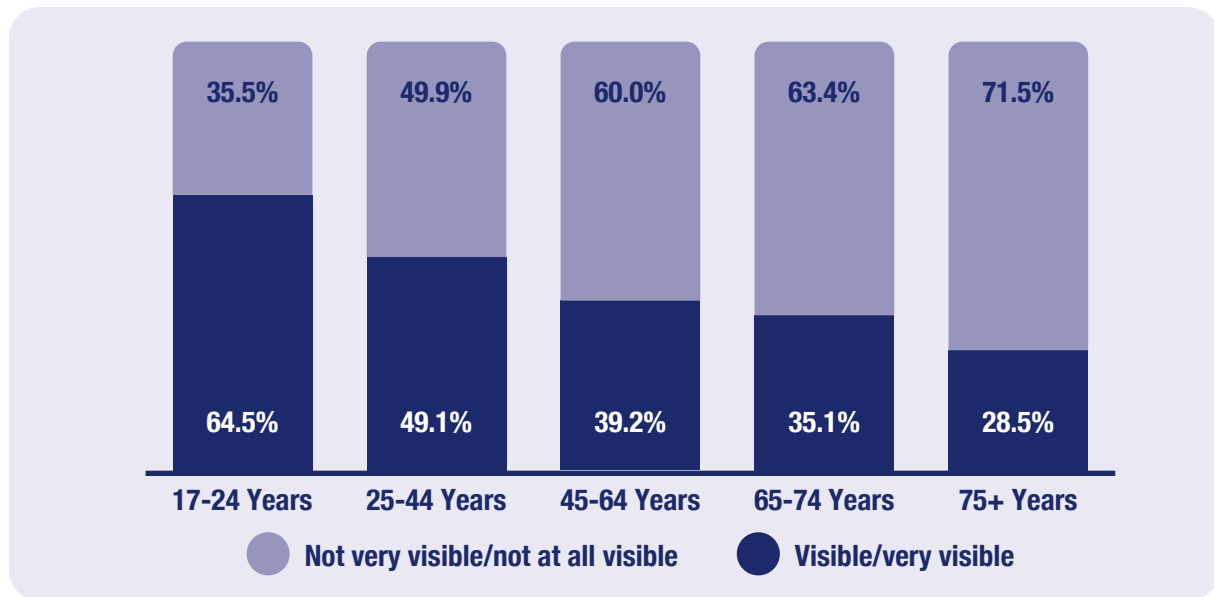


Respondents aged 17 to 24 were twice as likely to think police were visible in the local area (64.5%) compared to those aged 65 to 74 (35.1%).

Although overall there was no statistically significant difference between political views, unionists were more likely to think police were not visible or not very visible (57.6%) compared to nationalists (51.7%). Those who were of neither a unionist or nationalist view made up almost two thirds of responses. Of this group, respondents were more likely to think that police patrols were not visible or not very visible (56.5%).

Just over half those in private rented or social housing thought the police were visible in the area (53.5%), in contrast with those in their own home (41.3%).

Figure 3.7 Visibility of police in the local area by age group - 2023



STATISTICAL SUMMARY

There was either a weak or no relationship between gender, disability, religious groups, rural-urban areas, district councils, victims of crime, political view or between areas of crime and multiple deprivation, there were statistically significant differences in visibility of police in the local area for age groups ($\chi^2 = 86.05$, $df=4$, $p<.001$), and tenure ($\chi^2 = 29.32$, $df=2$, $p<.001$).

- INTRODUCTION
- SUMMARY
- OUTCOME 1
- OUTCOME 2
- OUTCOME 3
- PCSPs
- NIPB
- NCA
- APPENDICES

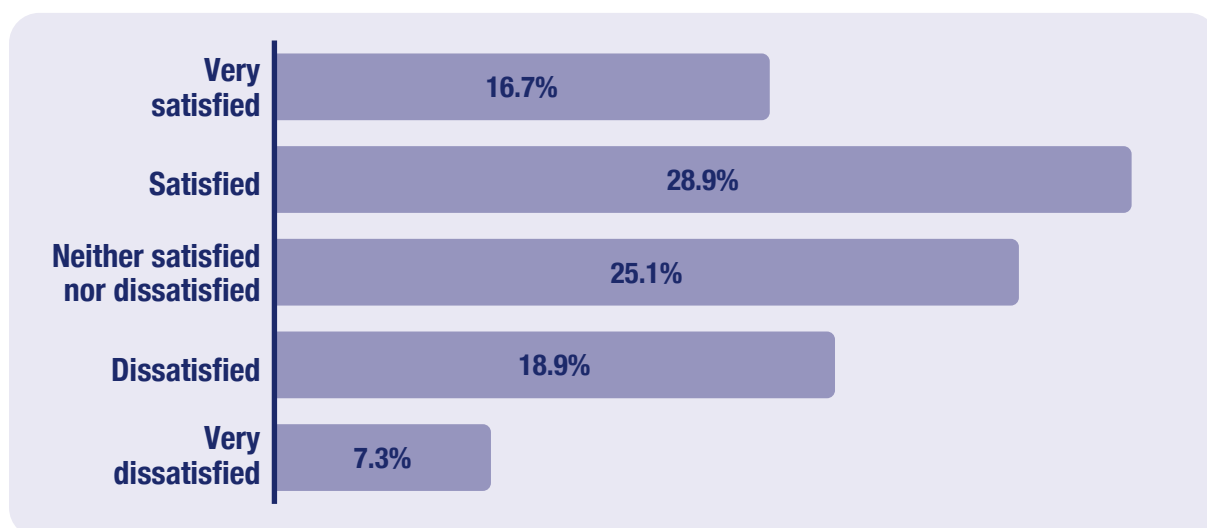
SATISFACTION WITH LEVELS OF POLICE PATROLS IN THE LOCAL AREA

Respondents were asked about levels of police patrols in their area. The responses received were similar to those of 2022 and previous surveys (see table 3.3). One quarter (26.2%) of respondents were dissatisfied or very dissatisfied with the level of police patrols in their area while just under half (45.6%) were satisfied or very satisfied. The remaining quarter were neither satisfied or dissatisfied (25.1%) and a small number didn't know (3.2%). The data does not identify whether respondents felt there should be more or less police patrols.

Table 3.3 Satisfaction with levels of police patrols – 2014 to 2023

| | 2014 | 2015 | 2016 | 2017 | ... | 2022 | 2023 |
|------------------------------------|-------|-------|-------|-------|-----|-------|-------|
| Very satisfied/satisfied | 52.0% | 44.0% | 48.0% | 51.0% | | 43.6% | 45.6% |
| Neither satisfied nor dissatisfied | 26.0% | 26.0% | 27.0% | 25.0% | | 23.6% | 25.1% |
| Very dissatisfied/dissatisfied | 22.0% | 29.0% | 28.0% | 23.0% | | 27.6% | 26.2% |
| Don't know/prefer not to say | 0.0% | 1.0% | 1.0% | 1.0% | | 5.1% | 3.2% |

Figure 3.8 Satisfaction with levels of police patrols - 2023



Respondents who had been a victim of crime in the last two years, were more likely to be dissatisfied or very dissatisfied with levels of police patrols (33.6%) than those who had not (25.3%). There was a significant difference of almost 10 percentage points in satisfaction (satisfied or very satisfied) with the level of police patrols, between those who had been victims (36.6%) and those who had not (46.5%).

Catholics were the most likely to be satisfied with police patrols (49.4%) compared to Protestants (44.4%) and all others (40.9%). Although more likely to be satisfied with police patrols than others, Catholics were proportionately less likely to be satisfied or very satisfied than expected for the population. Conversely, Protestants were statistically more likely to be satisfied and less likely to be dissatisfied with police patrols than would be expected for the population.

One quarter of nationalists (24.8%) and one third of unionists (29.2%) were dissatisfied with the level of police patrols in their area. More nationalist (45.8%) respondents were satisfied or very satisfied with the level of police patrols, compared to unionists (41.5%).

STATISTICAL SUMMARY

There was either a weak or no relationship between rural-urban areas, district councils, gender, age groups or between areas of crime and multiple deprivation, there were statistically significant differences in satisfaction with police patrols in the local area for political view ($\chi^2 = 15.22$, $df=4$, $p<.005$), religious group ($\chi^2 = 25.33$, $df=4$, $p<.001$) and those who were victims of a crime in the last 2 years ($\chi^2 = 57.98$, $df=2$, $p<.001$).

4 OUTCOME 2 CONFIDENCE IN POLICING

Outcome 2 is about building community confidence in the work of the PSNI. The following indicators are listed within Outcome 2;

2.1 THE LEVEL OF PUBLIC CONFIDENCE IN POLICING

2.2 THE LEVEL OF SATISFACTION WITH THE SERVICE RECEIVED

2.3 THE REPRESENTATIVENESS OF THE POLICE SERVICE

2.4 DELIVERY OF EFFECTIVE CRIME OUTCOMES

The Policing Plan Survey looks specifically at 2.1 the number of people who are confident that PSNI is accessible, visible, responsive and victim focused; and 2.2 the number of victims and service users who are satisfied with the service they have received.

CONFIDENCE IN PSNI'S ABILITY TO PROTECT AND SERVE ALL THE PEOPLE OF NORTHERN IRELAND

Two thirds of respondents (62.4%) felt a lot of or total confidence in the PSNI's ability to protect and serve the people of Northern Ireland. This had fallen by 4.4 percentage points from 2022 (66.8%).

There was a corresponding rise of 4.6 percentage points in respondents who felt some confidence in PSNI's ability to protect and serve, from 21.6% in 2022 to 26.2% in 2023.

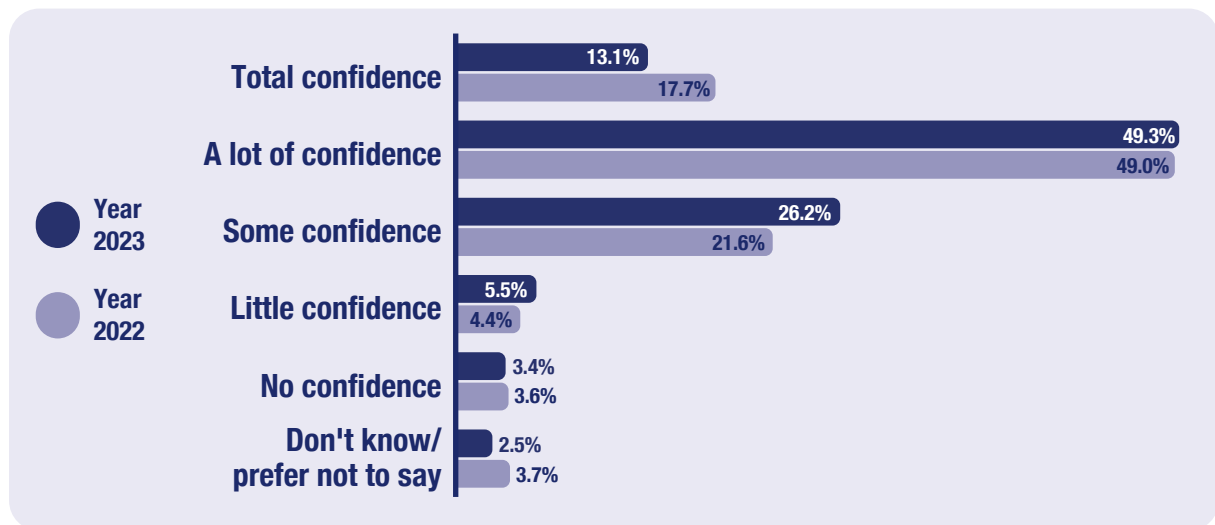
Respondents who felt little or no confidence in PSNI's ability to protect and serve rose slightly by 0.9 percentage points from 8.0% in 2022 to 8.9% in 2023.

The data was compared to the Omnibus data for 2014 to 2017 where respondents were asked to score their opinion on confidence in the police's ability to provide an ordinary day to day policing service for all the people of Northern Ireland (see table 4.1). Although those respondents who had no confidence in the PSNI's ability to protect and serve the people in NI in 2023 had risen slightly compared to 2022, it was lower than 2014 to 2017 (range 10.0% to 16.0%). There has been a move away from 'some confidence' to 'a lot of confidence' over this same period with a 13.8 percentage point fall between 2014 and 2023 in 'some confidence' and a corresponding 13.4 percentage point rise in 'a lot or total confidence' (a lot=10.3pp increase and total=3.1pp increase).

Table 4.1 Confidence in PSNI’s ability to protect and serve – 2014 to 2023

| | 2014 | 2015 | 2016 | 2017 | ... | 2022 | 2023 |
|------------------------------|-------|-------|-------|-------|-----|-------|-------|
| Total confidence | 10.0% | 11.0% | 12.0% | 16.0% | | 17.7% | 13.1% |
| A lot of confidence | 39.0% | 34.0% | 37.0% | 42.0% | | 49.0% | 49.3% |
| Some confidence | 40.0% | 39.0% | 39.0% | 32.0% | | 21.6% | 26.2% |
| Little confidence | 8.0% | 12.0% | 9.0% | 8.0% | | 4.4% | 5.5% |
| No confidence | 3.0% | 4.0% | 2.0% | 2.0% | | 3.6% | 3.4% |
| Don't know/prefer not to say | 1.0% | 1.0% | 1.0% | 0.0% | | 3.7% | 2.5% |

Figure 4.1 Confidence in PSNI’s ability to protect and serve all the people of NI – 2022 to 2023



CONFIDENCE IN PSNI'S ABILITY TO PROTECT AND SERVE ALL THE PEOPLE OF NORTHERN IRELAND

Males were more likely than females to feel little or no confidence in the PSNI's ability to protect and serve (10% compared to 7.8% of females), while females were more likely to have total confidence (14.9%) compared to males (11.4%).

