



# NORTHERN IRELAND POLICING PLAN SURVEY

STATISTICAL REPORT 2025



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# 1 INTRODUCTION

## BACKGROUND

The Northern Ireland Policing Board (the Board) is an independent public body which oversees policing in Northern Ireland. It was established on 4 November 2001 as a result of the Police (Northern Ireland) Act 2000. The 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 Board is responsible for independent oversight of the Police Service of Northern Ireland (PSNI) and has a range of legislative duties to deliver.

The main role of the Board is to ensure that the 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 issues 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. When the 2025 survey was commissioned, the most up-to-date Policing Plan related to the years 2020-2025. This release therefore makes reference to the [2020 to 2025 Policing Plan](#). The information will also be used to monitor and report on the new 2025 to 2030 Policing Plan.

This report is therefore structured on the 2020 to 2025 Policing Plan as follows:

### 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 the perceptions of the Board, the 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 has been superseded by the Northern Ireland Safe Community Telephone Survey (NISCTS) published by the Department of Justice [Northern Ireland Safe Community Survey | Department of Justice \(justice-ni.gov.uk\)](https://justice-ni.gov.uk)

Unfortunately, the Board were unable to purchase a similar module within the NISCTS and therefore commissioned a survey specifically designed to meet the needs of the outcomes-based accountability on which the 2020-2025 Policing Plan is based. It was planned to carry out this survey in years 2, 3 and 5 over this five-year period and this report is the final report in this sequence.

The 2025 survey took place from January to April 2025 and received views from 2,500 respondents. This survey and report are currently in the process of evaluation and review and have therefore been designated as 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 - NI Direct - Citizen Space](#)

# 2 SUMMARY

The report covers responses from a survey of 2,500 people in Northern Ireland and includes comparison with results from the 2022 and 2023 surveys. 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 PSNI in policing and engagement with the community.

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

<div>NINE IN TEN</div> <div>FELT SAFE IN THE LOCAL COMMUNITY</div>	<div>TWO THIRDS</div> <div>WERE SATISFIED WITH THE JOB THE PSNI DO IN NI</div>	<div>THREE FIFTHS</div> <div>WERE CONFIDENT IN PSNI'S ABILITY TO PROTECT AND SERVE</div>
<div>HALF</div> <div>OF PEOPLE WHO REPORTED A CRIME WERE SATISFIED WITH PSNI'S RESPONSE</div>	<div>THREE IN FIVE</div> <div>FELT THE PSNI WAS ENGAGED WITH THEIR COMMUNITY</div>	<div>TWO THIRDS</div> <div>THOUGHT THE PSNI TREAT THE PUBLIC FAIRLY</div>
<div>NINE IN TEN</div> <div>HAD CONFIDENCE IN CONTACTING THE PSNI</div>	<div>TWO FIFTHS</div> <div>HAD HEARD OF PCSPs</div>	<div>TWO THIRDS</div> <div>THOUGHT THE POLICING BOARD WAS INDEPENDENT OF PSNI</div>

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# 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;

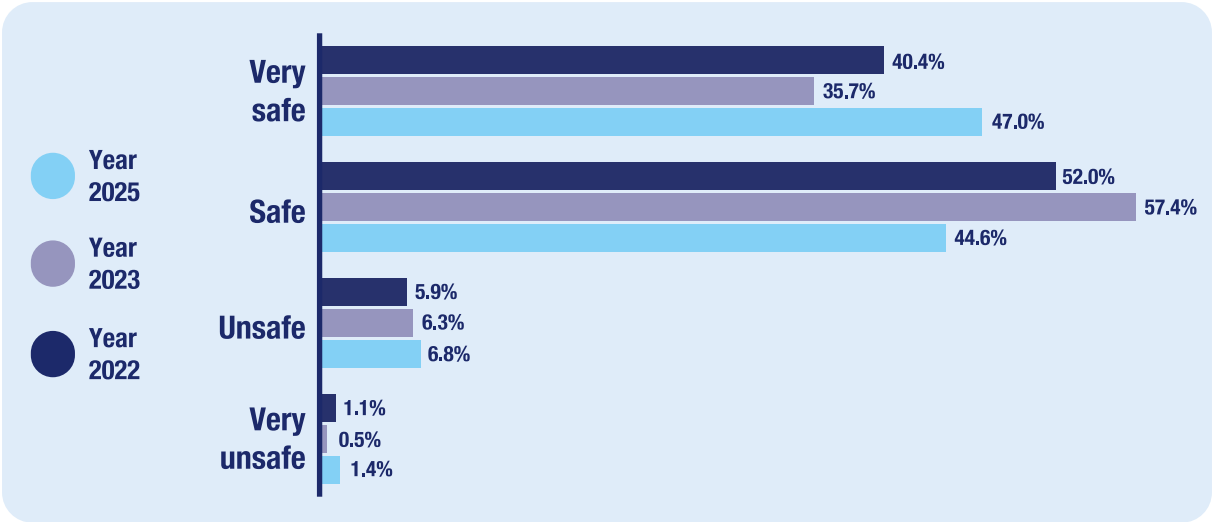
- 1.1 FEWER REPEAT VICTIMS OF CRIME
- 1.2 FEWER REPEAT OFFENDERS OF CRIME
- 1.3 PEOPLE IN ALL COMMUNITIES FEEL SAFE
- 1.4 CRIME RATES AND TRENDS SHOWCASE AN EFFECTIVE POLICE RESPONSE

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 they feel in the community they live in. From the 2,500 responses, nine out of ten (91.5%) felt safe in their community, including almost one half (47.0%) who felt ‘very safe’. This was a slight drop overall from 2023 when 93.1% of respondents felt safe in their community. Those feeling ‘very safe’ however, increased from 35.7% to 47.0% since 2023. 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 below shows results from 2014 to 2025 (Omnibus survey – see Appendix 1 Methodology).

Figure 3.1 Feeling safe in local community – 2022 to 2025



**Table 3.1 Feeling safe in local community – 2014 to 2025**

	2014	2015	2016	2017	...	2022	2023	2025
<b>Very safe</b>	38.0%	40.0%	42.0%	49.0%		40.4%	35.7%	47.0%
<b>Safe</b>	52.0%	49.0%	49.0%	44.0%		52.0%	57.4%	44.6%
<b>Unsafe</b>	3.0%	3.0%	4.0%	2.0%		5.9%	6.3%	6.8%
<b>Very unsafe</b>	1.0%	1.0%	1.0%	1.0%		1.1%	0.5%	1.4%

Data for 2018 to 2021 is unavailable as no surveys were undertaken.

Males were more likely to feel safe (93.9%) than females (89.1%) reflecting a small decrease on the 2023 percentages (94.5% and 91.6% respectively). In the same regard, females were more likely than males to say they feel unsafe in the community (10.5% and 5.7% respectively).

The majority (96.7%) of respondents living in the least deprived areas stated that they felt safe in their community, compared to 85.4% living in the most deprived areas. Those living in rural areas (94.1%) were more likely to state that they feel safe when compared to those in urban areas (89.8%).

Respondents with a disability were more likely to feel unsafe in the community (10.9%) than those without a disability (7.4%). Those who had been a victim of crime in the last two years were three times more likely to feel unsafe or very unsafe in their communities, (20.4% compared to 6.8% who had not been the victim of a crime).

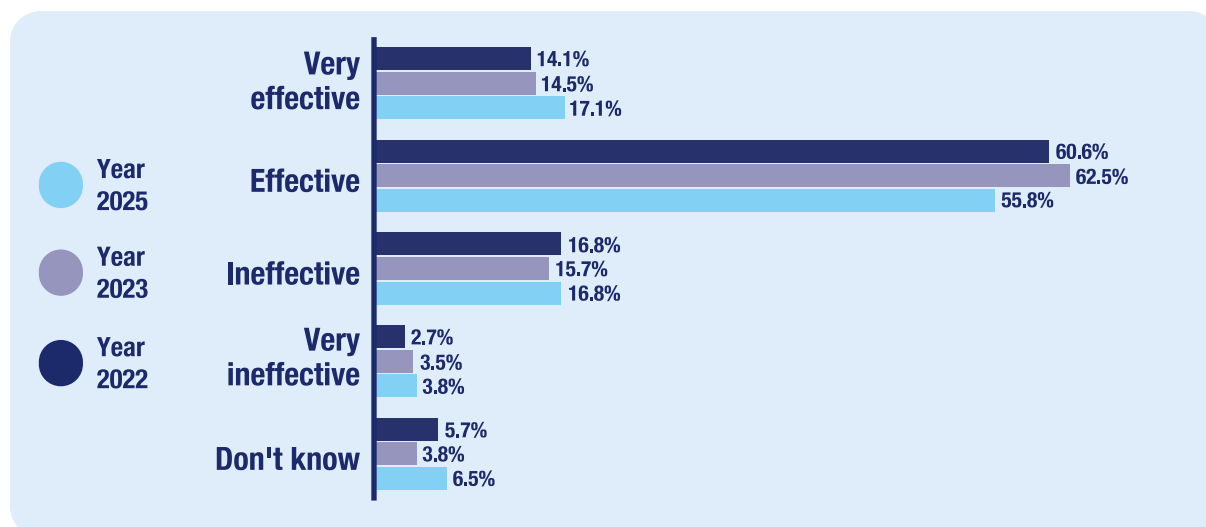
## STATISTICAL SUMMARY

Although the results showed that there was either a weak or no relationship between age, those with a disability, district councils, socio-economic group and religious or political view, there were statistically significant differences in perceptions of safety in the community by gender ( $\chi^2 = 19.35$ ,  $df=1$ ,  $p<.001$ ), areas of multiple deprivation ( $\chi^2 = 42.95$ ,  $df=4$ ,  $p<.001$ ), whether the respondent lives in an urban or rural area ( $\chi^2 = 13.39$ ,  $df=1$ ,  $p<.001$ ) and those who had been a victim of crime ( $\chi^2 = 56.42$ ,  $df=1$ ,  $p<.001$ ).

## EFFECTIVENESS OF PSNI IN KEEPING COMMUNITY SAFE

Respondents were asked how effective they thought PSNI were at keeping the community safe. Seven out of ten respondents (72.9%) thought the PSNI were either effective or very effective at keeping their community safe. One fifth of respondents (20.6%) thought they were ineffective or very ineffective.

Figure 3.2 Keeping the community safe – 2022 to 2025

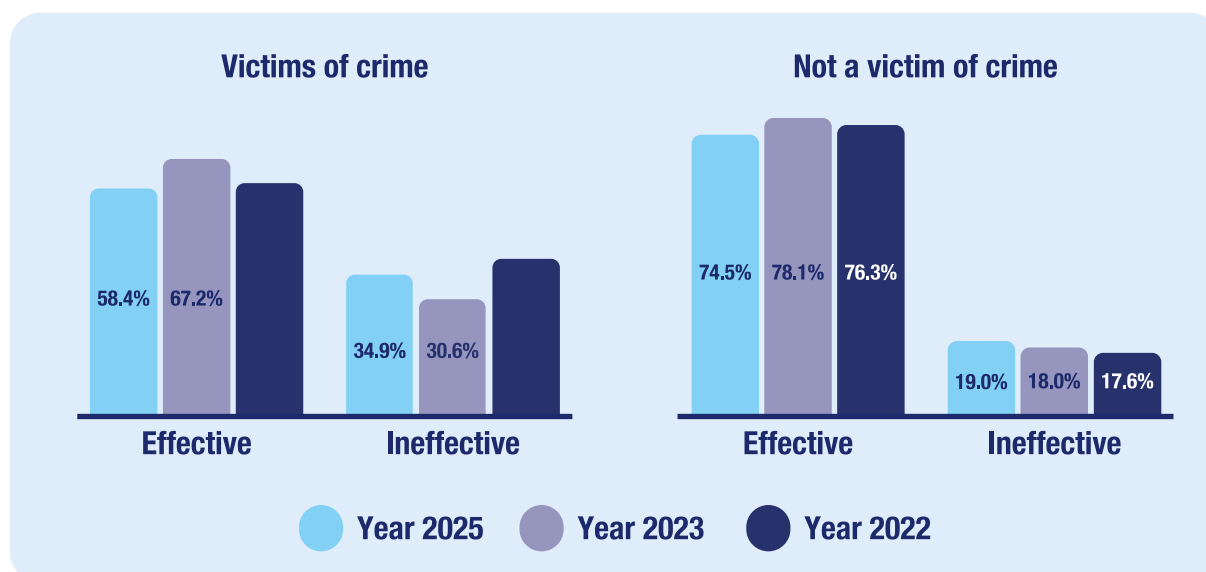


Those living in the least deprived areas (77.8%) were more likely to report that they thought the PSNI were effective at keeping their area safe than those in the most deprived areas (67.5%).

Just over two-thirds (69.0%) of respondents with a disability stated that they thought the PSNI were effective, compared to three quarters (73.9%) of those who do not have a disability.

Victims of crime were more likely to think the PSNI were ineffective or very ineffective at keeping their community safe (34.9%) compared to those who had not been victims of crime (19.0%).