Respondents who had been the victim of crime in the last two years were nearly three times more likely to have little or no confidence in the PSNI's ability to protect and serve (18.3% compared to 7.9% of those who had not been a victim of crime).

Nationalists were most likely to feel little or no confidence in the PSNI's ability to protect and serve (11.3%) compared to unionists (8.6%). Nationalists were also less likely to feel some, a lot or total confidence (87.0%) compared to unionists (90.3%). Those respondents who were neither nationalist or unionist or preferred not to say, made up the largest group, with two thirds of responses to this question. This group were less likely than nationalists to feel little or no confidence (8.3%) and, similar to unionists in terms of having some, a lot or total confidence in PSNI's ability to protect and serve (88.5%).

Protestants were more likely to have some, a lot or total confidence in the PSNI's ability (91.0%) than Catholics (88.2%) and other/no religion (85.1%). The largest group of respondents who felt little or no confidence in PSNI's ability to protect and serve were those of other/no religion (11.5%) followed by Catholics (9.6%) and Protestants (6.8%).

Three quarters of respondents who answered this question owned their own home. Of these, two thirds (63.5%) had a lot or total confidence in PSNI, 27.6% had some confidence and 8.9% had little or no confidence in PSNI. Those who rented privately or lived in social housing were more likely to have little or no confidence (9.8%), 23.4% had some confidence and 63.7% had a lot or total confidence.

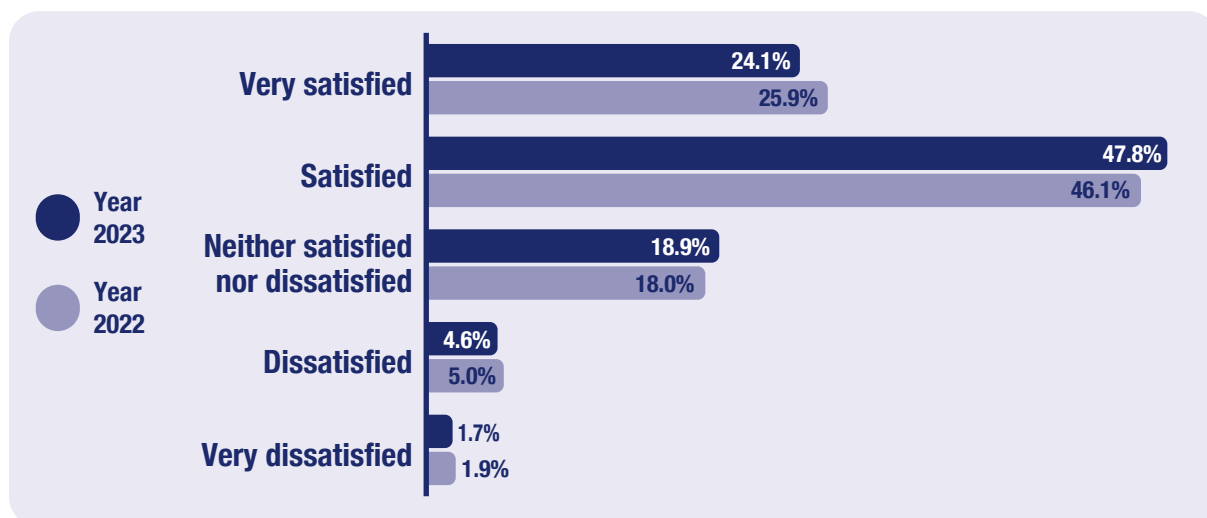
STATISTICAL SUMMARY

There was either a weak or no relationship between rural-urban areas, district councils, age groups, political view or between areas of crime and multiple deprivation, there were statistically significant differences in confidence in the PSNI's ability to protect and serve for gender ($\chi^2 = 12.55$, $df=4$, $p<.005$), religious group ($\chi^2 = 23.59$, $df=8$, $p<.005$), and those who were victims of a crime in the last 2 years ($\chi^2 = 36.48$, $df=4$, $p<.001$).

SATISFACTION WITH THE JOB POLICE SERVICE OF NORTHERN IRELAND (PSNI) DO OVERALL IN NORTHERN IRELAND

Respondents were asked how satisfied they were with the job the PSNI do overall in Northern Ireland. Almost three quarters (71.9%) were satisfied or very satisfied with the job the PSNI do and 6.3% were either dissatisfied or very dissatisfied. Around 2 in 10 people (18.9%) were neither satisfied or dissatisfied. A small number of respondents (2.8%) did not know whether they were satisfied or not.

Figure 4.2 Satisfaction with job PSNI do in Northern Ireland – 2022 to 2023



The results for respondents who were satisfied or very satisfied with the job the PSNI do in Northern Ireland were similar in 2022 (72.0%) and 2023 (71.9%).

The table below shows results from 2014 to 2023 (including 2014 to 2017 Omnibus survey – see Appendix 1 Methodology). Percentages are fairly consistent across all the years.

Categories are described differently for 2014 to 2017 as shown in table 4.3. Data for 2018 to 2021 is unavailable.

Table 4.2 Satisfaction with job PSNI do in Northern Ireland – 2014 to 2023

| | 2014 | 2015 | 2016 | 2017 | ... | 2022 | 2023 |
|------------------------------------|-------|-------|-------|-------|-----|-------|-------|
| Very satisfied/satisfied | 71.0% | 72.0% | 75.0% | 78.0% | | 72.0% | 71.9% |
| Neither satisfied nor dissatisfied | 20.0% | 17.0% | 16.0% | 14.0% | | 18.0% | 18.9% |
| Very dissatisfied/dissatisfied | 8.0% | 11.0% | 7.0% | 6.0% | | 6.9% | 6.4% |
| Don't know/prefer not to say | 1.0% | 1.0% | 1.0% | 1.0% | | 3.1% | 2.8% |

Table 4.3 Survey Response Categories 2014 to 2017 compared to 2022 to 2023

| 2014-2017 categories | 2022-2023 categories |
|-----------------------|------------------------------------|
| Very/fairly good | Very satisfied/satisfied |
| Neither good nor poor | Neither satisfied nor dissatisfied |
| Very/fairly poor | Very dissatisfied/ dissatisfied |
| Don't know/refusal | Don't know/prefer not to say |

Younger age groups were more likely to be dissatisfied with the job the PSNI do in Northern Ireland than older age groups. Around 1 in 20 people in the 65-74 (4.7%) and 75+ (4.7%) age groups were dissatisfied or very dissatisfied compared to 1 in 10 people in the 17-24 age group (9.5%).

Although 4.8% of Protestants and 6.3% of Catholics were either dissatisfied or very dissatisfied with the job the PSNI were doing, around three-quarters of both Protestants (77.3%) and Catholics (70.7%) were satisfied or very satisfied. This is a similar proportion to 2022 when the corresponding figures for satisfied or very satisfied were 76.9% for Protestants and 69.0% for Catholics. One in five people did not identify in either Protestant or Catholic religious groups, and of this group two thirds (64.1%) were satisfied or very satisfied. This was the lowest level of satisfaction of all religious groupings. They also constituted the highest level of dissatisfaction of the three with nearly 1 in 10 (9.4%) dissatisfied or very dissatisfied with the job the PSNI were doing.

Nationalists (8.0%) were more likely to be dissatisfied or very dissatisfied compared to unionists (6.3%). Three-quarters of unionists (75.3%) compared to two-thirds of nationalists (64.3%) were satisfied or very satisfied with the job PSNI do in Northern Ireland.

Respondents who had been in contact with the PSNI were more likely to be dissatisfied or very dissatisfied (9.3%) compared to those who had not (5.5%), however of those who had contacted the PSNI two out of every three (67.8%) were satisfied or very satisfied with the job the PSNI do overall.

Victims of crime in the last 2 years were three times more likely to be dissatisfied or very dissatisfied with the job the PSNI are doing in Northern Ireland (16.2%) compared to those who had not been the victim of a crime (5.3%). Levels of satisfaction were also impacted with just over half of those who had been a victim of a crime (55.8%) saying they were satisfied or very satisfied compared to three quarters (73.6%) of those who had not.

STATISTICAL SUMMARY

Although the results showed that there was either a weak or no relationship between rural-urban areas, district councils, gender, socio economic group, or between areas of crime and multiple deprivation, there were statistically significant differences in satisfaction with the job the PSNI do overall when looking at political view ($\chi^2 = 17.86$, $df=4$, $p<.001$), religious group ($\chi^2 = 32.00$, $df=4$, $p<.001$) and those who had been victims of a crime in the last 2 years ($\chi^2 = 54.75$, $df=2$, $p<.001$).

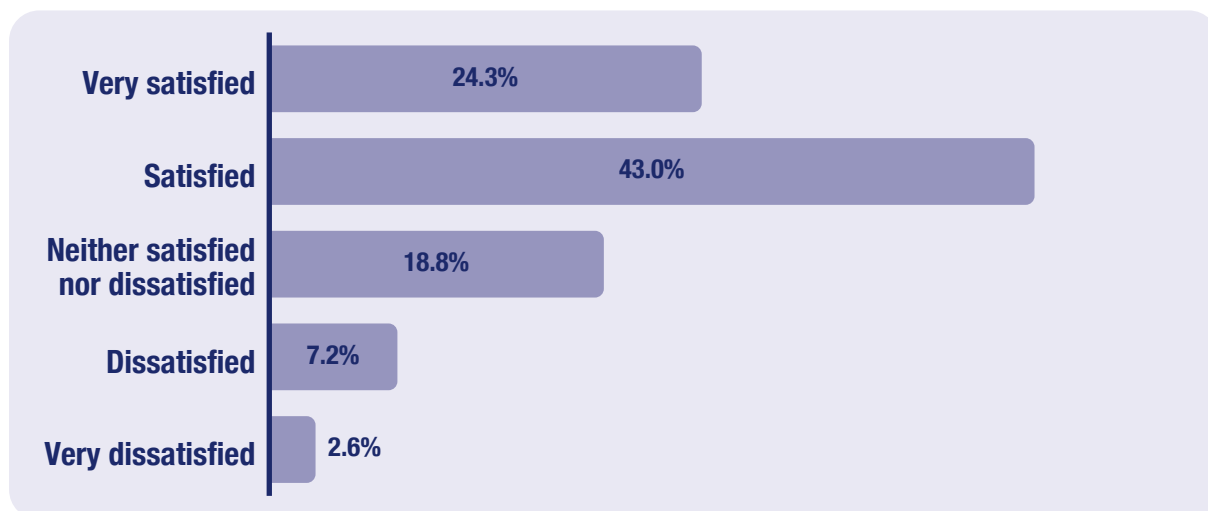
SATISFACTION WITH THE JOB POLICE SERVICE OF NORTHERN IRELAND (PSNI) DO IN THE LOCAL AREA

In 2023 two out of three people (67.3%) were satisfied with the job the PSNI do in their local area, a similar proportion to 2022 (66.7%). Levels of dissatisfaction have remained around 10% in the last two years (10.5% and 9.8%) and is similar to data from the 2014 to 2017 Omnibus surveys. See table below, data for 2018 to 2021 is unavailable.

Table 4.4 Satisfaction with job PSNI do in local area – 2014 to 2023

| | 2014 | 2015 | 2016 | 2017 | ... | 2022 | 2023 |
|------------------------------------|-------|-------|-------|-------|-----|-------|-------|
| Very satisfied/satisfied | 68.0% | 67.0% | 68.0% | 74.0% | | 66.7% | 67.3% |
| Neither satisfied nor dissatisfied | 21.0% | 21.0% | 20.0% | 15.0% | | 16.8% | 18.8% |
| Very dissatisfied/dissatisfied | 10.0% | 12.0% | 11.0% | 10.0% | | 10.5% | 9.8% |
| Don't know/prefer not to say | 1.0% | 1.0% | 1.0% | 1.0% | | 6.1% | 4.1% |

Figure 4.3 Satisfaction with job PSNI do in local area - 2023



Satisfaction with the job the PSNI do in the local area was fairly consistent at around 66% to 74% across all council areas, with the exception of Armagh City, Banbridge and Craigavon (59%). This council area showed a statistically significant difference in satisfaction compared to other council areas.

There was no statistically significant difference between respondents of nationalist, unionist and other/no political view. Nationalists (9.4%) and those of other or no political view (9.6%) were less likely than unionists (10.6%) to be dissatisfied or very dissatisfied. Nationalists (64.1%) were less satisfied with the job the PSNI do in their local area than other groups (unionists 68.2%, other/no political view 67.8%).

There was a statistically significant difference in those who were of no religious group or preferred not to say. Of this group, a larger than expected number were dissatisfied with the job the PSNI do in their local area (10.6%) compared to Protestant or Catholic respondents (8.4% and 8.9%). Similar levels of satisfaction were observed across all three groups.

Respondents who had been the victim of crime were more than twice as likely to be dissatisfied with the job PSNI do in their local area (21.3%) compared to those who had not been the victim of crime (8.6%). Satisfaction was lower in those who had been a victim of crime (51.9%) compared to those who had not (68.9%).

Socio economic groups of skilled and unskilled manual occupations (C2DE) were more likely to be dissatisfied (11.0%) and less likely to be satisfied (65.0%) than those in managerial, professional and administrative occupations (ABC1) (dissatisfied 8.5% and satisfied 70.4%).

STATISTICAL SUMMARY

There was either a weak or no relationship between rural-urban areas, age, gender and socio-economic groups, political opinion, disability or between areas of crime and multiple deprivation, there were statistically significant differences in satisfaction with the job the PSNI do in the local area when looking at religious group ($\chi^2 = 23.28$, $df=4$, $p<.001$) and those who were victims of a crime in the last 2 years ($\chi^2 = 47.74$, $df=2$, $p<.001$).

SATISFACTION WITH HOW THE POLICE SERVICE OF NORTHERN IRELAND (PSNI) TREAT THE PUBLIC FAIRLY IN NORTHERN IRELAND

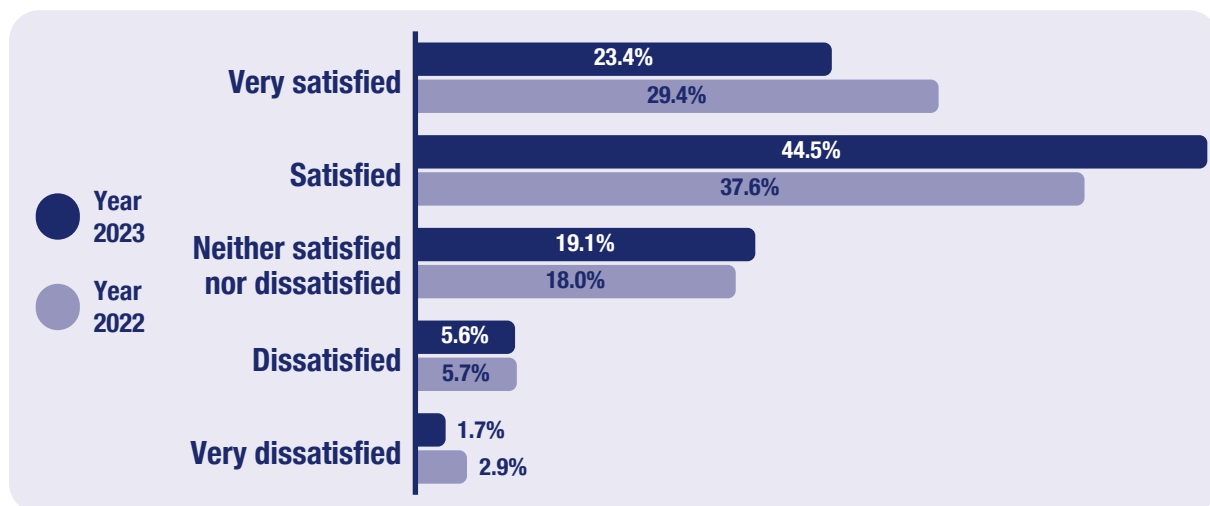
Respondents were asked to identify on a scale of 0 to 10, where 0 is “not at all” and 10 is “completely”, how satisfied they were with how the PSNI treat members of the public fairly in Northern Ireland. Two thirds of respondents thought the PSNI treated members of the public fairly (67.9%), one in five were neither satisfied or dissatisfied (19.1%) and a small proportion were dissatisfied or very dissatisfied (7.3%), similar to the proportion who did not know or preferred not to say (5.7%).

Over the period 2014 to 2017 the level of satisfaction varied from 70.0% in 2015 to 78.0% in 2017. The survey in 2022 showed that satisfaction had fallen to 67.0% but this has risen slightly in the current year to 67.9%. Dissatisfaction (dissatisfied or very dissatisfied) fell by 1.3 percentage points from 8.6% in 2022 to 7.3% in 2023. This is the lowest level of dissatisfaction in the period from 2014.

Table 4.5 Satisfaction that PSNI treat members of the public fairly in NI – 2014 to 2023

| | 2014 | 2015 | 2016 | 2017 | ... | 2022 | 2023 |
|---|-------|-------|-------|-------|-----|-------|-------|
| Very satisfied/satisfied | 73.0% | 70.0% | 73.0% | 78.0% | | 67.0% | 67.9% |
| Neither satisfied nor dissatisfied | 17.0% | 17.0% | 18.0% | 14.0% | | 18.0% | 19.1% |
| Very dissatisfied/dissatisfied | 10.0% | 12.0% | 9.0% | 8.0% | | 8.6% | 7.3% |
| Don't know/prefer not to say | 1.0% | 1.0% | 0.0% | 1.0% | | 6.5% | 5.7% |

Figure 4.4 Satisfaction that PSNI treat members of the public fairly in NI – 2022 to 2023



Victims of crime were three times more likely to be dissatisfied with how the PSNI treat the public (17.4%) than those who were not victims (6.2%). Around one in five respondents were neither satisfied or dissatisfied.

Protestants were more likely to be satisfied that the PSNI treat the public fairly in NI (74.1%) compared to Catholics (63.7%). One in five respondents (21.6%) were of other religions or preferred not to say and of this group, 63.7% were satisfied/very satisfied and 8.15% dissatisfied/very dissatisfied.

Nationalists were twice as likely as unionists to be dissatisfied with how the PSNI treat the public fairly in Northern Ireland (10.6% compared to 5.8%). Those respondents who did not identify as either nationalist or unionist were more dissatisfied than unionists but less dissatisfied than nationalists (6.9%). Those who did not identify their political view as nationalist or unionist, and those who preferred not to give their political view, made up two thirds of the respondents. Of this large group fewer were satisfied/very satisfied (68.7%) than unionists (72.9%) but more satisfied than nationalists (58.3%) with how the PSNI treat the public fairly in NI.

STATISTICAL SUMMARY

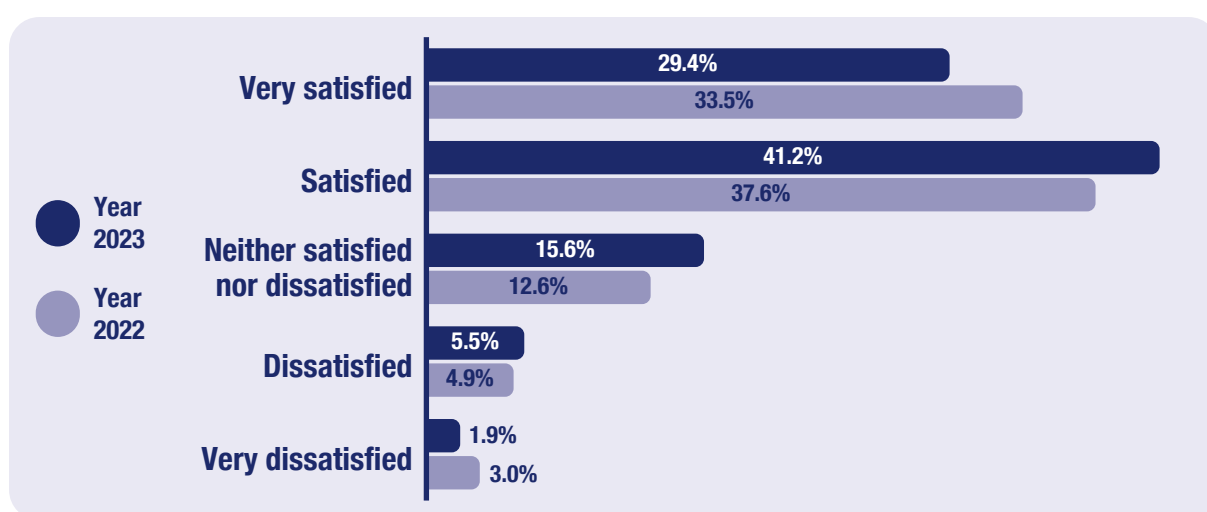
There was either a weak or no relationship between rural-urban areas, district councils, age groups or between areas of crime and multiple deprivation, there were statistically significant differences in satisfaction with how PSNI treat members of the public fairly in Northern Ireland when looking at political view ($\chi^2 = 27.82$, $df=4$, $p<.001$), religious group ($\chi^2 = 28.87$, $df=4$, $p<.001$) and those who were victims of a crime in the last 2 years ($\chi^2 = 40.30$, $df=2$, $p<.001$).

SATISFACTION WITH HOW POLICE SERVICE OF NORTHERN IRELAND (PSNI) TREAT MEMBERS OF THE PUBLIC IN THEIR LOCAL AREA

Respondents were asked, how satisfied they were that the PSNI treat members of the public fairly in their area.

Around three quarters of respondents are satisfied that the PSNI treat members of the public fairly (70.6%). This was similar to the survey in 2022 (71.1%). There has been a slight fall in those who were dissatisfied or very dissatisfied, from 7.9% in 2022 to 7.4% in 2023.

Figure 4.5 Satisfaction that PSNI treat members of the public fairly in the local area – 2022 to 2023



One in 10 nationalists (10.9%) were dissatisfied or very dissatisfied with how the PSNI treat members of the public, this compares to 6.0% of unionists and 7.0% of those who did not state a political view. Three quarters of unionists (75.7%) were satisfied that the PSNI treated the public fairly, this was a similar proportion of those who did not state a political view (70.2%). Two thirds of nationalists (65.3%) were satisfied with how PSNI treat members of the public

Respondents who had been the victim of crime were more than twice as likely to be dissatisfied with the job PSNI do in their local area (21.3%) compared to those who had not been the victim of crime (8.6%). Satisfaction was lower in those who had been a victim of crime (51.9%) compared to those who had not (68.9%).

Socio economic groups of skilled and unskilled manual occupations (C2DE) were more likely to be dissatisfied (11.0%) and less likely to be satisfied (65.0%) than those in managerial, professional and administrative occupations (ABC1) (dissatisfied 8.5% and satisfied 70.4%).

STATISTICAL SUMMARY

There was either a weak or no relationship between rural-urban areas, district councils, age groups or between areas of crime and multiple deprivation, there were statistically significant differences in satisfaction with how PSNI treat members of the public when looking at political view ($\chi^2 = 15.22$, $df=4$, $p<.005$), socio economic group ($\chi^2 = 13.65$, $df=2$, $p<.005$) and those who were victims of a crime in the last 2 years ($\chi^2 = 57.98$, $df=2$, $p<.001$).

IMPROVEMENT IN THE STANDARD OF POLICING IN THE LOCAL AREA

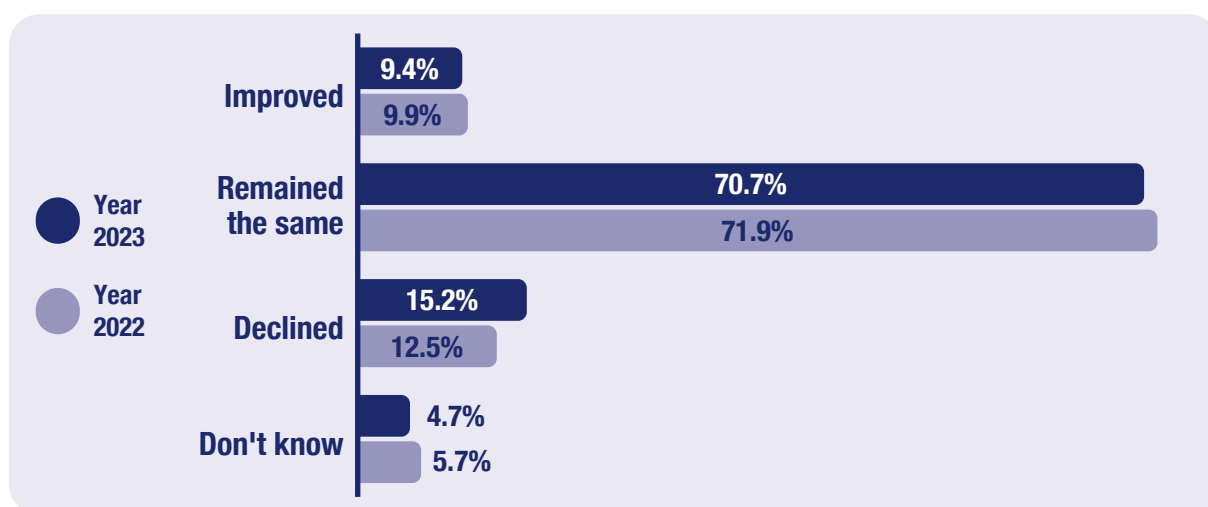
This question asked respondents to give an opinion on whether the overall standard of policing in the local area had improved, remained the same or declined. Nearly three quarters of respondents (70.7%) felt it had remained the same, a similar percentage to 2022 (71.9%). There was a 2.7 percentage point increase from 2022 (12.5%) to 2023 (15.2%) in those who felt the standard of policing had declined. The table below shows data for the period 2014 to 2023, there were no surveys undertaken for 2018 to 2021.

The percentage of respondents who thought the standard of policing had improved has remained broadly consistent at around 9% across the period 2014 to 2023, although those who felt it had remained the same has declined from 77.0% in 2014 to 70.7% in the current year.

Table 4.6 Improvement in the standard of policing – 2014 to 2023

| | 2014 | 2015 | 2016 | 2017 | ... | 2022 | 2023 |
|-------------------|-------|-------|-------|-------|-----|-------|-------|
| Improved | 9.0% | 9.0% | 8.0% | 9.0% | | 9.9% | 9.4% |
| Remained the same | 77.0% | 71.0% | 74.0% | 74.0% | | 71.9% | 70.7% |
| Declined | 12.0% | 17.0% | 15.0% | 13.0% | | 12.5% | 15.2% |
| Don't know | 3.0% | 3.0% | 3.0% | 3.0% | | 5.7% | 4.7% |

Figure 4.6 Improvement in the standard of policing – 2022 to 2023



Females were more likely to think the standard of policing had improved (10.7%) than males (8.0%). Younger respondents (17 to 24 age group) (16.7%) were more than twice as likely to think the standard of policing in their area had improved compared to those aged 45 years and over (7.7%). Around one in five of this older age group thought the standard of policing had declined.