Figure 3.3 Keeping the community safe - victims of crime – 2022 to 2025





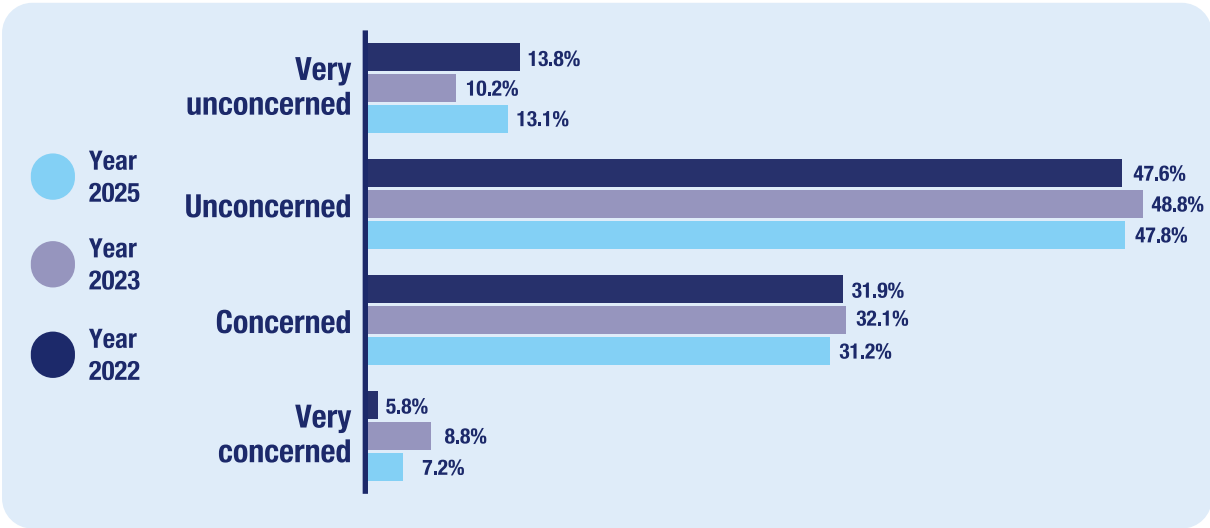
STATISTICAL SUMMARY

There was either a weak or no relationship between age groups, gender, those with a disability, socio-economic group, religion, political view, rural-urban areas, district councils, or between areas of multiple deprivation. There was, however, 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 ( $\chi^2 = 36.16$ ,  $df=2$ ,  $p<.001$ ).

CONCERN ABOUT CRIME IN YOUR LOCAL AREA

Three in five respondents (60.9%) were unconcerned or very unconcerned about crime in their local area. This has risen by 1.9 percentage points since 2023 when it was 59.0%. Correspondingly, 38.4% of respondents were concerned or very concerned about crime in 2025, a decrease of 2.5 percentage points (40.9%) compared with 2023.

Figure 3.4 Concern about crime – 2022 to 2025



Concern about crime differed with age. The youngest age group, 17 to 24 years were the least concerned about crime in their area (29.6%), as opposed to those aged 50 to 64 years where two-fifths were concerned about crime (40.8%).

Two in five of those living in urban areas or the most deprived areas said they were concerned about crime in their area (40.0% and 41.2% respectively), compared to 35.9% and 35.2% respectively of those in rural areas and the least deprived areas.

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 (51.8%). In contrast, just over one third (36.8%) 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 age groups, gender, disability, socio-economic group, religion, political view, rural-urban areas, district councils or between areas of multiple deprivation. There was a statistically significant difference in concern about crime in the local area for those who were victims of a crime in the last 2 years ( $\chi^2 = 22.48$ ,  $df=1$ ,  $p<.001$ ).

SAFETY IN THE NEAREST TOWN CENTRE

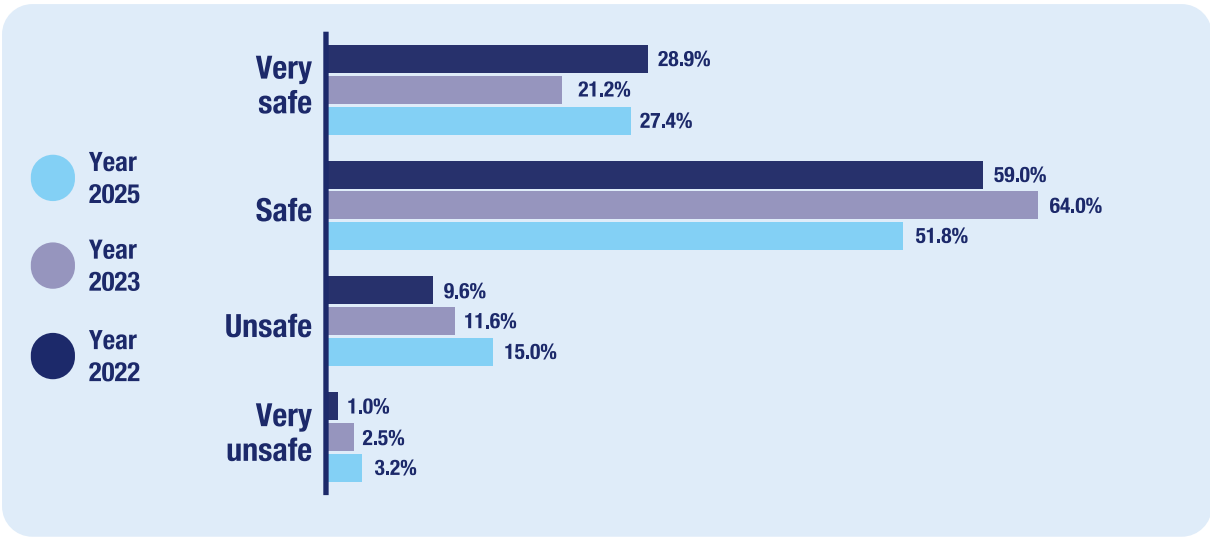
Four in five respondents (79.2%) felt safe going into their local town centre. This was a decrease of 6.0 percentage points on 2023 (85.2%). The proportion of respondents who felt unsafe or very unsafe in their nearest town centre increased by 4.1 percentage points to 18.2% (14.1% in 2023).

Males were more likely to feel safe or very safe going into their local town centre (84.1%) than females (74.2%).

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 (22.0%) compared to those without a disability (17.4%) as were victims of crime (26.3%) compared to those who had not been a victim of crime (17.3%).

In terms of multiple deprivation quintiles, one-quarter of respondents in the most deprived areas felt unsafe going into their nearest town centre (25.7%). This compares to 15.9% in the areas of least deprivation. Respondents living in rural areas (83.4%) were more likely than those in urban areas (76.4%) to report that they feel safe.

Figure 3.5 Safety in the nearest town centre – 2022 to 2025



## STATISTICAL SUMMARY

There was either a weak or no relationship between socio-economic group or religion. There was a statistically significant difference in concern about safety in the town centre for age group ( $\chi^2 = 37.03$ ,  $df=8$ ,  $p<.001$ ), gender ( $\chi^2 = 39.11$ ,  $df=2$ ,  $p<.001$ ), disability ( $\chi^2 = 13.45$ ,  $df=2$ ,  $p<.005$ ), victims of a crime in the last 2 years ( $\chi^2 = 13.29$ ,  $df=2$ ,  $p<.005$ ), multiple deprivation ( $\chi^2 = 32.26$ ,  $df=8$ ,  $p<.001$ ), rural-urban areas ( $\chi^2 = 17.86$ ,  $df=2$ ,  $p<.001$ ), district councils ( $\chi^2 = 104.07$ ,  $df=10$ ,  $p<.001$ ) and for political view ( $\chi^2 = 17.41$ ,  $df=4$ ,  $p<.005$ ).

## 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.

Antisocial behaviour was the most cited reason for feeling unsafe, due to drunk and rowdy people (45.8%), teenagers hanging around (41.2%), alcohol abuse (37.3%), and vandalism (21.3%). Three in five (60.1%) were also concerned about drug abuse, while 10.5% had fears over hate crimes and the presence of people not from the area.

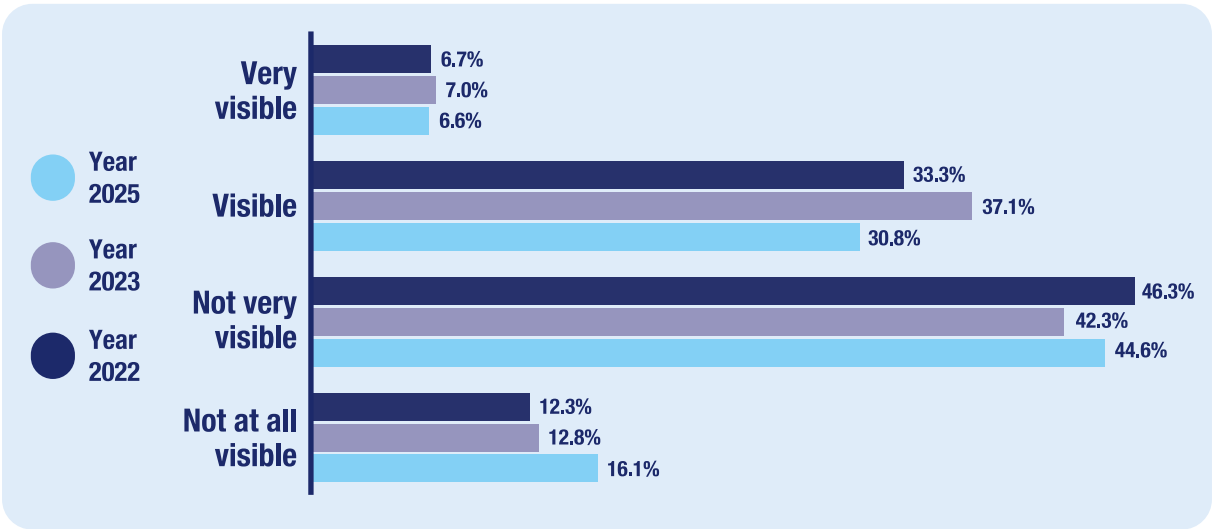
Table 3.2 Reasons for town centre feeling less safe in descending order of frequency

- Drugs
- Antisocial behaviour - Drunk and rowdy people
- Antisocial behaviour - Teenagers hanging around
- Antisocial behaviour - Alcohol abuse
- Antisocial behaviour - Vandalism, graffiti or other deliberate damage
- Hate crime
- People not from the area
- General unease
- Homelessness
- Fear of assault
- Burglary/muggings and crime
- Lack of police presence
- Mental health
- Road safety
- Paramilitaries
- Demonstrations

VISIBILITY OF POLICE IN THE LOCAL AREA

Respondents were asked whether they thought police were visible or not in their local area. Three in five thought they were not visible or not very visible (60.6%). This has risen 5.5 percentage points from 2023 when 55.1% thought police patrols were not very visible or not at all visible. See figure below.

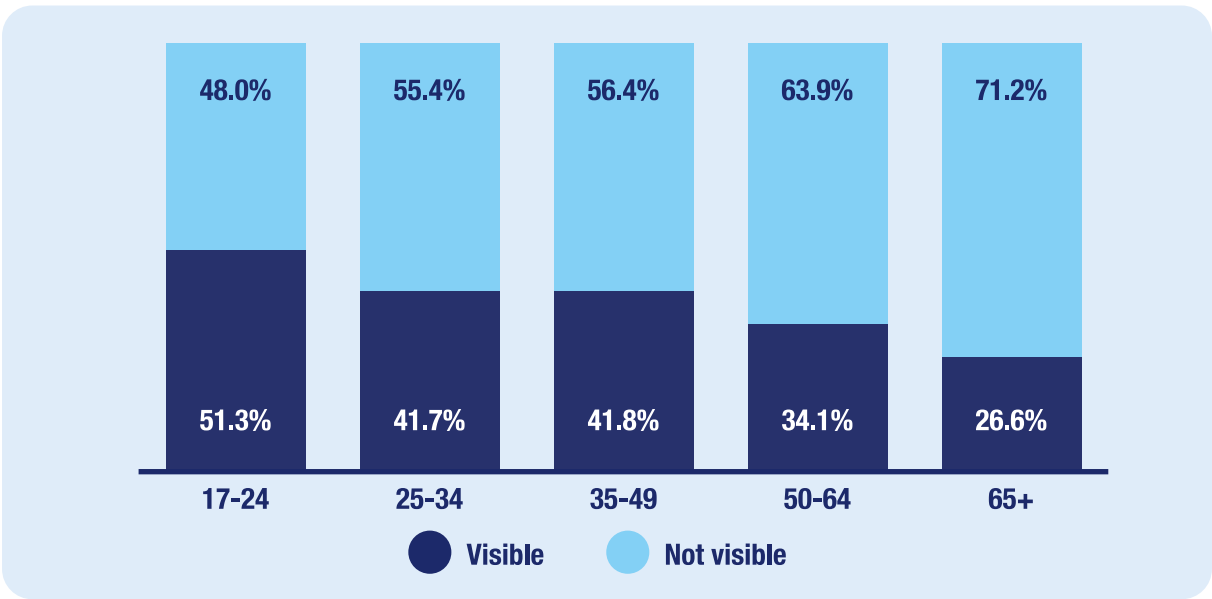
Figure 3.6 Visibility of police in the local area – 2022 to 2025



Respondents aged 17 to 24 were twice as likely to think police were visible in the local area (51.3%) compared to those aged 65 and over (26.6%).

Those living in the most deprived areas (43.4%) were more likely to think the police were visible than those in the least deprived areas (35.6%). Respondents living in urban areas (40.1%) were more likely to say the police were visible in their area compared to those in rural areas (33.2%).

Figure 3.7 Visibility of police in the local area by age group - 2025



STATISTICAL SUMMARY

There was either a weak or no relationship between gender, disability, victims of crime, socio-economic group, religion or political view. There were statistically significant differences in visibility of police in the local area for age groups ( $\chi^2 = 62.15$ ,  $df=4$ ,  $p<.001$ ), areas of multiple deprivation ( $\chi^2 = 24.41$ ,  $df=8$ ,  $p<.005$ ), rural- urban areas ( $\chi^2 = 19.93$ ,  $df=2$ ,  $p<.001$ ) and district councils ( $\chi^2 = 57.94$ ,  $df=10$ ,  $p<.001$ ).