Fewer unionists thought the standard of policing had improved (6.3%) while around one in ten nationalists (10.6%) and those of neither political group (10.3%) were more likely to think it had improved. Catholics (12.9%) were nearly twice as likely as Protestants (6.9%) to think the standard of policing had improved, while Protestants were more likely to think the standard had declined (17.0%) compared to Catholics (12.5%).

Victims of crime (26.0%) were almost twice as likely to think the standard of policing had declined in their area compared to those who had not been victims of crime (14.1%).

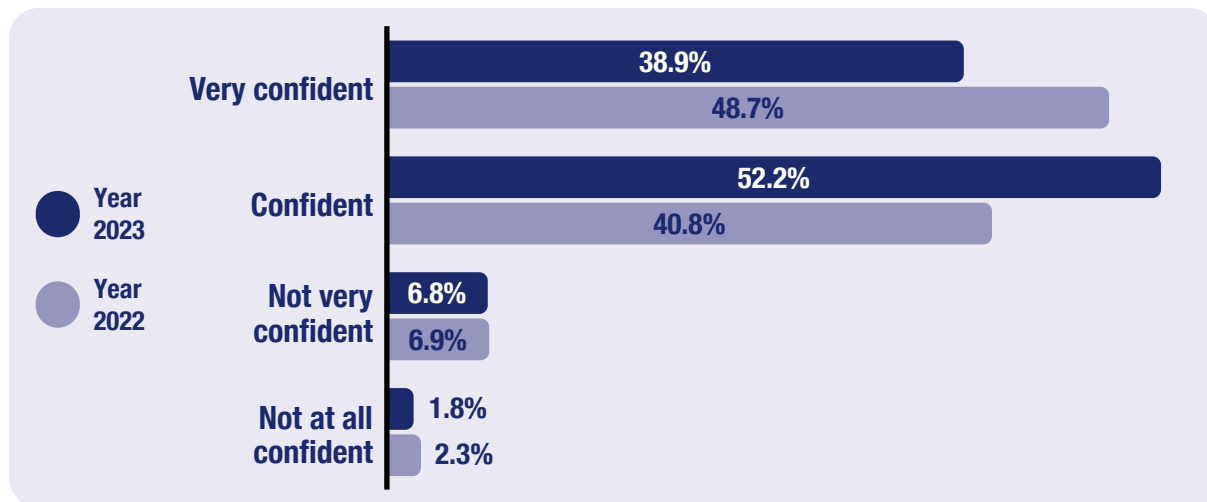
STATISTICAL SUMMARY

There was either a weak or no relationship between rural-urban areas, district councils, or between areas of crime and multiple deprivation, there were statistically significant differences in confidence in the standard of policing for gender ($\chi^2 = 6.86$, $df=2$, $p<.005$), age groups ($\chi^2 = 36.78$, $df=4$, $p<.001$), religious group ($\chi^2 = 25.58$, $df=4$, $p<.001$), political view ($\chi^2 = 12.56$, $df=4$, $p<.005$), and those who were victims of a crime in the last 2 years ($\chi^2 = 25.41$, $df=2$, $p<.001$).

CONFIDENCE IN CONTACTING THE POLICE

Nine in ten respondents felt confident or very confident contacting the PSNI if they needed to (91.1%). This has risen slightly from 2022 (89.5%). There was also a small fall in the percentage of those who were either not very or not at all confident in contacting the police, from 9.2% in 2022 to 8.6% in 2023.

Figure 4.7 Confidence in contacting police – 2022 to 2023



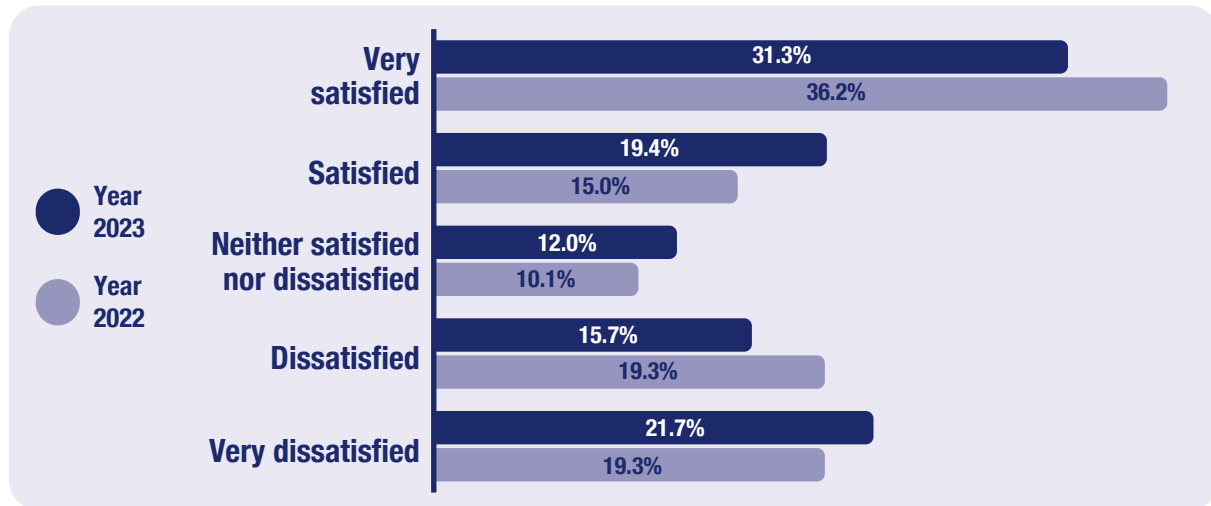
One in five victims of crime (21.7%) were not very or not at all confident in contacting the PSNI, this was statistically significantly different to those respondents who had not been a victim of crime (7.3%).

Those who had contacted the PSNI either to report a crime or for other reasons, were more likely to feel not very or not at all confident in contacting the PSNI (12.2%) compared to those who had not (7.5%).

PSNI RESPONSE TO REPORTED CRIME

For those respondents who reported a crime, they were asked how satisfied they were with the PSNI’s response. Half of those who reported a crime were satisfied or very satisfied with PSNI’s response (50.7%), a similar proportion to 2022 (51.2%). Over one third (37.2%) were dissatisfied or very dissatisfied with the response received. This represents a 1.4 percentage point reduction in dissatisfaction with PSNI response to reported crime from the previous year (38.6%).

Figure 4.8 Satisfaction with PSNI response to reporting a crime – 2022 to 2023



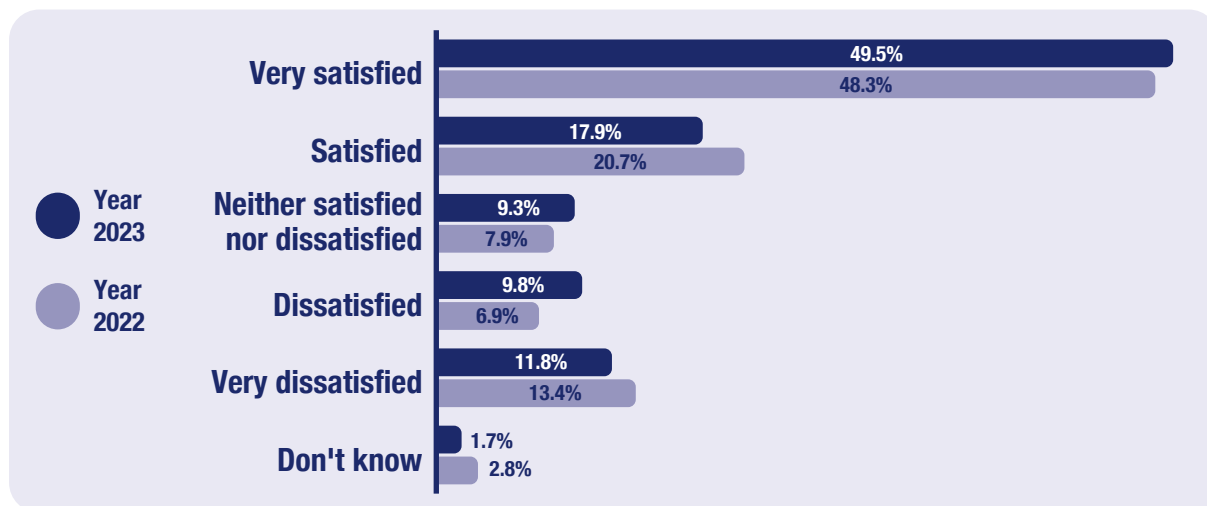
STATISTICAL SUMMARY

There was either a weak or no relationship between religious groups, rural-urban areas, district councils, age groups, political view or between areas of crime and multiple deprivation, there was a statistically significant difference in confidence in contacting the PSNI for respondents who were victims of a crime in the last 2 years ($\chi^2 = 56.26$, $df=1$, $p<.001$).

SATISFACTION WITH PSNI RESPONSE TO AN INCIDENT – OTHERS

Those respondents who had not been the victim of a crime, were asked how satisfied or dissatisfied they were with the PSNI's response to the incident. Half of all respondents were very satisfied with the PSNI response (49.5%). Two thirds of respondents were either satisfied or very satisfied with the response (67.4%). One quarter of respondents were either dissatisfied or very dissatisfied (21.6%). Levels of satisfaction were similar to 2022 as can be seen in figure 4.9.

Figure 4.9 Reasons for not contacting PSNI – victims of crime 2022 to 2023



Although males were more likely to be dissatisfied or very dissatisfied (23.9%) compared to females (19.6%), the variation in levels of satisfaction within the survey was not statistically significantly different. Therefore, levels of satisfaction in the results could not be said to be influenced by gender.

Around one in five Protestants and Catholics (21.9% and 19.0%) were dissatisfied or very dissatisfied with the response to an incident, this was lower than those of other religious groups (25.6%). Other religious groups include those who did not specify Protestant or Catholic, were of no religion or who preferred not to say.

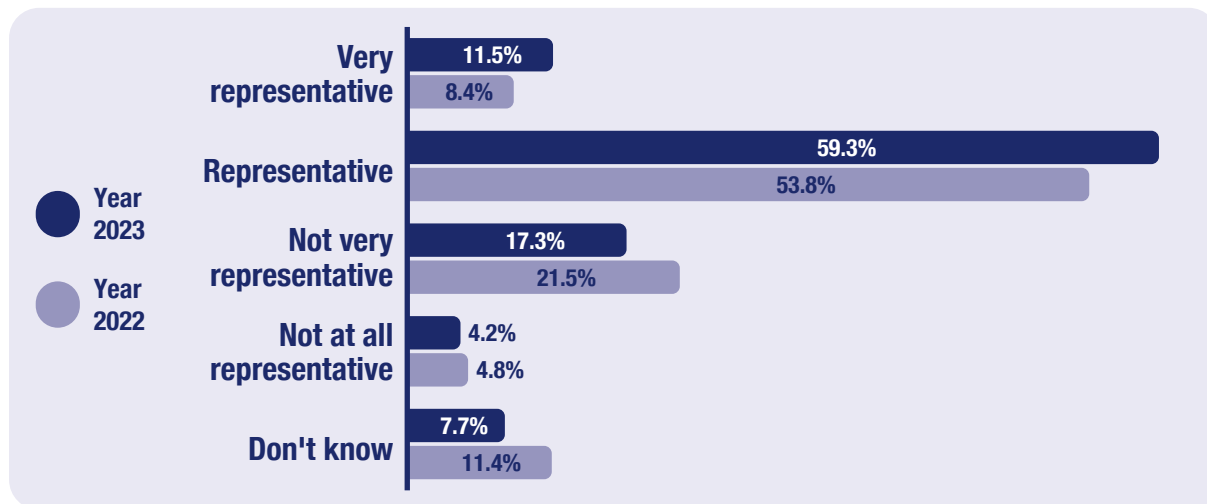
STATISTICAL SUMMARY

There was either a weak or no relationship between gender, disability, religious groups, rural-urban areas, district councils, age groups, victims of crime, political view or between areas of crime and multiple deprivation.

COMMUNITY REPRESENTATIVENESS OF THE PSNI

The policing plan survey asked respondents if they felt the PSNI was representative of their community. Nearly three quarters felt the PSNI was either very representative (11.5%) or representative (59.3%). This had increased by 8.6 percentage points on the previous year.

Figure 4.10 PSNI representative of the community – 2022 to 2023



Two thirds (68.7%) of the least deprived quintile of multiple deprivation felt the PSNI was representative compared to the most deprived (70.8%). These figures are broadly representative of Northern Ireland as a whole. Three quarters (75.0%) of respondents living in the most deprived 10 percent of areas in terms of crime deprivation, where instances of crime are higher than in other areas, felt the PSNI was representative of the community.

There was no statistically significant difference between Protestants (71.8%) and Catholics (70.0%), with around seven in ten within both groups feeling the PSNI was representative or very representative of their community. One in five respondents (21.6%) did not identify as either Protestant or Catholic and in this group 5.2% of respondents felt the PSNI was not at all representative of their community. This was higher than Protestants (3.8%) and Catholics (4.2%).

Almost one third of nationalists (29.9%) and one fifth of unionists (21.3%) felt the PSNI was not representative of their community.