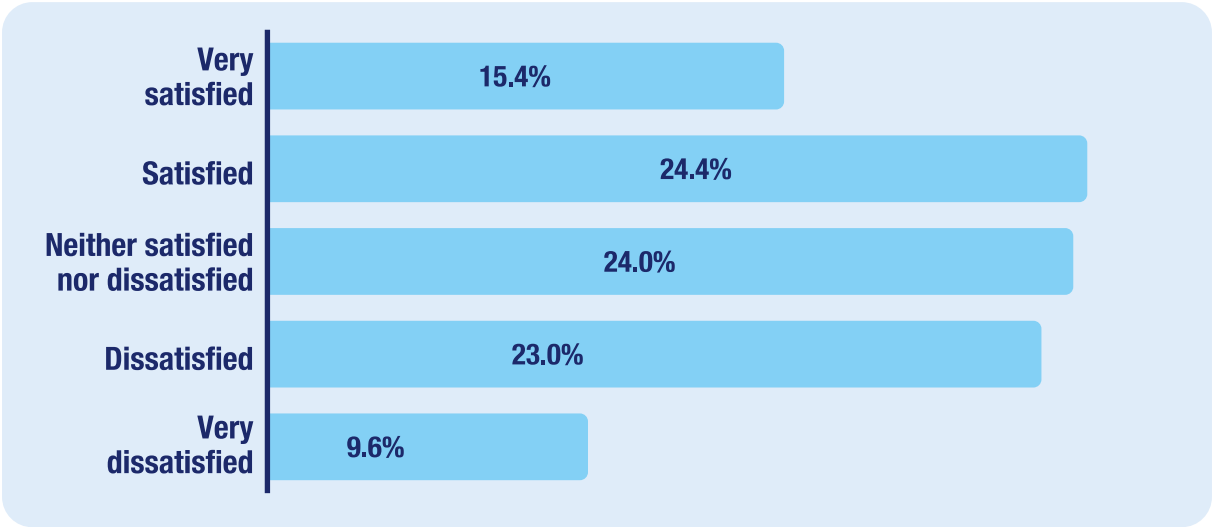
SATISFACTION WITH LEVELS OF POLICE PATROLS IN THE LOCAL AREA

Respondents were asked about levels of police patrols in their area. The responses received show slightly more dissatisfaction than in previous surveys (see table 3.3). One third (32.7%) of respondents were dissatisfied or very dissatisfied with the level of police patrols in their area while four in ten (39.9%) were satisfied or very satisfied. 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 2025

	2014	2015	2016	2017	...	2022	2023	2025
Very satisfied/satisfied	52.0%	44.0%	48.0%	51.0%		43.6%	45.6%	39.9%
Neither satisfied nor dissatisfied	26.0%	26.0%	27.0%	25.0%		23.6%	25.1%	24.0%
Very dissatisfied/dissatisfied	22.0%	29.0%	28.0%	23.0%		27.6%	26.2%	32.7%
Don't know/prefer not to say	0.0%	1.0%	1.0%	1.0%		5.1%	3.2%	3.4%

Figure 3.8 Satisfaction with levels of police patrols - 2025



Age was a factor in satisfaction with levels of police patrols. Two fifths (39.0%) of those aged 50 to 64 and one third (34.2%) of respondents aged 65 and over were dissatisfied with the levels of police patrols in their area, compared to under one quarter (23.5%) of those aged 17 to 24.

Those living in Fermanagh and Omagh District Council area were much less satisfied with the level of police patrols (22.1%) than those living in Antrim and Newtownabbey or Derry and Strabane District Council areas (41.3% and 40.1% respectively).

Those from a Catholic background (43.5%) were more satisfied with the level of police patrols than those from a Protestant background (35.6%).

## STATISTICAL SUMMARY

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There was either a weak or no relationship between gender, disability, victims of crime, socio-economic group, areas of multiple deprivation, rural-urban areas and political view. There were statistically significant differences in satisfaction with police patrols in the local area for age groups ( $\chi^2 = 40.16$ ,  $df=12$ ,  $p<.001$ ), district councils ( $\chi^2 = 111.58$ ,  $df=30$ ,  $p<.001$ ) and religious group ( $\chi^2 = 20.61$ ,  $df=6$ ,  $p<.005$ ).

# 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

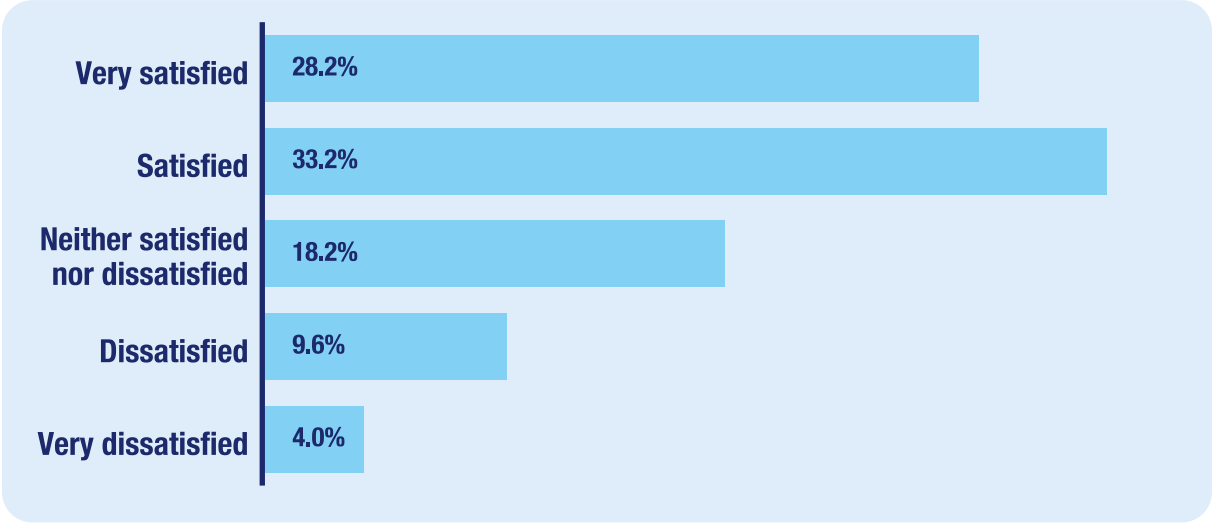
## 2.4 DELIVERY OF EFFECTIVE CRIME OUTCOMES

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

When asked about their confidence in the PSNI's ability to protect and serve all the people of Northern Ireland, six in ten (61.4%) responded positively, with 28.2% very positive. The percentage of respondents expressing confidence decreased slightly since the previous survey, however it should be noted that the figures are not directly comparable to previous years, due to the question being worded differently in the 2025 survey. In 2022 and 2023 respectively, 66.8% and 62.5% of respondents felt a lot of or total confidence in the PSNI's ability to protect and serve. In 2025, 61.4% were satisfied or very satisfied when asked about their confidence in the PSNI's ability to protect and serve all the people of Northern Ireland.

Figure 4.1 Confidence in PSNI’s ability to protect and serve all the people of NI – 2025



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

The table below presents the data for 2014 to 2017 from the Omnibus survey (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) alongside the 2022 and 2023 survey results. Although not directly comparable, 13.6% of respondents to the 2025 survey were dissatisfied when asked about their confidence in the PSNI’s ability to protect and serve the people of Northern Ireland. This is higher than in recent years, when compared to the percentage of respondents who had little or no confidence.

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%

Persons aged 65 and over (69.8%) were more likely to rate confidence highly (satisfied/very satisfied) than all other age groups (59.9% aged 17 to 24, 55.4% aged 25 to 34, and 59.6% aged 35 to 64)

Respondents who had been the victim of crime in the last two years were almost twice as likely to rate the PSNI’s ability to protect and serve poorly, with 23.1% dissatisfied or very dissatisfied compared to 12.6% of those who had not been a victim of crime.



Those living in Causeway Coast and Glens District Council area were twice as likely to lack confidence (dissatisfied/ very dissatisfied) in the PSNI's ability to protect and serve (20.2%) than those living in Newry, Mourne and Down District Council area (10.1%)

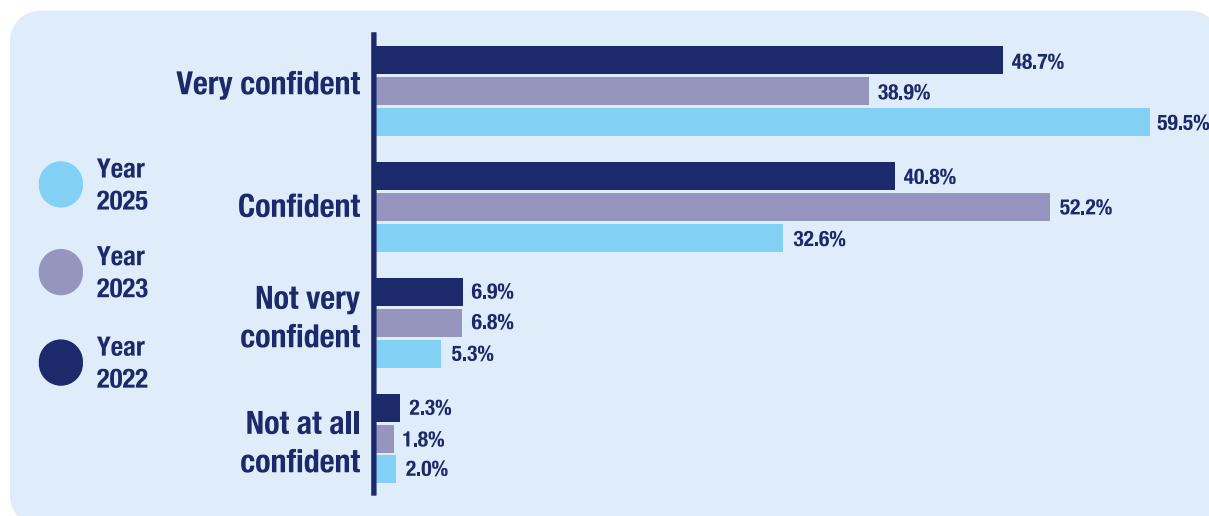
## STATISTICAL SUMMARY

There was either a weak or no relationship between gender, disability, socio-economic group, areas of multiple deprivation, rural-urban areas, religious group or political view. There were statistically significant differences in confidence in the PSNI's ability to protect and serve for age groups ( $\chi^2 = 48.07$ ,  $df=12$ ,  $p<.001$ ), district councils ( $\chi^2 = 99.50$ ,  $df=30$ ,  $p<.001$ ) and those who were victims of a crime in the last 2 years ( $\chi^2 = 26.55$ ,  $df=3$ ,  $p<.001$ ).

## CONFIDENCE IN CONTACTING THE POLICE

Nine in ten respondents felt confident or very confident contacting the PSNI if they needed to (92.1%). This has risen slightly from 2023 (91.1%). 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 8.6% in 2023 to 7.3% in 2025.

**Figure 4.2 Confidence in contacting police – 2022 to 2025**



More males (8.9%) than females (5.7%) were not confident in contacting the PSNI.

Those living in the least deprived areas were more likely to be confident in contacting the PSNI (93.8%) than those living in the most deprived areas (88.7%).

Victims of crime were much less confident in contacting the PSNI (16.9%) than those respondents who had not been a victim of crime (6.3%). This was statistically significantly different.

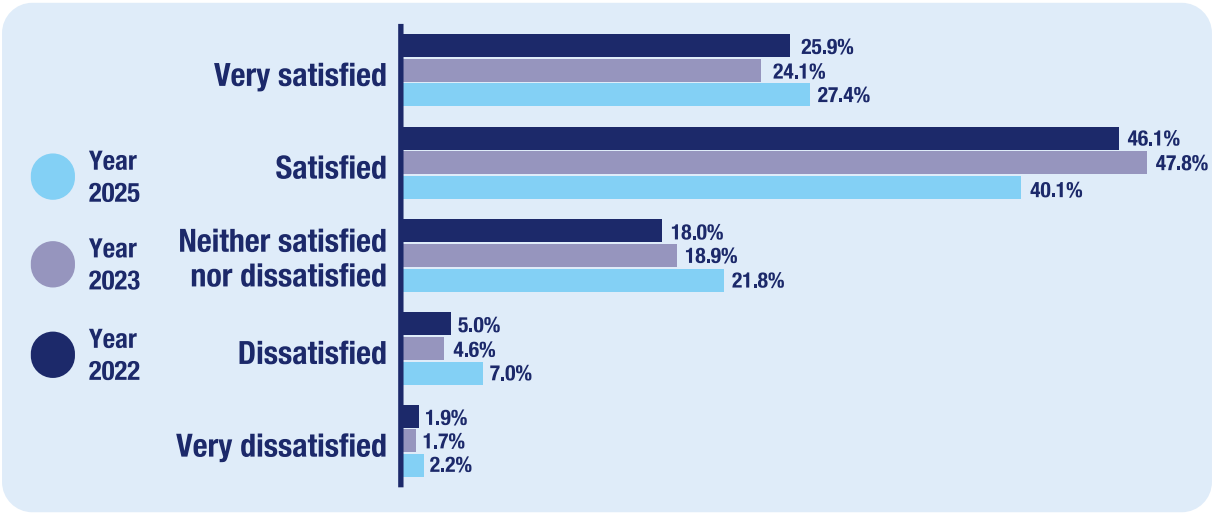
STATISTICAL SUMMARY

There was either a weak or no relationship between age groups, disability, socio-economic group, rural-urban areas, district councils, religion or political view. 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 ( $\chi^2 = 37.73$ ,  $df=1$ ,  $p<.001$ ).

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. Two thirds (67.5%) were satisfied or very satisfied with the job the PSNI do and 9.2% were either dissatisfied or very dissatisfied. Around one fifth of people (21.8%) were neither satisfied or dissatisfied. A small number of respondents (1.5%) did not know whether they were satisfied or not.

Figure 4.3 Satisfaction with job PSNI do in Northern Ireland – 2022 to 2025



The results for respondents who were satisfied or very satisfied with the job the PSNI do in Northern Ireland decreased by 4.4 percentage points since 2023 (down from 71.9%).

The table below shows results from 2014 to 2025 (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 3.2. Data for 2018 to 2021 is unavailable.

**Table 4.2 Satisfaction with job PSNI do in Northern Ireland – 2014 to 2025**

	2014	2015	2016	2017	...	2022	2023	2025
Very satisfied/satisfied	71.0%	72.0%	75.0%	78.0%		72.0%	71.9%	67.5%
Neither satisfied nor dissatisfied	20.0%	17.0%	16.0%	14.0%		18.0%	18.9%	21.8%
Very dissatisfied/dissatisfied	8.0%	11.0%	7.0%	6.0%		6.9%	6.4%	9.2%
Don't know/prefer not to say	1.0%	1.0%	1.0%	1.0%		3.1%	2.8%	1.5%

**Table 4.3 Survey Response Categories 2014 to 2017 compared to 2022 to 2025**

2014-2017 categories	2022-2025 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. Three quarters (75.6%) of those aged 65 and over were satisfied with the job the PSNI do in NI, significantly higher than all other age groups (65.3% aged 17 to 24, 69.6% aged 25 to 34, and 63.6% aged 35 to 64).

Respondents living in the least deprived areas were more likely to report being satisfied (70.6%) than those living in the most deprived areas (62.5%).

Nationalists (11.6%) were more likely to be dissatisfied or very dissatisfied compared to unionists (8.3%). Seven in ten unionists (70.2%) compared to six in ten nationalists (60.4%) were satisfied or very satisfied with the job PSNI do in Northern Ireland.

Victims of crime in the last 2 years were more than twice as likely to be dissatisfied or very dissatisfied with the job the PSNI are doing in Northern Ireland (17.6%) compared to those who had not been the victim of a crime (8.3%). Levels of satisfaction were also impacted, with just over half of those who had been a victim of a crime (57.6%) saying they were satisfied or very satisfied compared to three quarters (68.6%) of those who had not.

## STATISTICAL SUMMARY

Although the results showed that there was either a weak or no relationship between gender, disability, socio-economic group, between areas of multiple deprivation, rural-urban areas, district councils or religious group, there were statistically significant differences in satisfaction with the job the PSNI do overall when looking at age group ( $\chi^2 = 30.70$ ,  $df=8$ ,  $p<.001$ ), political view ( $\chi^2 = 19.13$ ,  $df=6$ ,  $p<.005$ ), and those who had been victims of a crime in the last 2 years ( $\chi^2 = 26.18$ ,  $df=2$ ,  $p<.001$ ).

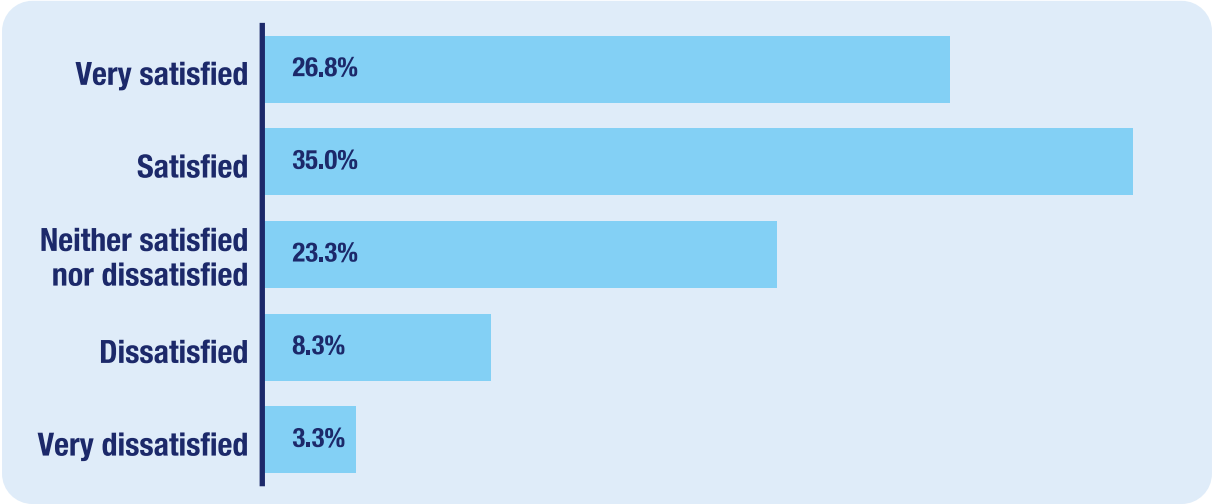
## SATISFACTION WITH THE JOB POLICE SERVICE OF NORTHERN IRELAND (PSNI) DO IN THE LOCAL AREA

In 2025 three out of five people (61.9%) were satisfied with the job the PSNI do in their local area, a decrease of 5.4 percentage points from 2023 (67.3%). Levels of dissatisfaction stood at 11.6% which 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 2025

	2014	2015	2016	2017	...	2022	2023	2025
Very satisfied/satisfied	68.0%	67.0%	68.0%	74.0%		66.7%	67.3%	61.9%
Neither satisfied nor dissatisfied	21.0%	21.0%	20.0%	15.0%		16.8%	18.8%	23.3%
Very dissatisfied/dissatisfied	10.0%	12.0%	11.0%	10.0%		10.5%	9.8%	11.6%
Don't know/prefer not to say	1.0%	1.0%	1.0%	1.0%		6.1%	4.1%	3.2%

Figure 4.4 Satisfaction with job PSNI do in local area - 2025



There was a statistically significant difference between respondents of nationalist, unionist and other/no political view. Nationalists (15.2%) and those of other or no political view (11.2%) were less likely than unionists (9.7%) to be dissatisfied or very dissatisfied. Nationalists (55.6%) were less satisfied with the job the PSNI do in their local area than other groups (unionists 63.8%, other/no political view 63.3%).

Respondents aged 65 and over (69.0%) were more likely to report satisfaction than those aged between 17 and 24 (59.9%).

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 (22.4%) compared to those who had not been the victim of crime (10.4%). Satisfaction was lower in those who had been a victim of crime (51.4%) compared to those who had not (63.0%).

STATISTICAL SUMMARY

There was either a weak or no relationship between gender, disability, socio-economic groups, areas of multiple deprivation, rural-urban areas, district councils or religion. There were statistically significant differences in satisfaction with the job the PSNI do in the local area when looking at age groups ( $\chi^2 = 39.91$ ,  $df=12$ ,  $p<.001$ ), political view ( $\chi^2 = 24.69$ ,  $df=6$ ,  $p<.001$ ) and those who were victims of a crime in the last 2 years ( $\chi^2 = 32.95$ ,  $df=2$ ,  $p<.001$ ).

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

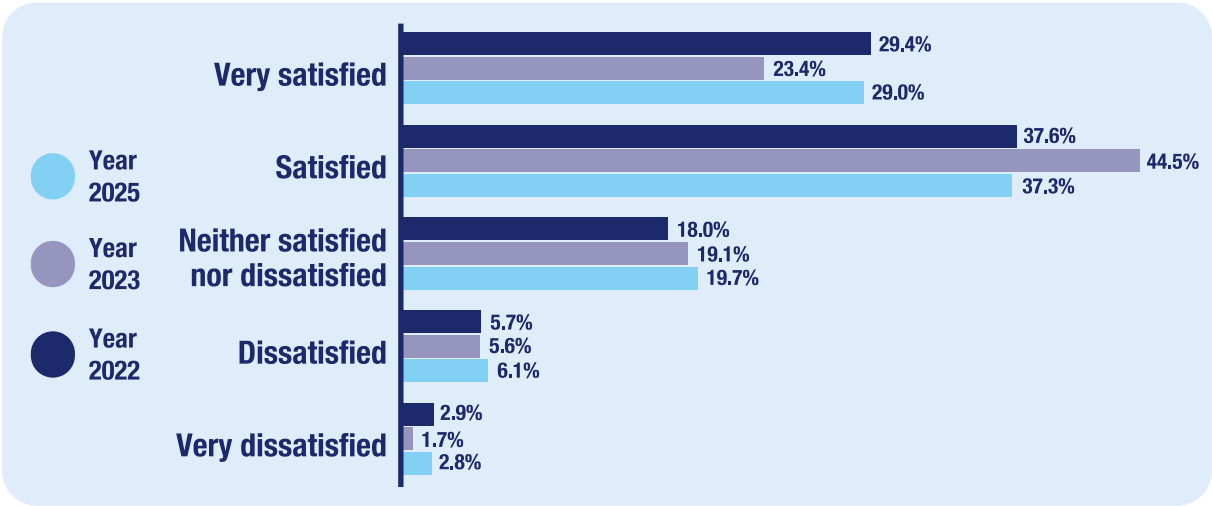
Respondents were asked how satisfied they were with how the PSNI treat members of the public fairly in Northern Ireland. Two thirds of respondents thought the PSNI treated members of the public fairly (66.3%), one in five were neither satisfied or dissatisfied (19.7%) and a small proportion were dissatisfied or very dissatisfied (8.9%). The level of satisfaction decreased by 1.6 percentage points from the 2023 survey, however there were more respondents who reported being very satisfied in 2025, compared with 2023 (29.0% and 23.4% respectively).

Over the period 2014 to 2017 the level of satisfaction varied from 70.0% in 2015 to 78.0% in 2017. Results of the Omnibus surveys from that period are shown in the table below. Data for 2018 to 2021 is unavailable. Overall, satisfaction with how PSNI treat the public fairly has decreased but levels of dissatisfaction have not.

Table 4.5 Satisfaction that PSNI treat members of the public fairly in NI – 2014 to 2025

	2014	2015	2016	2017	...	2022	2023	2025
Very satisfied/satisfied	73.0%	70.0%	73.0%	78.0%		67.0%	67.9%	66.3%
Neither satisfied nor dissatisfied	17.0%	17.0%	18.0%	14.0%		18.0%	19.1%	19.7%
Very dissatisfied/dissatisfied	10.0%	12.0%	9.0%	8.0%		8.6%	7.3%	8.9%
Don't know/prefer not to say	1.0%	1.0%	0.0%	1.0%		6.5%	5.7%	5.1%

Figure 4.5 Satisfaction that PSNI treat members of the public fairly in NI – 2022 to 2025



Those aged 17 to 24 were more likely to state that they were dissatisfied (12.6%) than those aged 65 and over (5.6%), while satisfaction among the 65 and over age group was 72.4% compared with 60.6% among those aged 17 to 24.

Persons with a disability were almost twice as likely to be dissatisfied with how the PSNI treat the public (13.5%) than those without a disability (7.8%).

There was a statistically significant difference between respondents of nationalist, unionist and other/no political view. Nationalists were more likely to be dissatisfied with how the PSNI treat the public (12.8%) compared to Unionists (8.7%).

Those who did not identify their political view as nationalist or unionist, and those who preferred not to give their political view, made up over half of the survey respondents (55.7%). Of this large group fewer were satisfied/very satisfied (67.3%) than unionists (70.5%) but more satisfied than nationalists (58.6%) with how the PSNI treat the public fairly in Northern Ireland.

Victims of crime were more than twice as likely to be dissatisfied with how the PSNI treat the public (17.3%) than those who were not victims (8.0%). Around one in five respondents were neither satisfied or dissatisfied.

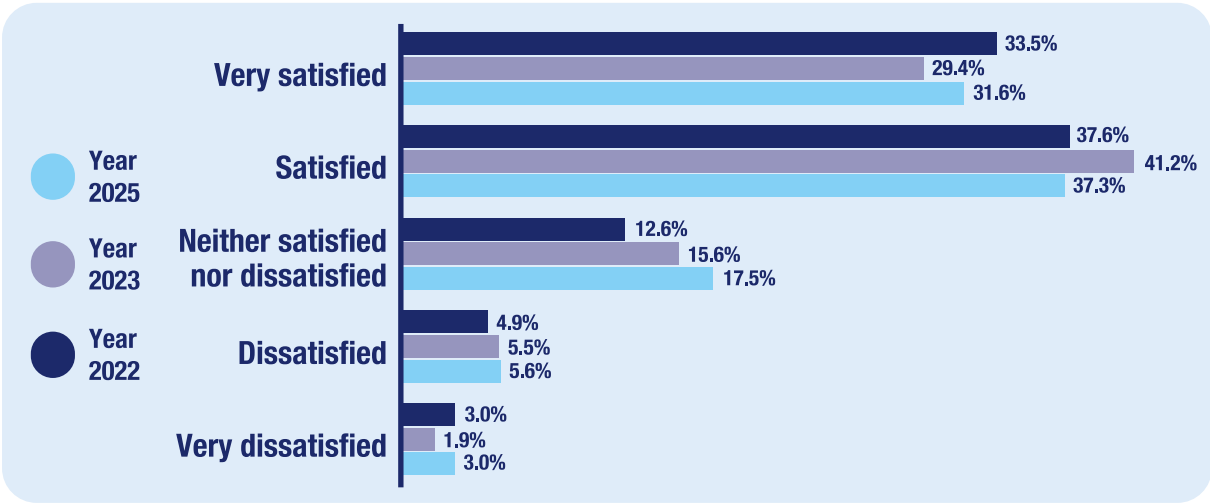
## STATISTICAL SUMMARY

There was either a weak or no relationship between gender, areas of multiple deprivation, district councils or religion. There were statistically significant differences in satisfaction with how PSNI treat members of the public fairly in Northern Ireland when looking at age groups ( $\chi^2 = 29.08$ ,  $df=12$ ,  $p<.005$ ), those with a disability ( $\chi^2 = 18.12$ ,  $df=3$ ,  $p<.001$ ), socio-economic group ( $\chi^2 = 16.31$ ,  $df=3$ ,  $p<.001$ ), rural-urban areas ( $\chi^2 = 14.69$ ,  $df=3$ ,  $p<.005$ ), political view ( $\chi^2 = 27.76$ ,  $df=6$ ,  $p<.001$ ) and those who were victims of a crime in the last 2 years ( $\chi^2 = 29.46$ ,  $df=3$ ,  $p<.001$ ).