Those who had been the victim of crime in the last two years were over three times more likely to feel the PSNI was not representative of their community (11.1% compared to 3.5% for those who had not been the victim of a crime).

STATISTICAL SUMMARY

There was either a weak or no relationship between gender, age groups, religious groups, disability, rural-urban areas, district councils or between areas of crime and multiple deprivation, there were statistically significant differences in how representative PSNI are of the local community for political view ($\chi^2 = 43.98$, $df=8$, $p<.001$) and victim of crime ($\chi^2 = 45.48$, $df=4$, $p<.001$).

5 OUTCOME 3 ENGAGED AND SUPPORTIVE COMMUNITIES

INTRODUCTION

SUMMARY

OUTCOME 1

OUTCOME 2

OUTCOME 3

PCSPs

NIPB

NCA

APPENDICES

Outcome 3 is about building the relationship between police and the community. The following indicator is listed within Outcome 3;

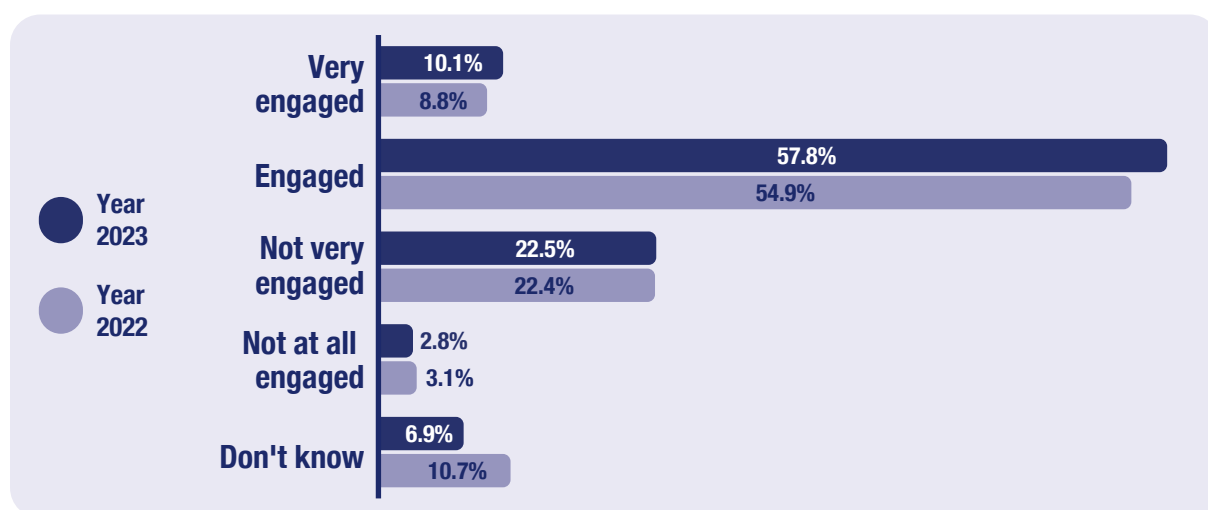
3.1 POLICE IN PARTNERSHIP WITH LOCAL COMMUNITIES, INCLUDING PCSPs, IDENTIFY AND DELIVER LOCAL SOLUTIONS TO LOCAL PROBLEMS.

The Policing Plan Survey looks at the number people who feel local policing meets their needs, at the numbers of people reporting a crime and the reasons for crimes being unreported.

PSNI ENGAGEMENT WITH LOCAL COMMUNITIES

Respondents were asked how engaged the PSNI are with their local communities in Northern Ireland. Two thirds of respondents (67.9%) thought they were engaged or very engaged with local communities. One quarter 25.3% thought they were not very engaged or not at all engaged.

Figure 5.1 PSNI engagement with local communities – 2022 to 2023



Two thirds of both Protestants (69.8%) and Catholics (67.3%) thought the PSNI were engaged or very engaged with local communities. Those of other religions or none were most likely to think the PSNI was not engaged or not very engaged with local communities (26.3%) this was a similar percentage to Catholics (26.0%) and slightly more than Protestants (23.9%).

One third of nationalists (29.2%) and one quarter of unionists (25.9%) thought the PSNI were not engaged with local communities. Those who were of neither nationalist or unionist political views, or who preferred not to say, made up half (53.4%) of the respondents. Of this group, 68.7% thought the PSNI were engaged or very engaged with local communities and 23.9% thought they were either not engaged or not at all engaged.

Those who had been the victim of crime in the last two years (37.1%) were more likely to think the PSNI was not engaged with local communities compared to those who had not been the victim of crime (23.6%).

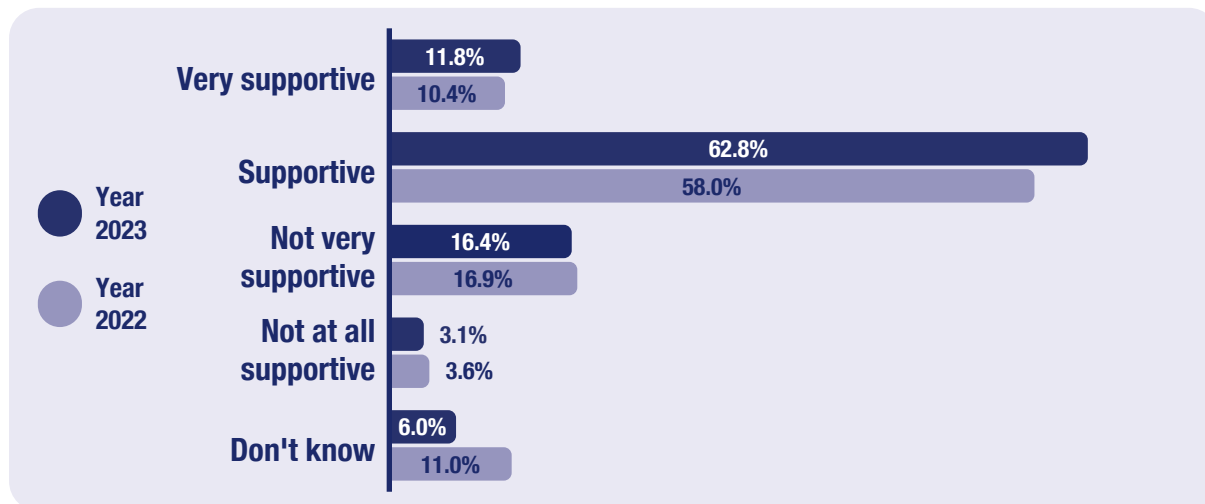
STATISTICAL SUMMARY

There was either a weak or no relationship between gender, age groups, religious groups, political view, disability, socio-economic groups, rural-urban areas, district councils or between areas of crime and multiple deprivation, there was a statistically significant differences in PSNI engagement with the local community for victim of crime ($\chi^2 = 23.56$, $df=4$, $p<.001$).

PSNI SUPPORTIVE OF COMMUNITIES WITHIN THE LOCAL AREA

Three quarters of respondents (74.6%) thought the PSNI were supportive or very supportive of communities in the local area. This has increased by 6.2 percentage points from 2022 (68.4%). Those who thought PSNI were not very supportive or not at all supportive had fallen slightly between 2022 (20.5%) and 2023 (19.5%).

Figure 5.2 PSNI supportive of local communities – 2022 to 2023



There was no statistically significant difference between religious groups. Protestants and Catholics were just as likely to feel the PSNI were supportive of local communities as those who were of neither religious group or none (Protestant 75.1%, Catholic 75.3% and Other 72.0%).

Nationalists (23.6%) were more likely than unionists (19.9%) and others (18.2%) to feel PSNI were not very supportive or not at all supportive of local communities.

Almost one quarter of respondents living in social housing (23.1%) thought PSNI was not very supportive or not at all supportive of local communities. This fell to one fifth (18.8%) of those who lived in their own home and who lived in private rented accommodation (20.1%).

STATISTICAL SUMMARY

There was either a weak or no relationship between gender, age groups, disability, socio- economic groups, rural-urban areas, district councils or between areas of crime and multiple deprivation, there were statistically significant differences in how supportive PSNI are of communities within the local area for political view ($\chi^2 = 17.36$, $df=8$, $p<.005$) and victim of crime ($\chi^2 = 76.70$, $df=4$, $p<.001$).

- INTRODUCTION
- SUMMARY
- OUTCOME 1
- OUTCOME 2
- OUTCOME 3
- PCSPs
- NIPB
- NCA
- APPENDICES

IMPROVEMENTS TO COMMUNITY ENGAGEMENT AND SUPPORT

Respondents were then asked if they thought the PSNI could do anything to improve community engagement and support. Respondents could give as many options as they thought were relevant. Overall, the most frequent improvement suggested was increased visibility of police, followed by more engagement with local communities and addressing local problems. The results were similar to 2022.

INTRODUCTION

SUMMARY

OUTCOME 1

OUTCOME 2

OUTCOME 3

PCSPs

NIPB

NCA

APPENDICES

THE ROLE OF POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPs)

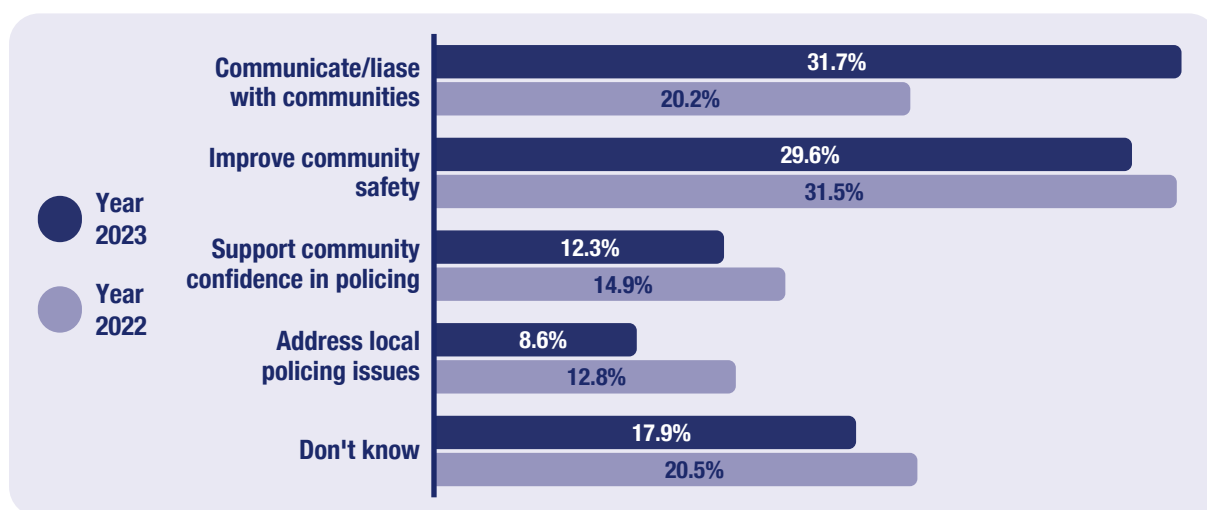
Respondents were asked about the primary role of the PCSP in their community. One third of respondents (31.7%) thought the role of PCSPs was to communicate or liaise with local communities. This had increased from one fifth of respondents in 2022 (20.2%). The second most stated role for PCSPs was to improve community safety (29.6%). Less than one in ten respondents thought addressing local policing issues was a role of PCSPs.

Males (34.3%) were more likely to think liaison with communities was the main role of PCSPs, while females thought it was to improve community safety (34.2%).

Socio economic groups varied in their answer to this question, with those from ABC1 more likely to think liaison was the primary role (37.5%) and C2DE thinking it was improving community safety (33.7%).

There was no statistically significant difference between religious groups or political views regarding the primary role of PCSPs.

Figure 5.3 Role of PCSPs – 2022 to 2023



For further analysis on PCSPs, see section 6.

CONTACT WITH PSNI

The tables below show the reasons respondents to the survey contacted PSNI, as either a victim of crime or for another reason.

REASONS VICTIMS OF CRIME CONTACT PSNI

Respondents were asked if they had been a victim of crime in the last two years, and if they had contacted the PSNI. One in ten of respondents (9.4%) had been the victim of a crime in the last two years. Of these, almost all (92.8%) had contacted the PSNI. Victims of crime were asked about the type or types of crime they had reported. The most frequently reported crime was violence making up one third of reports (31.8%). This was followed by robbery, burglary or theft (29.7%) and fraud or scams (16.4%). See table below.

Table 5.1 Reasons for contacting PSNI – victims of crime 2023

| | |
|---------------------------------|--------------|
| Violence | 31.8% |
| Robbery/ burglary/ theft | 29.7% |
| Fraud/scam | 16.4% |
| Motoring offence | 11.3% |
| Other crimes | 10.8% |

REASONS FOR CONTACTING PSNI WHEN NOT THE VICTIM OF A CRIME

The most frequent reason given for contacting the PSNI, other than to report a crime, was for antisocial behaviour or noise issues, this was followed by road traffic issues or breakdown (including rail or marine). See table below.

Table 5.2 Other reasons for contacting PSNI – victims of crime 2023

| | |
|---|--------------|
| Antisocial behaviour/noise issues | 22.7% |
| Rail/Marine/Road traffic issue/breakdown | 21.9% |
| Advice/report lost & found | 15.9% |
| Domestic Incident | 13.7% |
| Suspicious incident | 10.1% |
| Concern for safety/missing person | 9.4% |
| Other | 6.3% |

REASONS FOR NOT CONTACTING PSNI

Those respondents who had been a victim of a crime in the last two years and who said they had not reported the crime were asked the reason or reasons for this. It follows therefore that one person may have several reasons for not contacting the PSNI and each reason will be counted in the table. The most frequent reason given by respondents, was that they didn't think there was a need to report a crime (29.4%). This was followed by instances where respondents were either afraid to contact PSNI (23.5%) or did not think the police could help them (23.5%).