## 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. More than two thirds of respondents were satisfied that the PSNI treat members of the public fairly (68.9%), a decrease of 1.8 percentage points on the 2023 survey (70.7%). There has been a slight increase in those who were dissatisfied or very dissatisfied, from 7.4% in 2023 to 8.6% in 2025.

**Figure 4.6 Satisfaction that PSNI treat members of the public fairly in the local area – 2022 to 2025**



More than one in ten nationalists (11.2%) were dissatisfied or very dissatisfied with how the PSNI treat members of the public in their area, compared to 8.7% of unionists and 7.6% of those who did not state a political view. Seven in ten unionists (71.2%) and those who did not state a political view (69.9%) were satisfied that the PSNI treated the public fairly in their area, compared with 63.5% of nationalists.

Dissatisfaction with the job the PSNI do in their local area among those who consider themselves to have a disability was almost twice that of those who do not (14.1% and 7.2% respectively).

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 (16.9%) compared to those who had not been the victim of crime (7.6%). Satisfaction was lower in those who had been a victim of crime (59.2%) compared to those who had not (70.0%).

**STATISTICAL SUMMARY**

There was either a weak or no relationship between age groups, gender, socio-economic group, areas of multiple deprivation, rural-urban areas, district councils or religion. There were statistically significant differences in satisfaction with how PSNI treat members of the public when looking at disability ( $\chi^2 = 25.95$ ,  $df=3$ ,  $p<.001$ ), political view ( $\chi^2 = 23.78$ ,  $df=6$ ,  $p<.001$ ) and those who were victims of a crime in the last 2 years ( $\chi^2 = 29.28$ ,  $df=3$ ,  $p<.001$ ).



IMPROVEMENT IN THE STANDARD OF POLICING IN THE LOCAL AREA

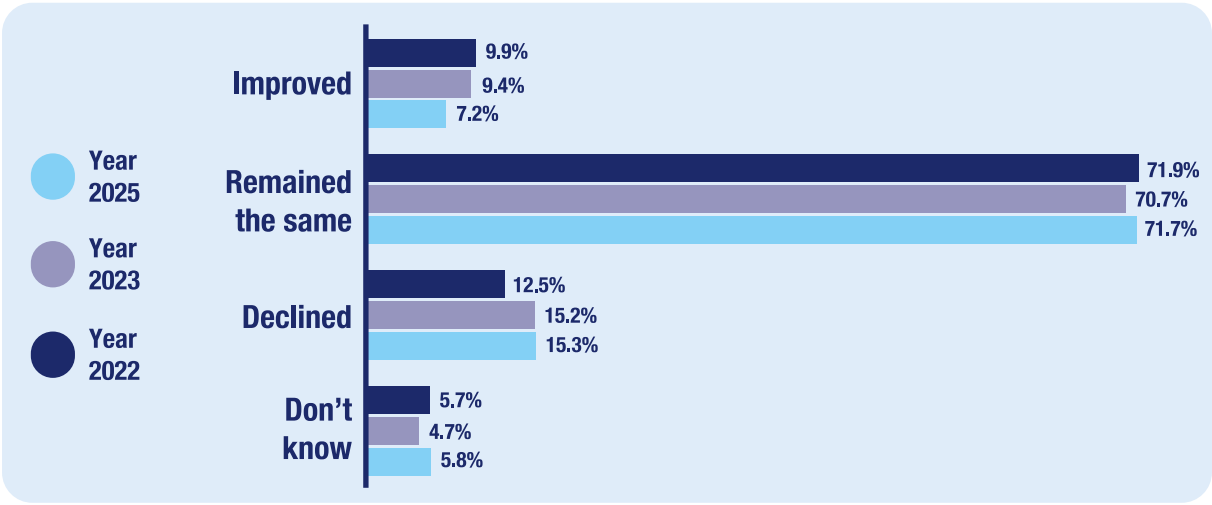
This question asked respondents to give an opinion on whether the overall standard of policing in the local area had improved, remained the same or declined. Nearly three quarters of respondents (71.7%) felt it had remained the same, a similar percentage to 2023 (70.7%). There was no change from 2023 (15.2%) to 2025 (15.3%) in those who felt the standard of policing had declined. The table below shows data for the period 2014 to 2025. Data are not available for 2018 to 2021.

The percentage of respondents who thought the standard of policing had improved remained broadly consistent at around 9% across the period 2014 to 2023, with it decreasing to 7.2% in 2025. Those who felt it had remained the same has declined from 77.0% in 2014 to 71.7% in the current year.

Table 4.6 Improvement in the standard of policing – 2014 to 2025

	2014	2015	2016	2017	...	2022	2023	2025
Improved	9.0%	9.0%	8.0%	9.0%		9.9%	9.4%	7.2%
Remained the same	77.0%	71.0%	74.0%	74.0%		71.9%	70.7%	71.7%
Declined	12.0%	17.0%	15.0%	13.0%		12.5%	15.2%	15.3%
Don't know	3.0%	3.0%	3.0%	3.0%		5.7%	4.7%	5.8%

Figure 4.7 Improvement in the standard of policing – 2022 to 2025



Females were more likely to think the standard of policing had improved (8.1%) than males (6.2%).

Younger respondents (17 to 24 age group) were almost twice as likely to think the standard of policing in their area had improved (10.1%) compared to those aged 65 years and over (5.5%). Around one in five (21.0%) of the 50 to 64 age group thought the standard of policing had declined.



More people living in the most deprived areas stated that the standard of policing had declined in their area (15.7%), compared to 10.1% of those in the least deprived areas. Only 2.1% of those living in Causeway Coast and Glens and 2.4% in Antrim and Newtownabbey District Council areas felt the standard of policing had improved. This compares with 11.2% of those living in Belfast and 10.7% of those living in Fermanagh and Omagh District Council areas.

Those from a Catholic background were more likely to think the standard of policing in their area had improved (9.1%), compared to 6.1% of those from a Protestant background, while those from a Protestant background were more likely to state that the standard had fallen (17.8%), compared to 12.3% from a Catholic background. Fewer unionists thought the standard of policing had improved (5.7%) while 8.1% of nationalists thought it had improved.

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%).

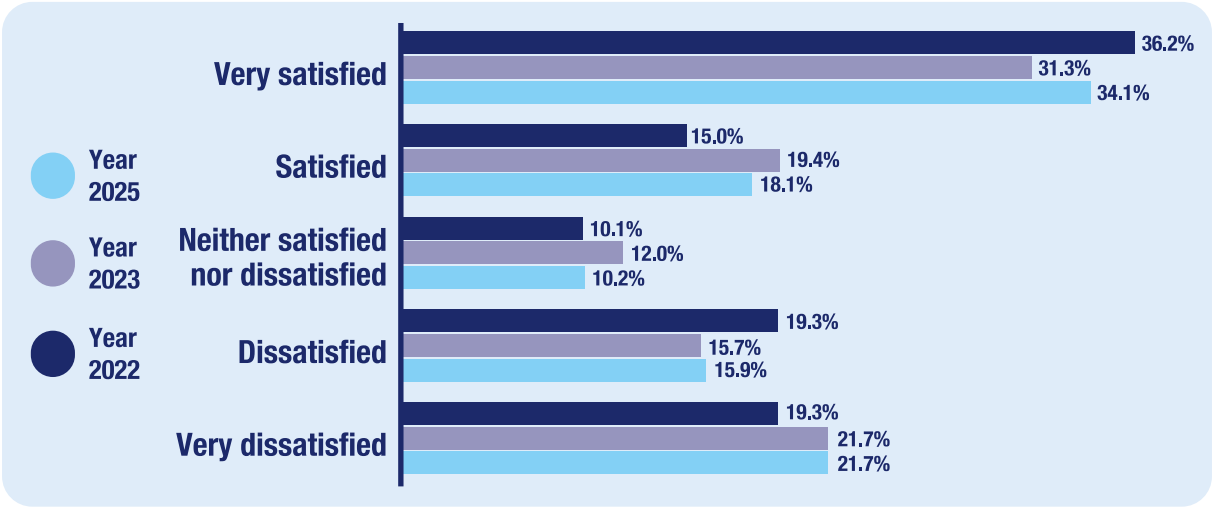
## STATISTICAL SUMMARY

Although there was either a weak or no relationship between rural-urban areas, there were statistically significant differences in confidence in the standard of policing for age groups ( $\chi^2 = 39.91$ ,  $df=12$ ,  $p<.001$ ), gender ( $\chi^2 = 15.05$ ,  $df=3$ ,  $p<.005$ ), disability ( $\chi^2 = 15.03$ ,  $df=3$ ,  $p<.005$ ), socio-economic group ( $\chi^2 = 21.50$ ,  $df=3$ ,  $p<.001$ ), areas of multiple deprivation ( $\chi^2 = 46.58$ ,  $df=12$ ,  $p<.001$ ), district councils ( $\chi^2 = 68.55$ ,  $df=30$ ,  $p<.001$ ), religious group ( $\chi^2 = 27.78$ ,  $df=6$ ,  $p<.001$ ), political view ( $\chi^2 = 22.59$ ,  $df=6$ ,  $p<.001$ ) and those who were victims of a crime in the last 2 years ( $\chi^2 = 19.32$ ,  $df=3$ ,  $p<.001$ ).

## SATISFACTION WITH PSNI RESPONSE TO AN INCIDENT

Those respondents who had been the victim of a crime were asked how satisfied or dissatisfied they were with the PSNI’s response to the incident. One third of all respondents were very satisfied with the PSNI response (34.1%). Half of those who were victims of crime were satisfied or very satisfied with PSNI’s response (52.2%), up 1.7 percentage points from the 2023 survey (50.5%). Over one third (37.6%) were dissatisfied or very dissatisfied with the response received, which is in line with the 2023 survey responses.

Figure 4.8 Satisfaction with PSNI response – victims of crime – 2022 to 2025



Although male victims of crime were more likely to be dissatisfied or very dissatisfied with the PSNI response to an incident (42.2%) than females (33.3%), the difference in levels of satisfaction within the survey was not statistically significant. Therefore, levels of satisfaction in the results could not be said to be influenced by gender.

Almost three quarters (72.4%) of respondents aged 65 and over who had been the victim of crime were satisfied with PSNI response. In contrast, only one third (33.3%) of persons aged 50 to 64 were satisfied. Over half (54.9%) of those aged 50 to 64 were dissatisfied with PSNI response to their reported incident, compared with 17.2% over those aged 65 and over.

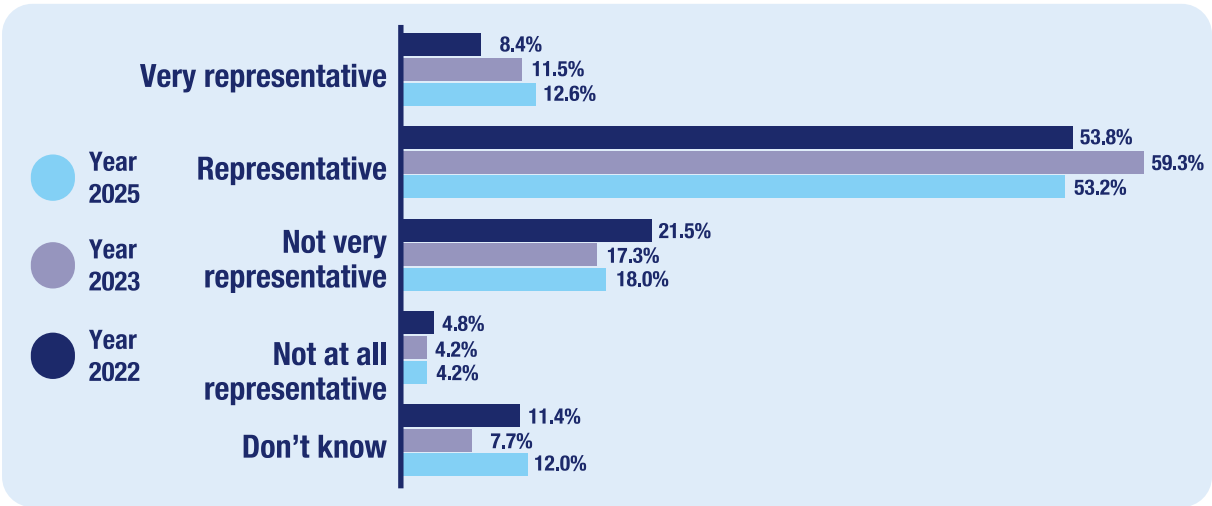
## STATISTICAL SUMMARY

There was either a weak or no relationship between gender, disability, socio-economic group, areas of multiple deprivation, rural- urban areas, district councils, religion or political view. There was a statistically significant difference in satisfaction with PSNI’s response to reported crime for respondents by age group ( $\chi^2 = 15.98$ ,  $df=4$ ,  $p<.005$ ).