The most frequent types of crime that were not reported were drug offences, sexual offences and fraud or scams. These three types of crime made up over 80% of crimes that were not reported to PSNI.

Table 5.3 Reasons for not contacting PSNI – victims of crime 2023

| | |
|--|--------------|
| I didn't think that there was a need to | 29.4% |
| I was afraid to | 23.5% |
| I didn't think that the police could help | 23.5% |
| I didn't want to waste police time | 11.8% |
| Don't know/prefer not to say | 11.8% |

6 POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPs)

INTRODUCTION

SUMMARY

OUTCOME 1

OUTCOME 2

OUTCOME 3

PCSPs

NIPB

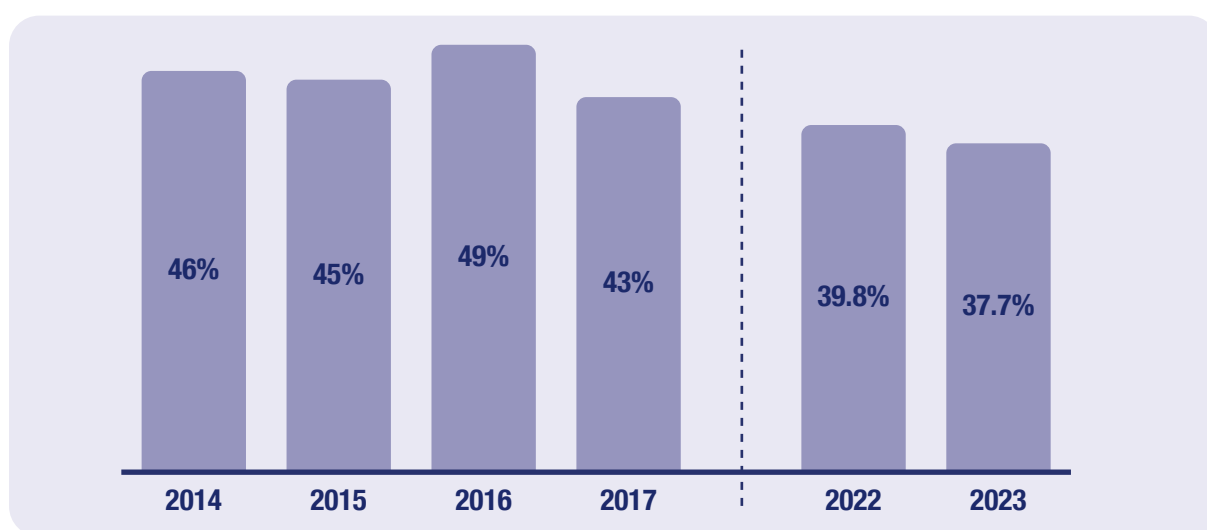
NCA

APPENDICES

AWARENESS OF POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPs)

Just over one third of respondents had heard of PCSPs (37.7%). This was the lowest level since 2014 (data for 2018 to 2021 unavailable).

Figure 6.1 Awareness of PCSPs – 2014 to 2023



Respondents aged 45-64 years were twice as likely to have heard of PCSPs (47.1%) than those in the 17-24 years age band (23.2%).

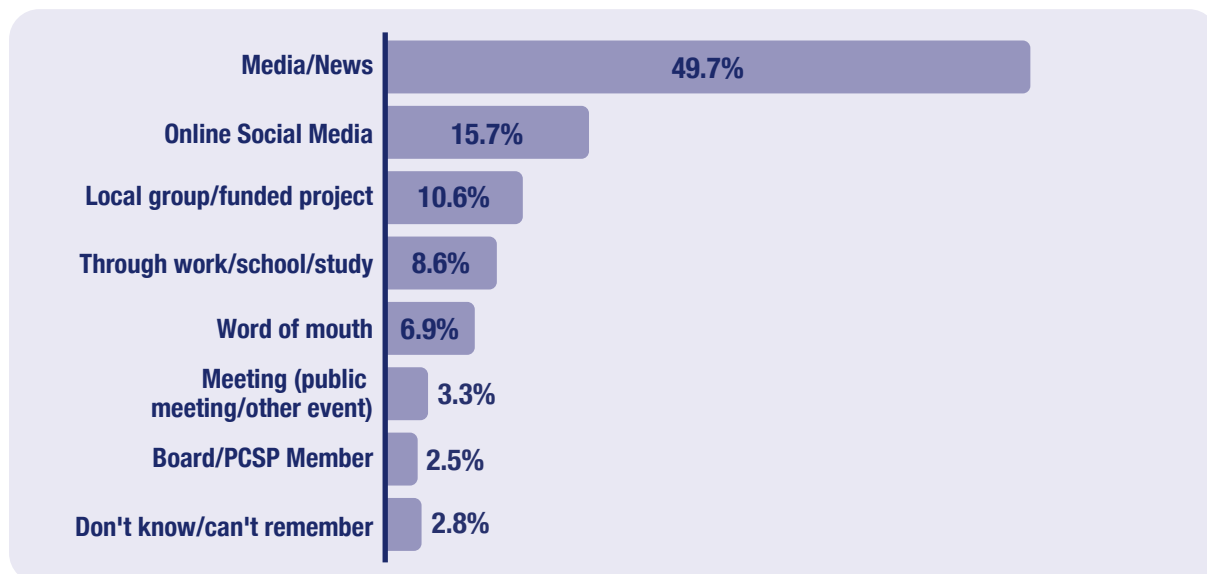
Males (41.3%) were more likely to have heard of PCSPs than females (34.4%).

Unionists were more likely to have heard of PCSPs (43.5%) than nationalists (35.9%) or those with no stated political view (36.1%).

Two in five (39.9%) of those who owned their own home had heard of PCSPs. This fell to less than one in three (31.3%) of those who either lived in private rented or social housing.

Half (49.7%) of respondents had heard of the PCSPs through the media/news, with online social media being the next most frequent method of hearing about PCSPs. See Figure 6.2 below.

Figure 6.2 Awareness of PCSPs by method – 2023



STATISTICAL SUMMARY

There was either a weak or no relationship between political view, religious groups, disability, rural- urban areas, district councils, victims of crime or between areas of crime and multiple deprivation, there were statistically significant differences in awareness of PCSPs for age groups ($\chi^2 = 65.54$, $df=5$, $p<.001$), gender ($\chi^2 = 12.81$, $df=1$, $p<.001$) and tenure ($\chi^2 = 13.40$, $df=1$, $p<.001$).

POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPS) IMPROVE POLICING

Respondents were asked if their local PCSP had helped to improve policing. Over half of respondents thought that PCSPs had improved policing (53.4%). This was the same percentage as the previous year (53.4%).

Table 6.1 below shows the change in respondents' views on whether PCSPs have improved local policing. Over one third of respondents in 2014 to 2017 thought PCSPs had improved policing, and this has risen to just over half of respondents in 2023. Data for 2018 to 2021 is unavailable.

Table 6.1 PCSPs have improved local policing – 2022 to 2023

| | 2014 | 2015 | 2016 | 2017 | ... | 2022 | 2023 |
|-------------------|-------|-------|-------|-------|-----|-------|-------|
| Yes | 38.0% | 37.0% | 37.0% | 41.0% | | 53.4% | 53.4% |
| No | 35.0% | 42.0% | 39.0% | 36.0% | | 20.4% | 25.8% |
| Don't know | 27.0% | 21.0% | 23.0% | 23.0% | | 26.2% | 20.8% |

Analysis shows that the results for each demographic is not statistically significantly different, therefore the results are independent of each of the categories or groups. In other words, views on whether PCSPs have improved policing are not dependent on political view, gender, tenure, socio-economic group or deprivation.

There was a statistically weak relationship between age groups and their views on whether PCSPs had improved local policing. This means that although observed results for age groups differ and there is a statistically significant result, once this is adjusted for relationship, the relative strength of association between the groups was weak.

One quarter of Protestants (25.0%) thought PCSPs had not improved policing, compared to one fifth of Catholics (20.1%). Of those respondents who were neither Protestant or Catholic, almost one third (28.7%) thought PCSPs had not improved policing. The differences in these groups was not statistically significantly different.

STATISTICAL SUMMARY

There was either a weak or no relationship between gender, political view, religious groups, disability, rural-urban areas, district councils, victims of crime, socio economic group or between areas of crime and multiple deprivation, there was a statistically significant difference in whether PCSPs had improved policing for age groups ($\chi^2 = 16.49, df=4, p<.005$).

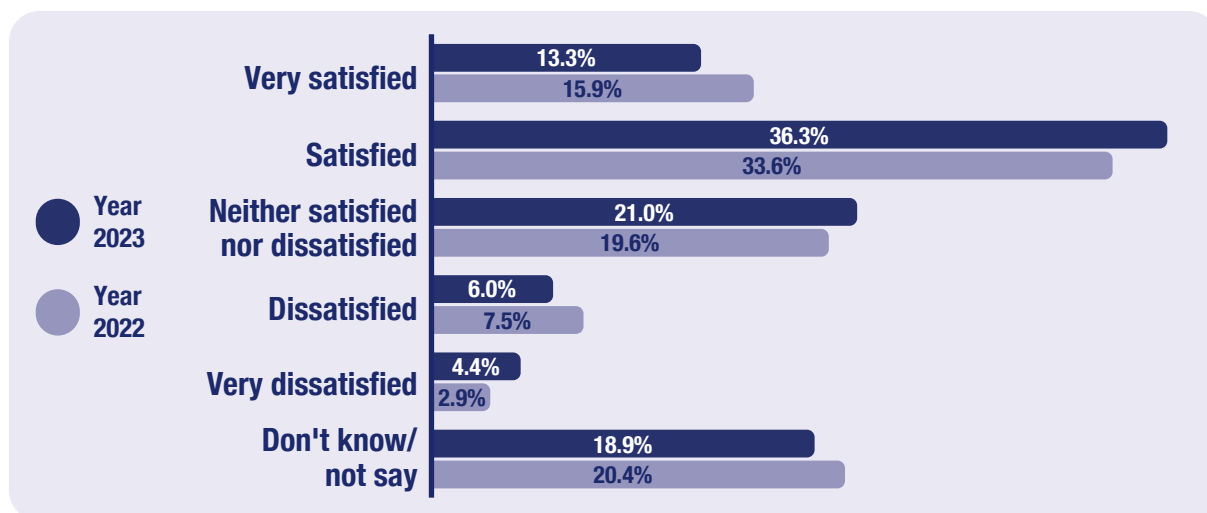
- INTRODUCTION
- SUMMARY
- OUTCOME 1
- OUTCOME 2
- OUTCOME 3
- PCSPs
- NIPB
- NCA
- APPENDICES

PCSP - INCREASING ENGAGEMENT WITH POLICE IN THE LOCAL AREA

Respondents were asked how satisfied they were that PCSPs had increased engagement with police in the local area.

Almost half of respondents (49.6%) were either satisfied or very satisfied that PCSPs had increased engagement with police in the local area. The results are similar to 2022 (49.5%).

Figure 6.3 PCSP increasing engagement with police – 2022 to 2023

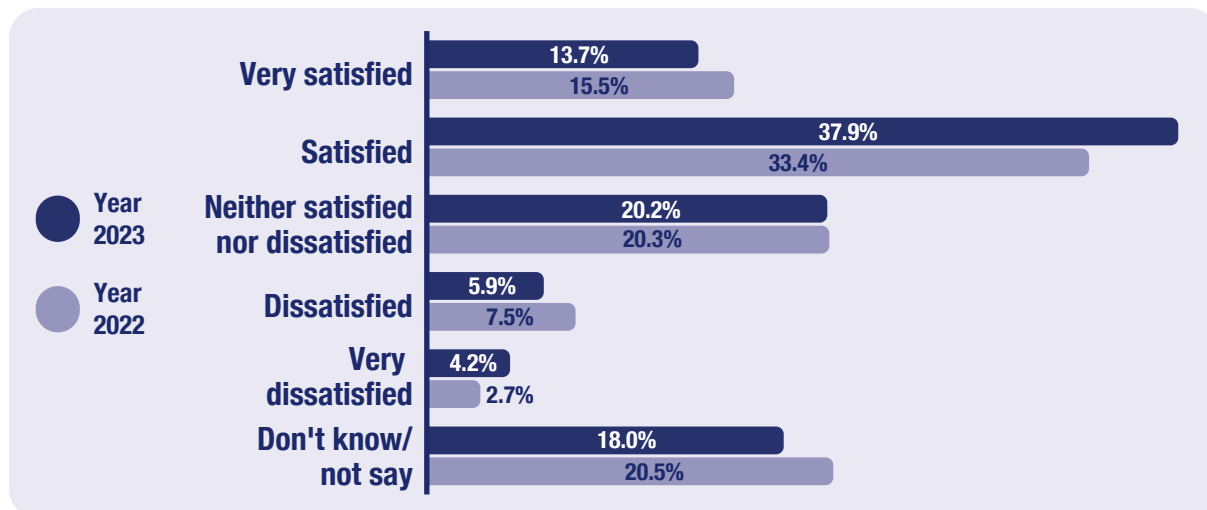


Respondents aged 25-44 years (10.1%) and 45 and over (10.6%) were twice as likely to be dissatisfied than those who were aged 17-24 years (4.7%).

PCSP – SUPPORTED CONFIDENCE IN POLICING IN THE LOCAL AREA

Respondents were then asked how satisfied they were that PCSPs had supported confidence in policing in the local area. Over half (51.6%) of respondents were satisfied or very satisfied that PCSPs had supported confidence in policing. This was similar to 2022 (48.9%).

Figure 6.4 PCSP supporting confidence in policing – 2022 to 2023



STATISTICAL SUMMARY

There was either a weak or no relationship between gender, political view, religious groups, disability, rural-urban areas, district councils, victims of crime, socio economic group or between areas of crime and multiple deprivation, and whether PCSPs increased engagement with police or satisfaction with PCSPs supported confidence in policing.

7 NORTHERN IRELAND POLICING BOARD

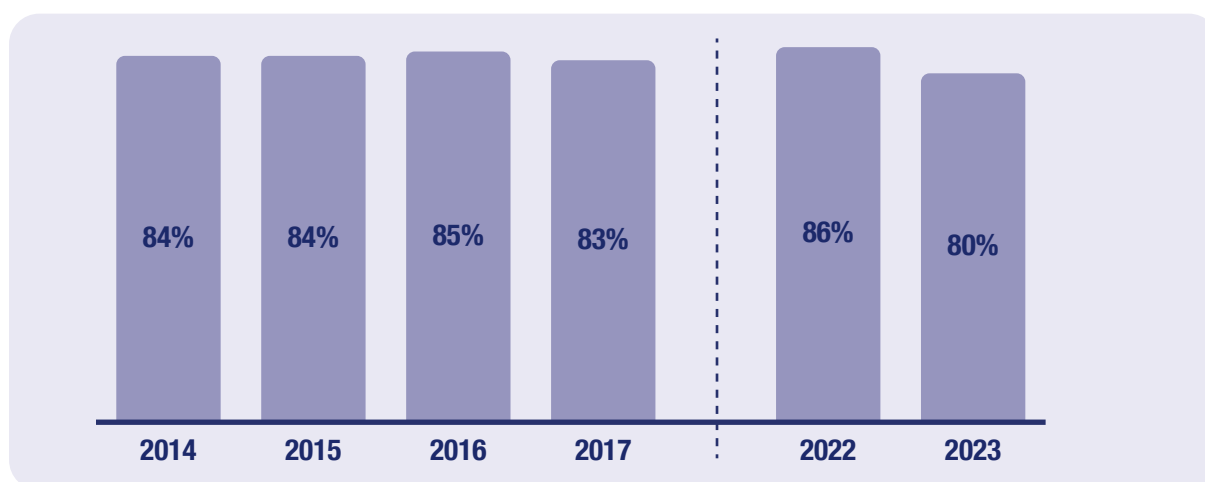
AWARENESS OF THE POLICING BOARD

Respondents were asked if they were aware of the Policing Board, where they had heard of the Board, what the primary role is and their satisfaction with the Board.

Overall awareness of the Policing Board in the current year has fallen to 80%, which is the lowest level since 2014. This has fallen by 6 percentage points since 2022 (86%).

Awareness remained steady at around 84% over the period 2014 to 2017. Data for 2018 to 2021 is unavailable.

Figure 7.1 Awareness of the Policing Board – 2014 to 2023



Males (82.7%) were more likely to have heard of the Board than females (77.3%).

Half of 17-24 year-olds had heard of the Board (55.1%) with three quarters of 25-44 year-olds (73.0%) and almost all respondents aged over 44 (around 90%).

Protestants were more likely to have heard of the Board (84.8%) than Catholics (78.0%) and others (67.3%).

Unionists were more likely than nationalists to have heard of the Board (87.7% compared to 81.9%). The number of respondents who did not express a political view or were neither nationalist or unionist made up almost 61% of respondents and they were the least likely to have heard of the Board. Of this larger group, just over three quarters (76.1%) were aware of the Policing Board, a fall of 7 percentage points from 2022.

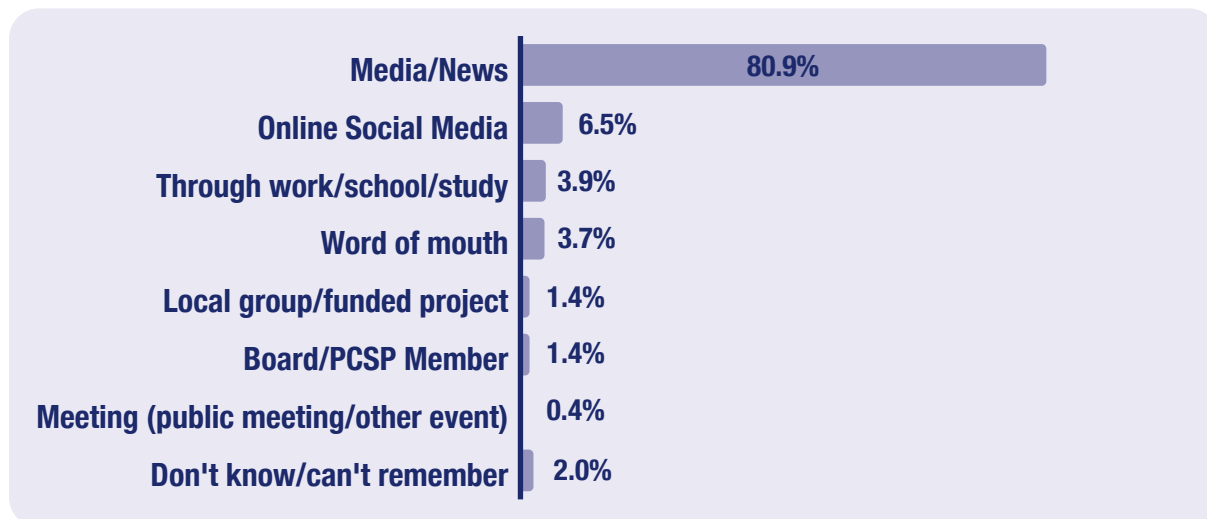
Respondents who owned their own home were more likely to have heard of the Board (84.2%) than those who lived in private rented or social housing (66.2%).

There is a weak association between socio-economic groups with C2DE less likely to have heard of the Board (77.2%) compared to ABC1 (83.3%).

Those respondents who had heard of the Board were then asked how or where they had heard. The most common route to hear of the Board was through media and news outlets (80.9%).

Online and social media was the next most common method (6.5%) (see figure 7.2).

Figure 7.2 Awareness of the Policing Board by method - 2023



The majority of those who had heard of the Policing Board (87.4%) had done so through media/news or online/social media.

STATISTICAL SUMMARY

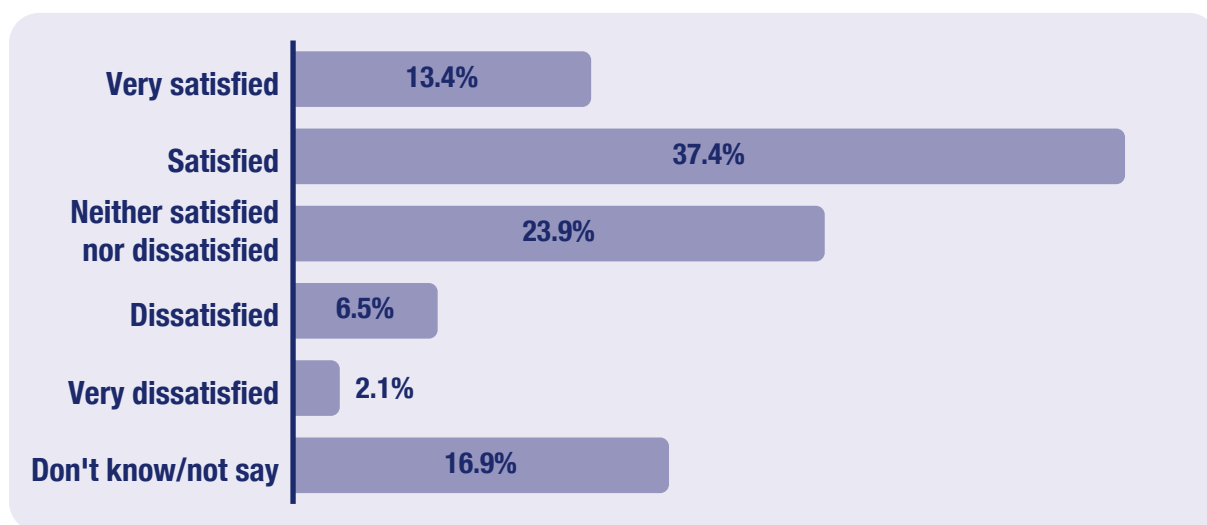
There was either a weak or no relationship between rural-urban areas, district councils, disability or between areas of crime and multiple deprivation, there were statistically significant differences in confidence awareness of the Board for age groups ($\chi^2 = 206.04$, $df=2$, $p<.001$), socio-economic group ($\chi^2 = 14.43$, $df=1$, $p<.001$), gender ($\chi^2 = 11.18$, $df=1$, $p<.001$), religious group ($\chi^2 = 27.18$, $df=2$, $p<.001$), political view ($\chi^2 = 33.44$, $df=2$, $p<.001$) and tenure ($\chi^2 = 86.26$, $df=1$, $p<.001$).

- INTRODUCTION
- SUMMARY
- OUTCOME 1
- OUTCOME 2
- OUTCOME 3
- PCSPs
- NIPB
- NCA
- APPENDICES

SATISFACTION WITH THE POLICING BOARD

Respondents who were aware of the Policing Board were asked to rate on a scale of zero to ten (where zero is ‘not at all’ and ten is ‘completely’) their satisfaction with the job the Policing Board do in Northern Ireland. Half (50.8%) were satisfied with the job the Policing board do (rating 7 to 10), compared to 8.6% who were dissatisfied (rating 0 to 4). Almost one in five respondents (16.9%) who were aware of the Policing Board, were unsure if they were satisfied with the work of the Policing Board. This figure was 20.8% in 2022.

Figure 7.3 Satisfaction with the Policing Board - 2023



STATISTICAL SUMMARY

There was either a weak or no relationship between gender, age group, rural-urban areas, district councils, disability or between areas of crime and multiple deprivation, there were statistically significant differences in satisfaction with the Board for political view ($\chi^2 = 27.09$, $df=4$, $p<.001$) and victims of crime ($\chi^2 = 12.34$, $df=2$, $p<.005$).

INDEPENDENCE OF THE POLICING BOARD

Respondents were more likely to have a view on whether the Policing Board was independent of the police in 2023 compared to 2022 ('Don't know' category fell from 16.3% to 12.6%). This led to a small increase of 2.6 percentage points in respondents who thought the Policing Board was independent from the police (57.2% in 2022 compared to 59.8% in 2023).

Data from the Northern Ireland Safe Community Telephone Survey in 2021-22 states that 74% of respondents thought the Policing Board was independent of the police, a statistically significant reduction from 78% in 2020-21. **Findings from the 2021/22 Northern Ireland Safe Community Telephone Survey**

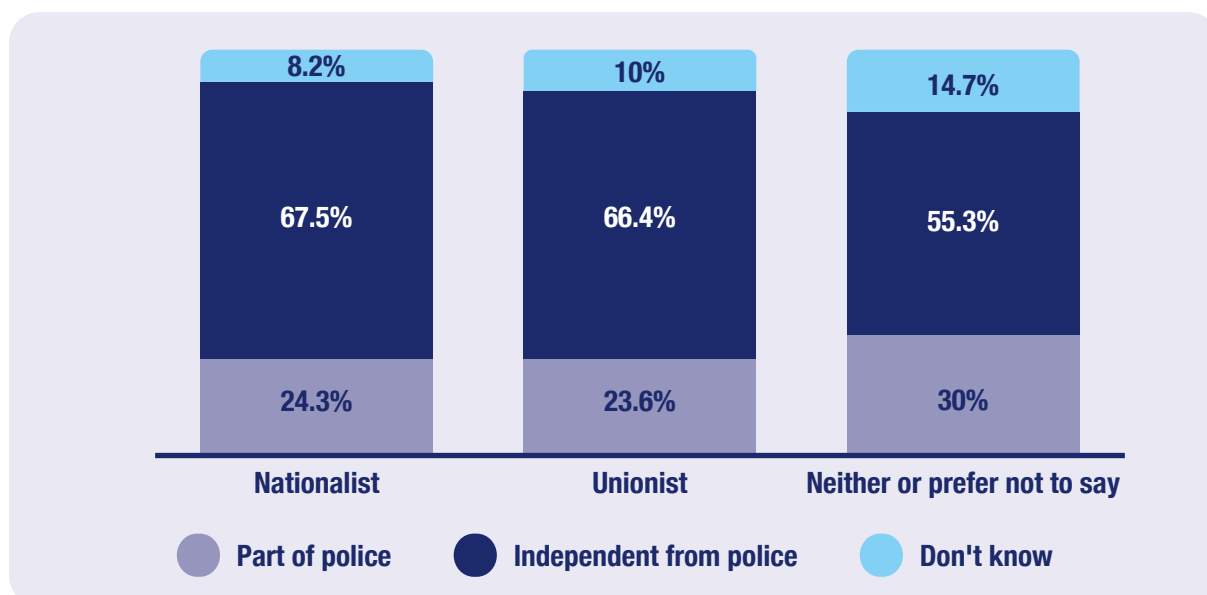
Respondents who were 17-24 years (31.2%) and 25-44 years (37.0%) of age were more likely to think the Board is part of the police than those 45 and over (34.2%).