## PSNI REPRESENTATIVE OF THE COMMUNITY

The Policing Plan Survey asked respondents if they felt the PSNI was representative of their community. Nearly two thirds (65.8%) felt the PSNI was representative, a decrease of 5.0 percentage points since the 2023 survey (70.8%). The percentage of people feeling that the PSNI was not representative remained broadly the same.

Figure 4.9 PSNI representative of the community – 2022 to 2025



Those living in Derry City and Strabane District Council area were less likely to feel the PSNI was representative (59.9%) than those living in Ards and North Down District Council area (74.2%).

Respondents from a Protestant background (71.7%) were more likely to think the police were representative of their community than those from a Catholic background (62.0%). Similarly, almost three quarters (73.8%) of Unionists felt PSNI was representative of their community, while 58.2% of Nationalists felt that way.

Those who had been the victim of crime in the last two years were more likely to feel the PSNI was not representative of their community (31.8%) compared to 21.1% of those who had not been the victim of a crime.

## STATISTICAL SUMMARY

There was either a weak or no relationship between age groups, gender, disability, socio-economic group, areas of multiple deprivation, rural-urban areas, or between. There were statistically significant differences in how representative PSNI are of the local community for district councils ( $\chi^2 = 48.19$ ,  $df=20$ ,  $p<.001$ ), religion ( $\chi^2 = 48.44$ ,  $df=4$ ,  $p<.001$ ), political view ( $\chi^2 = 61.86$ ,  $df=4$ ,  $p<.001$ ) and victims of crime ( $\chi^2 = 16.84$ ,  $df=2$ ,  $p<.001$ ).

## 5

## OUTCOME 3

## ENGAGED AND SUPPORTIVE COMMUNITIES

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.

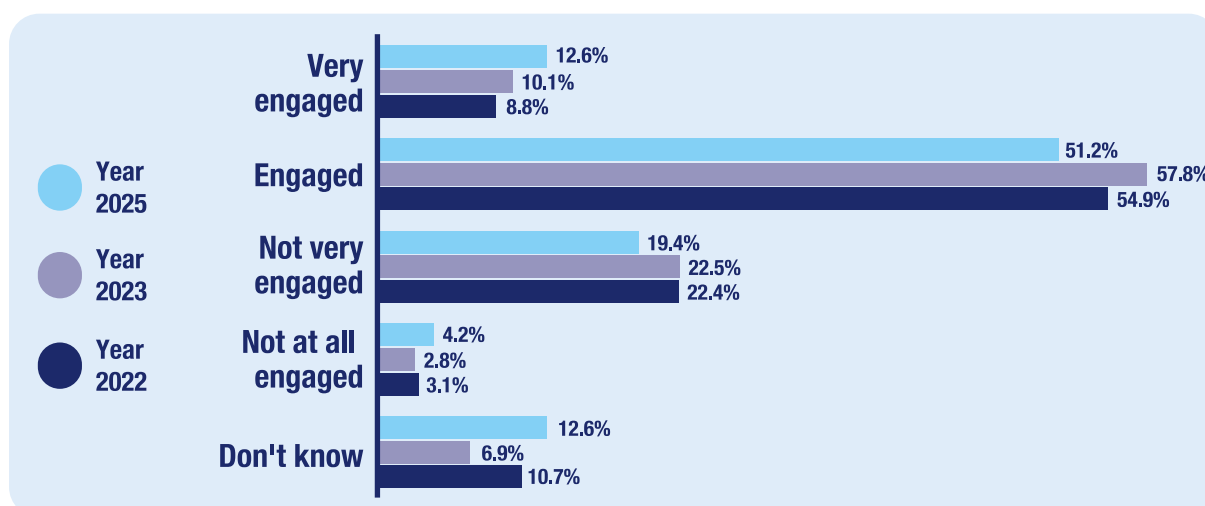
The Policing Plan Survey looks at the number people who feel local policing meets their needs, at the numbers of people reporting a crime and the reasons for crimes being unreported.

#### PSNI ENGAGEMENT WITH LOCAL COMMUNITIES

Respondents were asked how engaged the PSNI are with their local communities in Northern Ireland.

Almost two thirds of respondents (63.8%) thought they were engaged or very engaged with local communities while almost one quarter (23.6%) thought they were not very engaged or not at all engaged.

Figure 5.1 PSNI engagement with local communities – 2022 to 2025



Those living in Armagh City, Banbridge and Craigavon District Council area were more likely to feel that PSNI were engaged with their community (68.0%) than those in Newry, Mourne and Down District Council area (56.8%).

Almost one quarter (23.7%) of those living in the most deprived areas stated that they thought the PSNI were not engaged with their community, compared to 17.4% in the least deprived areas.

Those who had been the victim of crime in the last two years were more likely to think the PSNI was not engaged with their local community (31.8%) compared to those who had not been the victim of crime (22.7%).

Unionists were more likely to feel that PSNI were engaged with their community (69.8%) than nationalists (62.7%). One in four nationalists (27.0%) and one in five unionists (21.3%) thought the PSNI were not engaged with local communities.

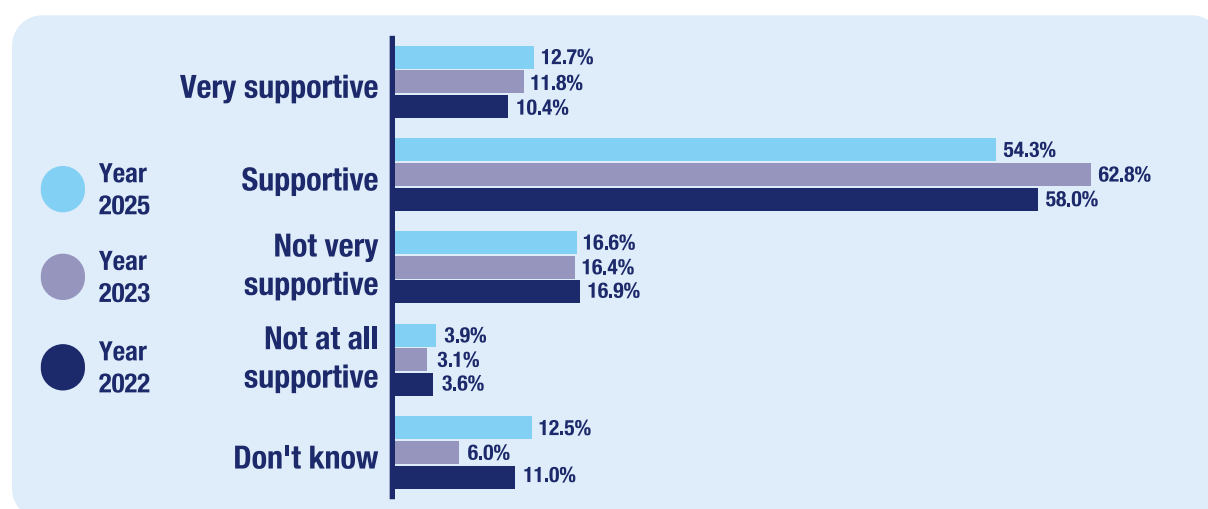
## STATISTICAL SUMMARY

There was either a weak or no relationship between age groups, gender, disability, socio-economic groups, rural-urban areas or religion. There were statistically significant differences in PSNI engagement with the local community between areas of multiple deprivation ( $\chi^2 = 26.75$ ,  $df=8$ ,  $p<.001$ ), district councils ( $\chi^2 = 59.51$ ,  $df=20$ ,  $p<.001$ ), political view ( $\chi^2 = 24.23$ ,  $df=4$ ,  $p<.001$ ) and for victims of crime ( $\chi^2 = 10.85$ ,  $df=2$ ,  $p<.005$ ).

## PSNI SUPPORTIVE OF COMMUNITIES WITHIN THE LOCAL AREA

Two thirds of respondents (67.0%) thought the PSNI were supportive or very supportive of communities in the local area. This has decreased by 7.6 percentage points from 2023 (74.6%). Those who thought PSNI were not very supportive or not at all supportive had risen slightly between 2023 (19.5%) and 2025 (20.5%).

**Figure 5.2 PSNI supportive of local communities – 2022 to 2025**



Respondents living in the most deprived areas (64.9%) were less likely to say that the PSNI is supportive of communities than those living in the least deprived areas (74.1%).

Those living in Fermanagh and Omagh District Council area were more likely to feel that PSNI were supportive of their community (74.3%) than those in Newry, Mourne and Down District Council area (59.9%).

Those who had been a victim of a crime were less likely to think the PSNI is supportive (58.0%), in contrast to those who had not been a victim (68.2%).

Nationalists (22.3%) were more likely than unionists (17.3%) to feel PSNI were not very supportive or not at all supportive of local communities.

STATISTICAL SUMMARY

There was either a weak or no relationship between age groups, gender, disability, socio-economic groups, rural-urban areas or religion. There were statistically significant differences in how supportive PSNI are of communities within the local area for areas of multiple deprivation ( $\chi^2 = 22.79$ ,  $df=8$ ,  $p<.005$ ), district councils ( $\chi^2 = 66.93$ ,  $df=20$ ,  $p<.001$ ), political view ( $\chi^2 = 19.15$ ,  $df=4$ ,  $p<.001$ ) and victims of crime ( $\chi^2 = 16.56$ ,  $df=2$ ,  $p<.001$ ).

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 and responses given are listed in the table below in descending order of frequency.

The most frequent improvement suggested was more police and increased visibility. Many respondents thought there was nothing more to be done.

Table 5.1 Ways PSNI could improve community engagement and support

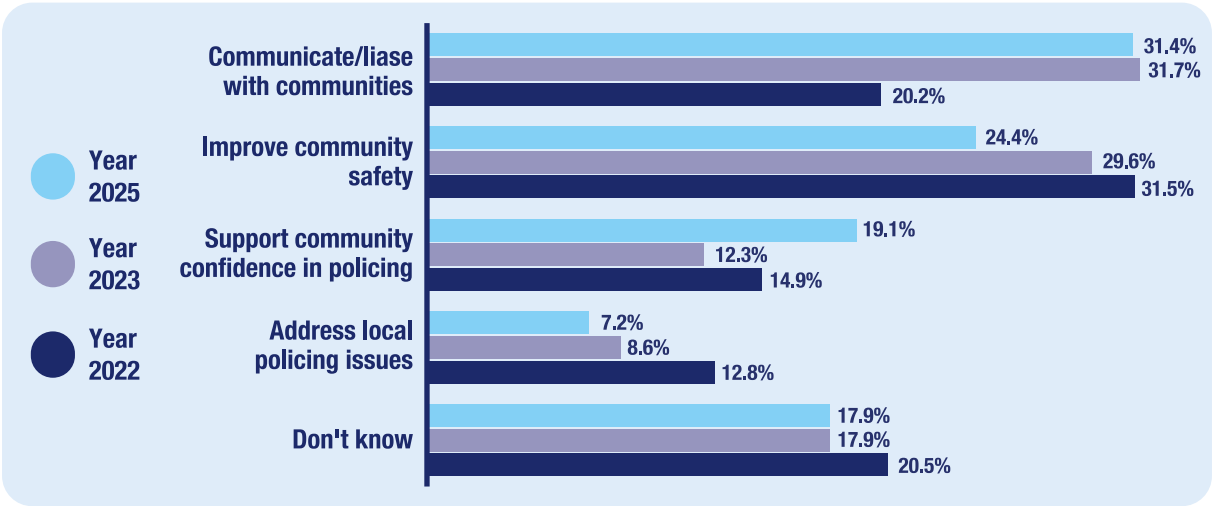
- More police / increased visibility
- Nothing
- More engagement with local community
- Addressing local problems

THE ROLE OF POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPs)

Respondents who had heard of PCSPs were asked about the primary role of the PCSP in their community. One third of respondents (31.4%) thought the role of PCSPs was to communicate or liaise with local communities. This was similar to the level in 2023 (31.7%). The second most stated role for PCSPs was to improve community safety (24.4%). Less than one in ten respondents (7.2%) thought addressing local policing issues was a role of PCSPs.

There was no statistically significant difference between religious groups or political views regarding the primary role of PCSPs, but nationalists were more likely to think improving community safety was the main role of PCSPs (28.9%), while unionists thought it was communication/liaison with communities (33.6%).

Figure 5.3 Role of PCSPs – 2022 to 2025



For further analysis on PCSPs, see later section.

CONTACT WITH PSNI

The tables below show the reasons that 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 respondents (10.2%) had been the victim of a crime in the last two years. Of these, almost all (88.6%) had contacted the PSNI. Victims of crime were asked about the type or types of crime they had reported. More than one response could be provided for this question and the most common responses given are listed in the table below in descending order of frequency. The most frequently reported crime was violence, followed by harassment, then robbery/burglary (personal property/business).

Table 5.2 Reasons for contacting PSNI – victims of crime 2025

Violence
Harassment
Robbery/ burglary (personal property/business)
Theft (from the person)
Motoring offence
Fraud/scam
Hate Crime/ Hate motivated abuse
Vandalism
Sexual offence
Drug offences

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 road traffic issues or breakdown (including rail or marine), followed by antisocial behaviour. See table below for the most common responses given.

Table 5.3 Other reasons for contacting PSNI – when not a victim of crime 2025

Rail/Marine/Road traffic issue/breakdown
Antisocial behaviour
Suspicious incident
Domestic incident
Concern for safety/missing person
Advice
Noise issue
Parking issue
Mental health issue
Collapse/illness/injury/trapped
Complaint against Police
Report lost/found
Alarm activation

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 for this. A person may have several reasons for not contacting the PSNI and each is counted in the table below. The most frequent reasons given were that they did not think the police could help them or that they didn't think there was a need to report the crime.

The most frequent types of crime that were not reported were violence, fraud or scams and harassment.



Table 5.4 Reasons for not contacting PSNI – victims of crime 2025

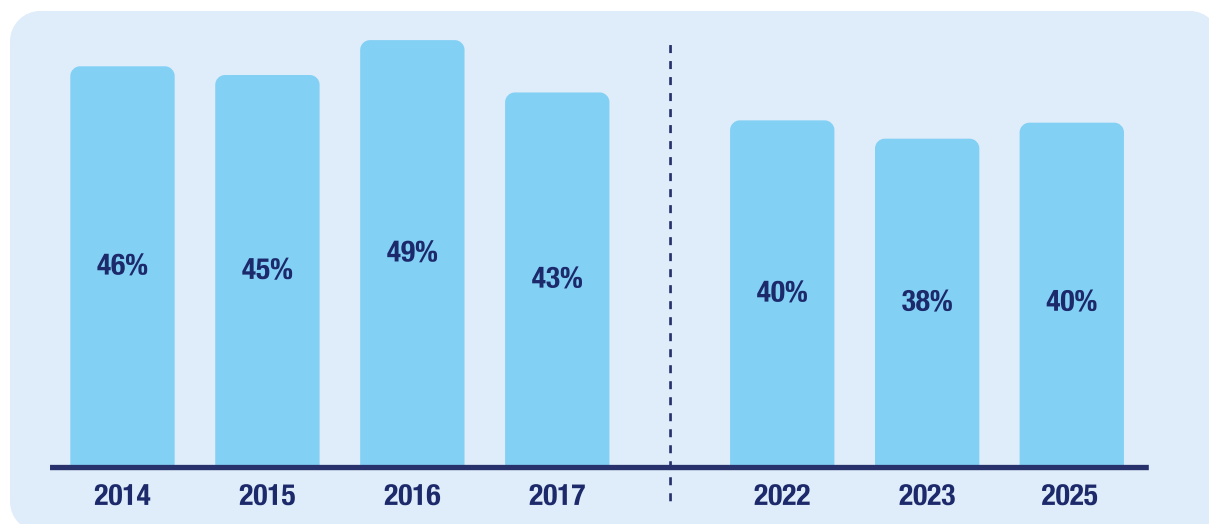
- I didn't think that the police could help
- I didn't think that there was a need to
- I didn't want to waste police time
- I was afraid to

# 6 POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPs)

## AWARENESS OF POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPs)

Two in five respondents had heard of PCSPs (40.2%), an increase of 2.5 percentage points on the 2023 figure (37.7%). The 2023 figure was the lowest on record (data for 2018 to 2021 unavailable).

Figure 6.1 Awareness of PCSPs – 2014 to 2025

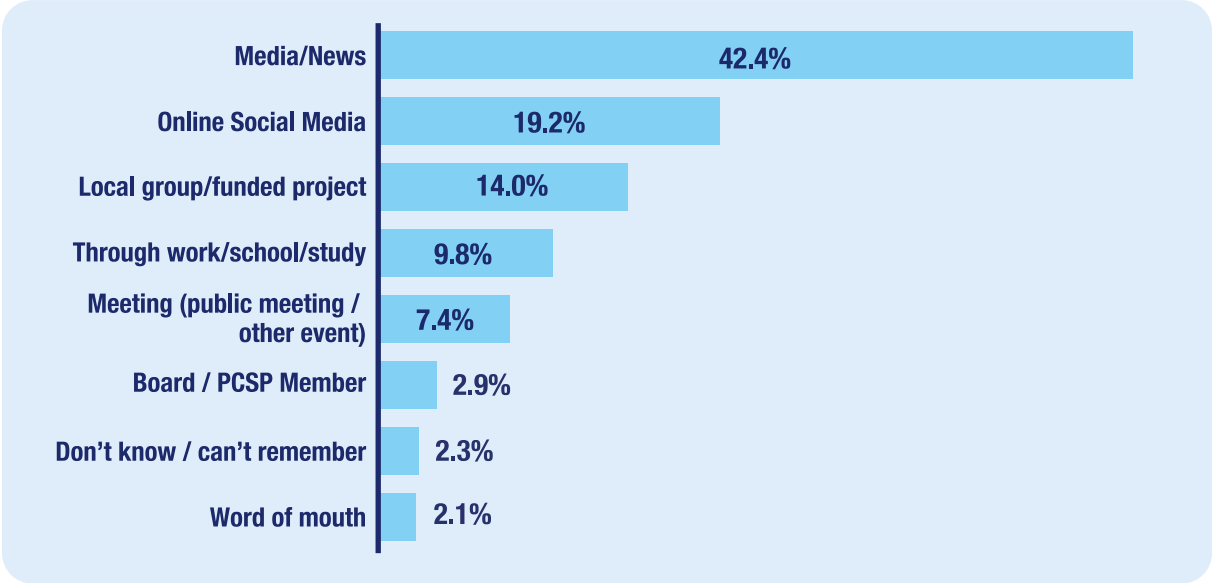


Only 30.3% of respondents aged 17 to 24 years had heard of PCSPs. In all other age groups approximately 40% had heard of PCSPs, with 44.3% of those aged 50 to 64 having knowledge of them.

Unionists were more likely to have heard of PCSPs (45.7%) than nationalists (41.6%) or those with no stated political view (37.3%).

Two fifths (42.4%) 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 – 2025



STATISTICAL SUMMARY

There was either a weak or no relationship between gender, disability, victims of crime, socio-economic group, areas of multiple deprivation, rural- urban areas, district councils, or religion. There were statistically significant differences in awareness of PCSPs for age groups ( $\chi^2 = 16.58$ ,  $df=4$ ,  $p<.005$ ) and political view ( $\chi^2 = 12.66$ ,  $df=2$ ,  $p<.005$ ).

POLICING AND COMMUNITY SAFETY PARTNERSHIPS (PCSPs) IMPROVE POLICING

Respondents were asked if their local PCSP had helped to improve policing. Almost half of respondents thought that PCSPs had improved policing (46.2%). This was the lower than the percentage in 2023 (53.4%).

Table 6.1 below shows change over time in respondents' views on whether PCSPs have improved local policing. Just over one third of respondents in 2014 to 2017 thought PCSPs had improved policing, and this has risen to approximately half of respondents since 2022. Data for 2018 to 2021 is unavailable.

Table 6.1 PCSPs have improved local policing – 2014 to 2025

	2014	2015	2016	2017	...	2022	2023	2025
Yes	38.0%	37.0%	37.0%	41.0%		53.4%	53.4%	46.2%
No	35.0%	42.0%	39.0%	36.0%		20.4%	25.8%	21.2%
Don't know	27.0%	21.0%	23.0%	23.0%		26.2%	20.8%	32.6%

Although not statistically significant, a higher percentage of those aged 25 to 34 (51.0%) thought PCSPs had improved policing. Only 12.8% of respondents aged 25 to 34 felt that PCSPs did not improve policing, whereas on average one fifth of people in all other age groups thought this was the case.

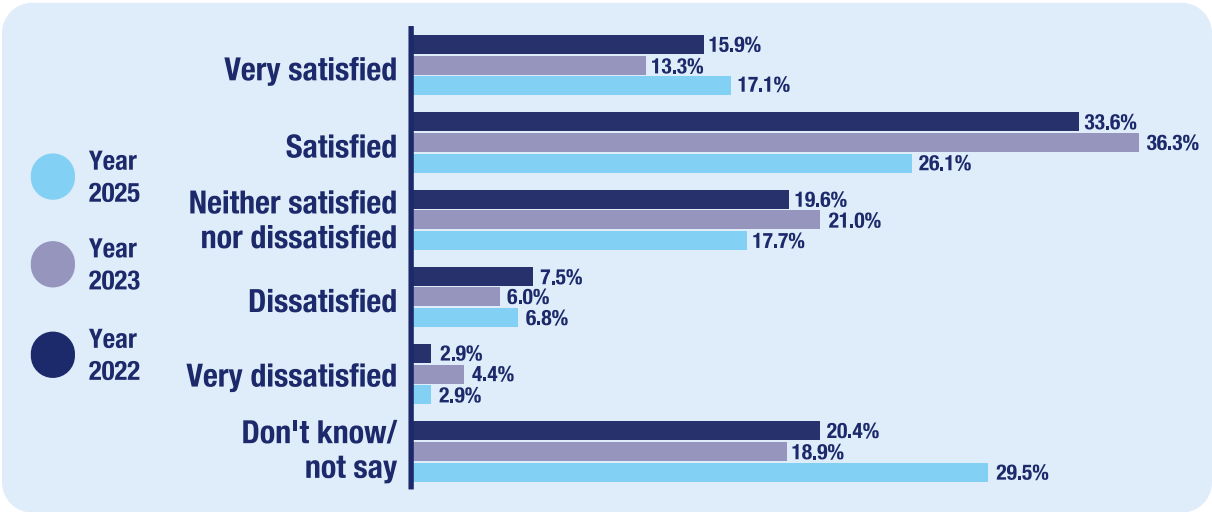
STATISTICAL SUMMARY

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 age, gender, deprivation or political view, etc.

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. There was a decrease of 6.5 percentage points since the last survey in respondents who were either satisfied or very satisfied that PCSPs had increased engagement with police (49.7% in 2023 compared with 43.2% in 2025).

Figure 6.3 PCSP increasing engagement with police – 2022 to 2025

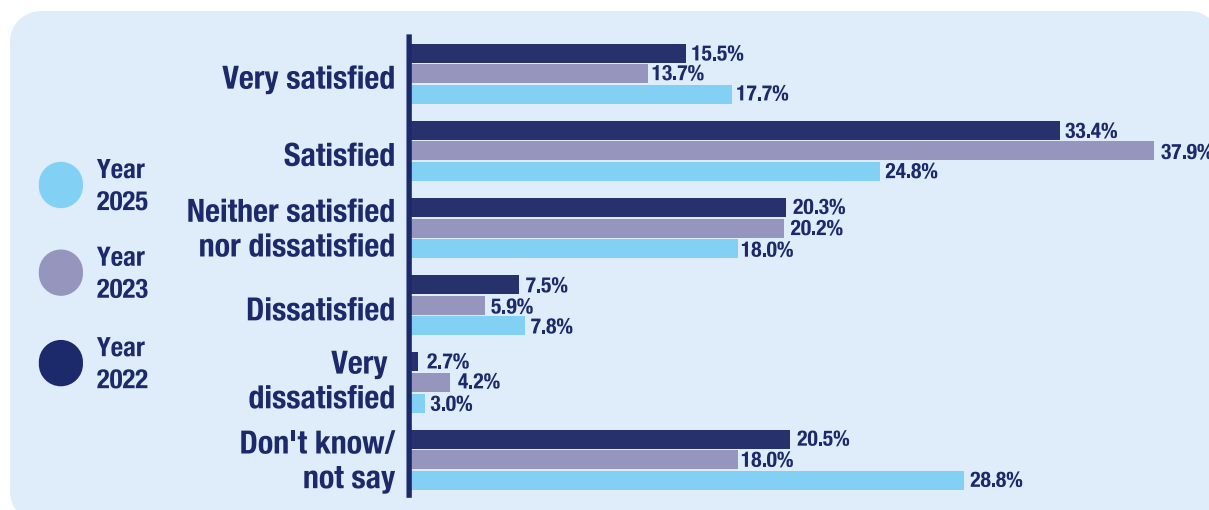


Unionists were more likely to be satisfied that PCSPs had increased engagement with police (48.5%) than nationalists (39.8%) and those with no political view (41.7%).

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. Two fifths (42.5%) of respondents were satisfied or very satisfied that PCSPs had supported confidence in policing. This was lower than the 2023 figure (51.6%).

Figure 6.4 PCSP supporting confidence in policing – 2022 to 2025



## STATISTICAL SUMMARY

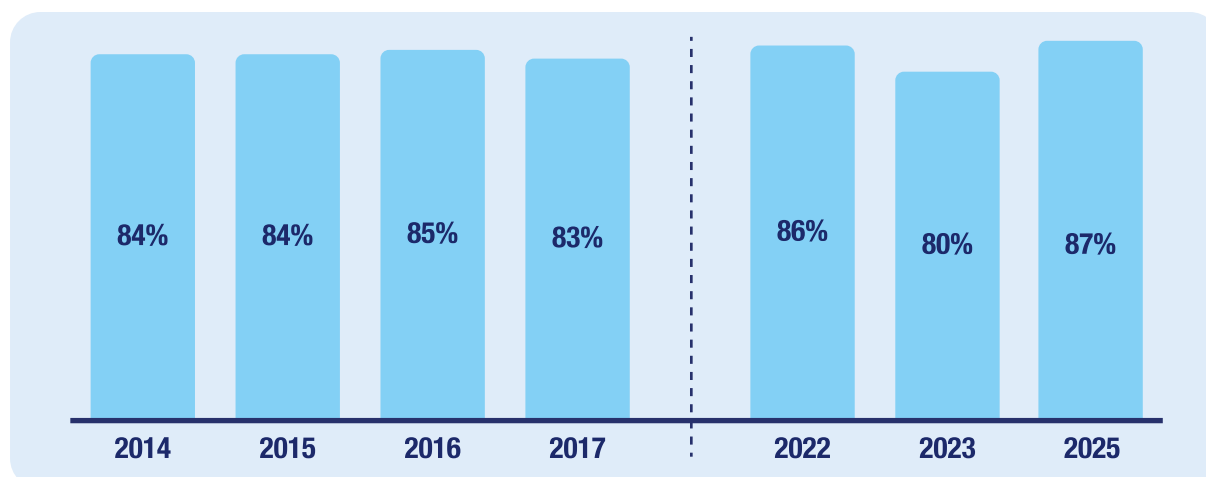
There was either a weak or no relationship between age groups, gender, disability, victims of crime, socio-economic group, areas of multiple deprivation, rural-urban areas or district councils. There were statistically significant differences in whether PCSPs increased engagement with police for religion ( $\chi^2 = 19.19$ ,  $df=6$ ,  $p<.005$ ) and political view ( $\chi^2 = 22.33$ ,  $df=6$ ,  $p<.005$ ).