Two thirds of male respondents and one half of female respondents thought the Policing Board was independent of the police, with around one in ten who did not know whether the Policing Board was independent or not.

Nationalists and unionists were similarly likely to think the Policing Board was independent (67.5% and 66.4% respectively), however one in three (30.0%) of those who identified as neither political view thought the Policing Board was part of the police. Respondents who identified as neither nationalist or unionist, or who preferred not to say, made up 60.7% of responses to this question.

Two thirds of those who owned their own home thought the Policing Board was independent (63.5%) compared to those who lived in private rented (49.2%) or social housing (44.3%).

Figure 7.4 Policing Board Independence by political view - 2023



STATISTICAL SUMMARY

There was either a weak or no relationship between political view, religious groups, victims of crime, rural-urban areas, district councils, disability or between areas of crime and multiple deprivation, there were statistically significant differences in respondents' views of the independence of the Board for age groups ($\chi^2 = 111.74$, $df=4$, $p<.001$), gender ($\chi^2 = 43.48$, $df=2$ $p<.001$) and tenure ($\chi^2 = 52.80$, $df=2$, $p<.001$).

8 NATIONAL CRIME AGENCY (NCA)

AWARENESS OF THE NATIONAL CRIME AGENCY (NCA)

Respondents were asked if they had heard of the National Crime Agency (NCA). Just over half of respondents had heard of the Agency (55.5%). This was lower than the previous year (61.3%) but in line with results of the omnibus surveys in 2016 and 2017 (both 54%). There were no surveys undertaken for the period 2018 to 2021 (see table 8.1 below).

Table 8.1 Awareness of the National Crime Agency – 2016 to 2023

| | 2016 | 2017 | .. | 2022 | 2023 |
|-------------------------|--------------|--------------|----|--------------|--------------|
| Awareness of NCA | 54.0% | 54.0% | | 61.3% | 55.5% |

Almost two thirds of males were aware of NCA (60.7%) compared to half of females (50.5%).

Awareness of NCA was lowest in 17-24 age group(32.6%) and over 60% in each of the age groups from 45 years and over.

Socio-economic groups were statistically significantly different in awareness of NCA with two- thirds of respondents in ABC1 group (60.9%) compared to one half of C2DE (50.7%) aware of NCA.

Unionists were more aware of NCA (67.1%) than nationalists (55.9%) and those of neither political view or none (51.1%).

Respondents who owned their own home were more likely to be aware of NCA (59.1%) than those who lived in private rented or social housing (44.1%).

SATISFACTION WITH NATIONAL CRIME AGENCY

Respondents were asked how satisfied they were with the job the NCA do in Northern Ireland. This was a similar question to previous omnibus surveys which asked ‘overall, how well do you think the NCA is working’. Table 8.2 below shows the percentage of respondents for 2016 and 2017 as well as for 2022 to 2023.

Almost one half of respondents (46.2%) were satisfied or very satisfied with the job of NCA in Northern Ireland. This compares to 46.7% in 2022.

Victims of crime (10.9%) were twice as likely to be dissatisfied or very dissatisfied with the job the NCA do compared to those who had not been the victim of crime (5.0%).

Table 8.2 Satisfaction with National Crime Agency – 2016 to 2023

| | 2016 | 2017 | ... | 2022 | 2023 |
|---|-------|-------|-----|-------|-------|
| Very Satisfied/satisfied | 27.0% | 30.0% | | 46.7% | 46.2% |
| Neither satisfied nor dissatisfied | 41.0% | 43.0% | | 18.3% | 22.1% |
| Very dissatisfied/dissatisfied | 8.0% | 9.0% | | 6.2% | 5.5% |
| Don't know/prefer not to say | 24.0% | 19.0% | | 28.8% | 26.2% |

Table 8.3 Survey response categories 2016 to 2017 compared to 2022 to 2023

| 2014-2017 categories | 2022-2023 categories |
|---------------------------|---|
| Very well/well | Very satisfied/satisfied |
| Adequately | Neither satisfied nor dissatisfied |
| Poorly/very poorly | Very dissatisfied/dissatisfied |
| Don't know | Don't know/prefer not to say |

STATISTICAL SUMMARY

There was either a weak or no relationship between religion, rural-urban areas, district councils, disability or between areas of crime and multiple deprivation, there were statistically significant differences in awareness of NCA for age groups ($\chi^2 = 89.84$, $df=2$, $p<.001$), gender ($\chi^2 = 25.93$, $df=1$, $p<.001$), socio-economic groups ($\chi^2 = 25.28$, $df=1$, $p<.001$), political view ($\chi^2 = 42.84$, $df=2$, $p<.001$) and tenure ($\chi^2 = 38.63$, $df=1$, $p<.001$).

APPENDIX 1

METHODOLOGY

THE SURVEY

The Northern Ireland Policing Board commissioned Perceptive Insight, a commercial market research company based in Northern Ireland, to conduct a telephone survey. The survey was undertaken by the Computer Assisted Telephone Interviewing (CATI) call centre over the period January to early March 2023.

There were 43 questions including topics such as perceptions of PSNI, NIPB and other organisations, along with questions relating to the gender, age, occupation and political views of respondents. A total of 2,502 respondents were interviewed for the 2023 survey (2,510 in 2022).

THE OMNIBUS SURVEY 2014 TO 2017

The Northern Ireland Omnibus Survey was conducted several times each year by the Central Survey Unit of the Northern Ireland Statistics and Research Agency (NISRA) and was designed to provide a snapshot of the behaviour, lifestyle and views of a representative sample of people in Northern Ireland. The Northern Ireland Policing Board used the Omnibus Survey results to assess the level of public satisfaction with the performance of the police and of PCSPs.

DEMOGRAPHIC BREAKDOWN

Stratified random sampling, dividing the adult population into smaller subgroups based on the Mid-Year Population Estimates and the 2011 Census data for Northern Ireland was used to achieve the final sample of respondents.

These are presented in the accompanying Microsoft Excel workbook and Open Data Source tables only.

Quotas were set based on the following categories;

- 1. AGE**
- 2. GENDER**
- 3. SOCIO-ECONOMIC GROUP**
- 4. URBAN/RURAL**
- 5. LOCAL GOVERNMENT DISTRICT.**
- 6. MULTIPLE DEPRIVATION MEASURE QUINTILE (MDM 2017)**

RESPONSES

For survey questions relating to satisfaction/dissatisfaction, for example ‘How satisfied are you with the job that the Police Service of Northern Ireland (PSNI) do overall in Northern Ireland?’ respondents were given a scale of 0 to 10 to choose from, where 0 was described as ‘not at all’ and 10 was described as ‘completely’. The tenor of responses was discussed with the interviewers and their comments provided some insight into suitable categories for the scales. Therefore, respondents who scored 0 or 1 would be categorized as ‘very dissatisfied’, a score of 2 to 4 would be ‘dissatisfied’, 5 to 6 ‘neither satisfied nor dissatisfied’, 7 to 8 ‘satisfied’ and a score of 9 or 10 would equate to ‘very satisfied’.

THE ANALYSIS

The analysis of survey data was completed by the Northern Ireland Statistics and Research Agency (NISRA) working within the Northern Ireland Policing Board.

SURVEYS AS A CHARACTERISTIC OF THE POPULATION

A survey is a sample of the population, and using a sample means that statistics are usually accompanied by measures of uncertainty. Uncertainty relates to how the estimate might differ from the ‘true value’ and therefore we employ measures to understand the degree of confidence in the outputs. The measures of uncertainty included confidence intervals and statistical significance. Understanding sampling and the effect it has on statistics is also important for interpreting these measures of uncertainty.

A survey is a sample of the population and the information gathered is not from the whole population. Therefore results from sample surveys are estimates of the unknown population values. One sample is selected at random but other potential samples could have been selected, which may have produced different results. The difference between a statistic derived from a sample and the population value is caused by what are known as sampling error and non-sampling errors.

Sampling error is caused by the use of a sample of the population, rather than the entire population. Estimates derived from a sample are likely to differ from the unknown population value because only a subset of the population have provided information.

A test of statistical significance is used in the analysis to decide whether the difference between the estimates from different samples is caused by a real change in the population, or whether it is because of the effects of random sampling alone.

Statistical significance also helps to establish what observed changes or relationships we should pay attention to, and which apparent changes may have occurred only as a result of randomness in the sampling. A result is said to be statistically significant if it is likely not caused by chance or the variable nature of the samples.

The standard of 5% is used in the analysis to test for statistical significance. Where the observed change is statistically significant at the 5% level means that there is less than a 1 in 20 chance of the observed change being calculated by chance if there is actually no underlying change.

The following methods of calculating statistical significance and relationship were used in the analysis, Chi-square analysis $n \geq 2000$ unless were stated, family-wise error rate adjusted for by using Bonferroni Correction and Cramers V as a measure of the relative strength of the association between the categories.

For further information on statistics and the types of methodology used, see www.ons.gov.uk

REFUSALS, ROUNDING AND ERROR

Refusals and non-valid responses have been excluded from the analyses except where these were regarded as relevant to the analysis or commentary.

Percentages may not always sum to 100 or numbers may not sum to an overall total due to the effect of rounding to the nearest whole number, or because respondents could give more than one response. Figures presented in the tables and graphs have been rounded. Unrounded figures are available in the accompanying Microsoft Excel and Open Data Source tables.

Where survey responses for some subgroups are small, and have not impacted the analysis, they may not be included in the accompanying Microsoft Excel and ODS workbooks. Some findings for the socio-demographic sub-groups examined may present as zero. They do not necessarily suggest that people in that area or among that group have not, for example, been the victim of crime or feel safe in their area.

NORTHERN IRELAND DEPRIVATION MEASURES

The Northern Ireland Multiple Deprivation Measures (NIMDM) 2017 identify small area concentrations of a number of types of deprivation and are constructed from 38 different indicators relating to 7 types or 'domains' of deprivation: Income, Employment, Health and Disability, Education and Skills and Training, Access to Services, Living Environment and Crime & Disorder.

Analysis of the data included multiple deprivation quintiles and crime and disorder domain quintiles. The crime and disorder quintile makes up 5% of the NIMDM 2017 and it includes the rates of violence (including sexual offences), robbery and public order, burglary, vehicle crime, criminal damage and arson, theft, deliberate primary and secondary fires and anti-social behaviour.

The NIMDM 2017 is a relative measure of deprivation, meaning that it is possible to say that one area is more or less deprived than another, but it is not possible to say by how much.

More information on deprivation measures can be found on NISRA website.

Deprivation | Northern Ireland Statistics and Research Agency ([nisra.gov.uk](https://www.nisra.gov.uk))

SOCIO-ECONOMIC GROUPS

The two socio-economic groups (SEG) of ABC1 and C2DE were widely used in the UK in both official statistics and academic research. Socio-economic groups are based on the type of occupation specified by respondents. The category AB equates to occupations which are described as higher/intermediate managerial, administrative and professional, C1 to supervisory/junior managerial and professional, C2 to skilled manual and DE to low grade, semi-skilled and unskilled manual occupations, or unemployed. In 1994, the Office of Population Censuses and Surveys, now part of the Office for National Statistics (ONS), commissioned the Economic and Social Research Council (ESRC) to undertake a review of government social classifications. As a result of the review, the ESRC recommended that a new Socio-economic classification (SEC), the National Statistics Socio-economic Classification (NS-SEC) replace SEG. Since 2001, the NS-SEC has been available for use in all official statistics and surveys. The socio-economic classifications, using SEG were agreed prior to the 2022 survey and therefore to be able to compare across the years, it was decided to continue with this grouping. However, moving the analysis to the new classification will be considered for future surveys.

APPENDIX 2

EXPERIMENTAL STATISTICS

AN EXPERIMENTAL STATISTICS PUBLICATION

The Policing Plan Survey Statistics are defined within the 2007 Statistics and Registration Service Act and as official statistics, should comply with the Code of Practice for Statistics as set out by the Office for Statistics Regulation. The Background Quality Report relating to this statistical output considers the quality of the data used in this publication, and any statistics derived from these data.

It has been judged that these statistics, while new and in development, are of sufficient immediate value to users and to the Board to be published. The statistics have therefore been classified as experimental. This designation will be reviewed annually, and in accordance with experimental statistics, their production will remain subject to testing for quality and the ability to meet user needs.

ABOUT EXPERIMENTAL STATISTICS

Official and National Statistics are produced to high professional standards set out in the Code of Practice for Official Statistics. Both undergo regular quality assurance reviews to ensure that they meet customer needs and are produced free from any political interference. **Experimental statistics** are a sub-set of newly developed or innovative official statistics that are undergoing evaluation.

They are developed under the guidance of the Head of Profession for Statistics and published to involve users and stakeholders in the assessment of their suitability and quality at an early stage.

The goal is to develop statistics that after their successful development can be produced to the standards of the **Code of Practice for Statistics**.

The Code of Practice has a strong emphasis on innovation and improvement in ensuring the enduring public value of official statistics. Therefore, we aim

- to identify the opportunities to use new sources and methods,
- to recognise fresh needs for information among users, and
- to review existing statistics to ensure that they continue to meet the needs of users.

An essential element of experimental statistics is the involvement of users in their evaluation. We welcome the views and feedback of our users. If you would like to contribute to this feedback, please contact us by email or using the link **Policing Board - Statistics User Feedback**



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