# 7 NORTHERN IRELAND POLICING BOARD

## AWARENESS OF THE POLICING BOARD

Respondents were asked if they were aware of the Policing Board. Those who were aware were subsequently asked where they had heard of the Board, what they believed the primary role of the Board to be and their satisfaction with the Board. Following an 80% series low in the 2023 survey, overall awareness of the Policing Board rose to 87% (a series high) in 2025. The table below shows that 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 2025**



Males (90.0%) were more likely to have heard of the Board than females (84.0%).

Three quarters of those in the 17 to 24 age group had heard of the Board (74.4%) whereas almost all in the 50 to 64 age group and those aged 65 and over were aware of it (92.6% and 93.0% respectively).

Unionists were more likely than nationalists to have heard of the Board (93.8% compared to 88.6%). The number of respondents who did not express a political view or were neither nationalist or unionist made up more than half (55.7%) of respondents and they were least likely to have heard of the Board (83.5%).

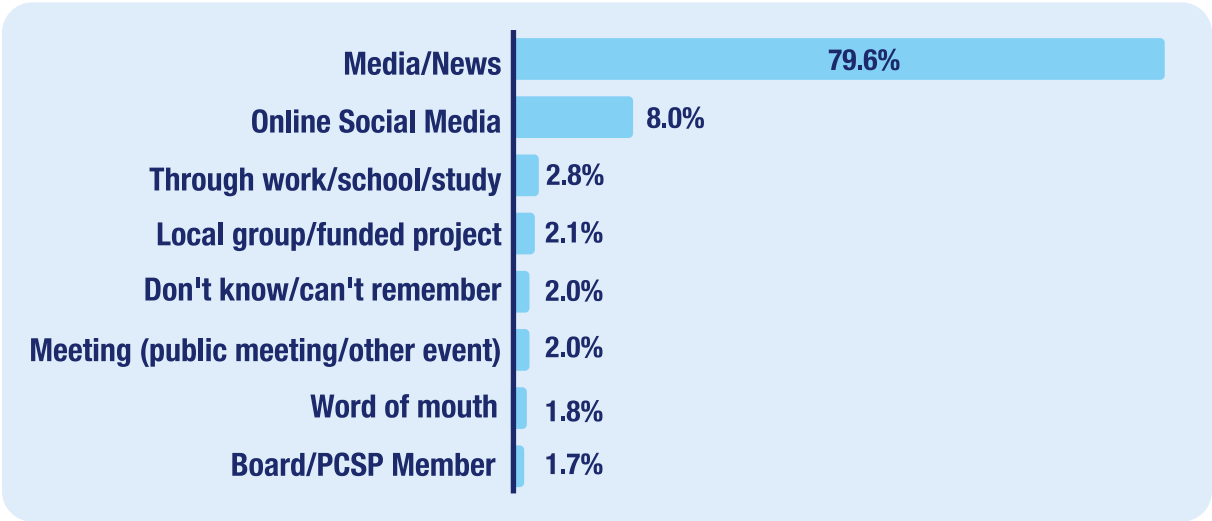
Those in socio-economic group C2DE were less likely to have heard of the Board (84.4%) than those in ABC1 (89.9%).

## STATISTICAL SUMMARY

There was either a weak or no relationship between disability, areas of multiple deprivation, rural-urban areas or district councils. There were statistically significant differences in awareness of the Board for age groups ( $\chi^2 = 92.96$ ,  $df=4$ ,  $p<.001$ ), gender ( $\chi^2 = 19.74$ ,  $df=1$ ,  $p<.001$ ), victims of crime ( $\chi^2 = 11.27$ ,  $df=1$ ,  $p<.001$ ), socio-economic group ( $\chi^2 = 16.24$ ,  $df=1$ ,  $p<.001$ ), religious group ( $\chi^2 = 14.36$ ,  $df=2$ ,  $p<.001$ ) and political view ( $\chi^2 = 41.05$ ,  $df=2$ ,  $p<.001$ ).

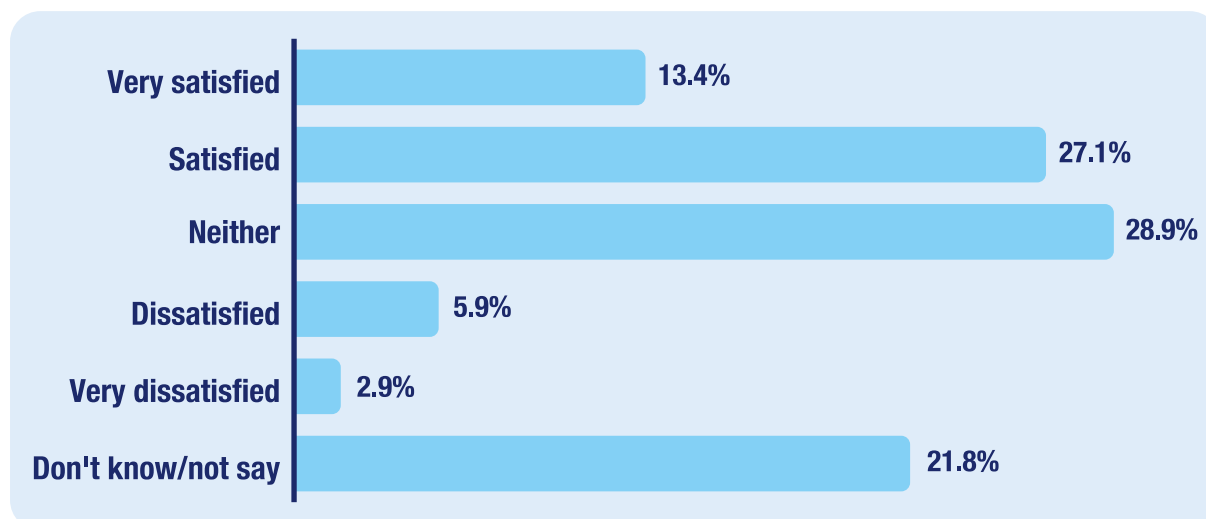
Those respondents who had heard of the Board were then asked how or where they had heard. The most common route to hear of the Board was through media and news outlets (79.6%), followed by online and social media (8.0%) (see figure 7.2).

Figure 7.2 Awareness of the Policing Board by method - 2025



## SATISFACTION WITH THE POLICING BOARD

Respondents who were aware of the Policing Board were asked to rate their satisfaction with the job the Board do in Northern Ireland. Two fifths (40.5%) were satisfied with the job the Policing Board do, compared to 8.8% who were dissatisfied. One in five respondents (21.8%) who were aware of the Policing Board, were unsure if they were satisfied with the work the Board do. This figure was 16.9% in 2023.

**Figure 7.3 Satisfaction with the Policing Board - 2025**

Those aged 25 to 34 were less likely to be satisfied with the work of the Board (28.0%) than those aged 65 and over (49.5%).

Respondents living in Mid and East Antrim District Council area were almost three times more likely to be dissatisfied with the work the Board do (13.3%) than those living in Fermanagh and Omagh (5.1%).

## STATISTICAL SUMMARY

There was either a weak or no relationship between disability, victims of crime, areas of multiple deprivation, rural-urban areas, religion or political view. There were statistically significant differences in satisfaction with the Board for age group ( $\chi^2 = 69.35$ ,  $df=12$ ,  $p<.001$ ), gender ( $\chi^2 = 23.02$ ,  $df=3$ ,  $p<.001$ ), socio-economic group ( $\chi^2 = 22.90$ ,  $df=3$ ,  $p<.001$ ) and district councils ( $\chi^2 = 59.08$ ,  $df=30$ ,  $p<.001$ ).

## ROLE OF THE POLICING BOARD

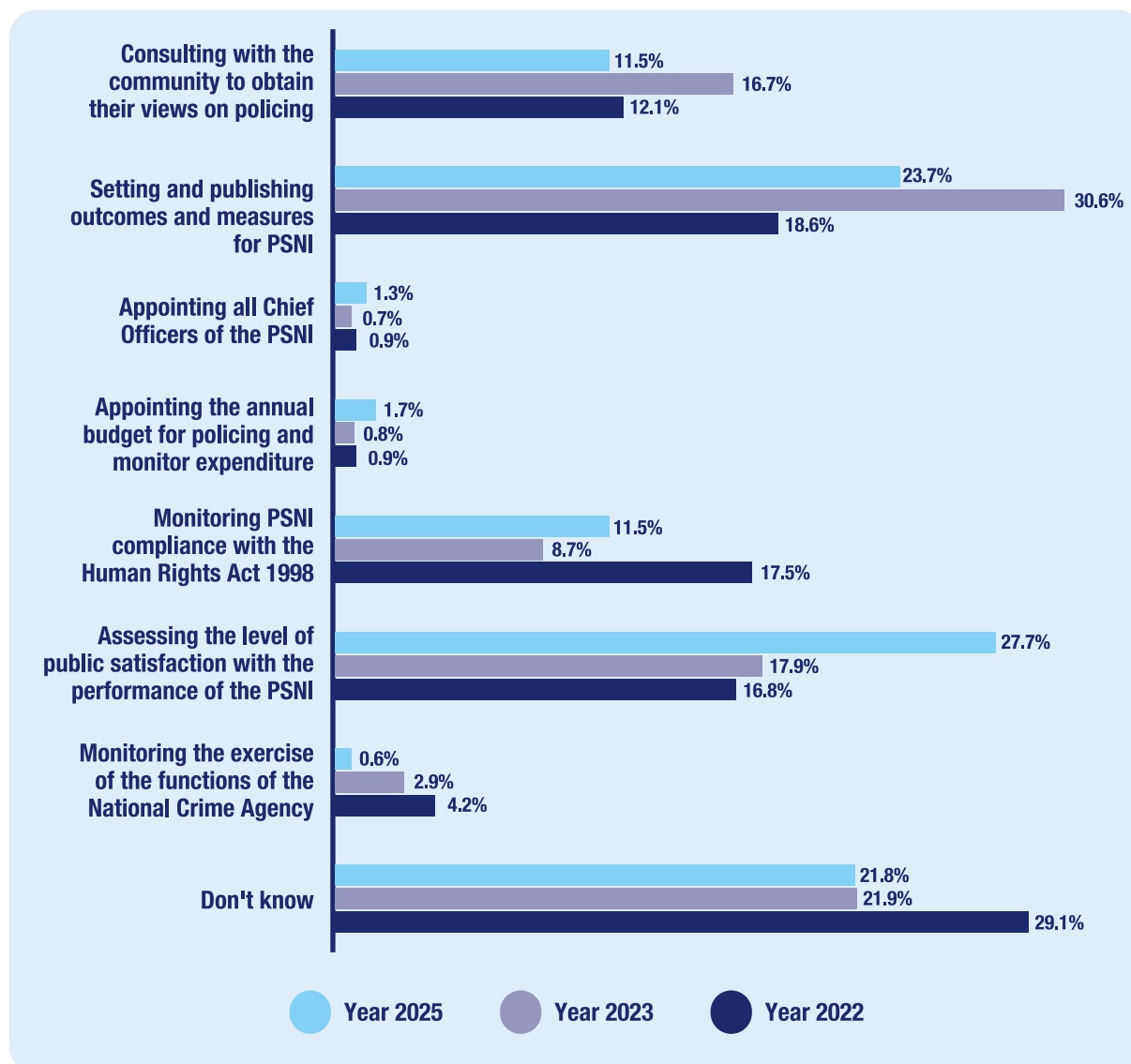
Although four in five (87.0%) were aware of the Policing Board, 21.8% of these respondents were unsure of what their primary role was. Over one quarter (27.7%) said the Policing Board was responsible for assessing public satisfaction with the performance of the police, and under one quarter (23.7%) stated that the Policing Board's role was to set and publish outcomes and measures for the PSNI. 11.5% thought that the Policing Board's primary role was to consult with communities to obtain their views on policing, and a further 11.5% suggested the primary role was to monitor the PSNI's compliance with the Human Rights Act 1998.

While overall awareness of the Policing Board has increased, the proportion who were unsure about the Policing Board's primary role remained the same as in 2023. However, there were several changes in what respondents thought the Policing Board's primary role was. 30.6% of respondents in 2023 said the primary role was to set and publish the outcomes and measures for the PSNI.



This decreased to 23.7% in 2025, with respondents now most likely to suggest the Policing Board's primary role was to assess public satisfaction with the performance of the police (27.7%, compared to 17.9% in 2023) (see Figure 7.4).

**Figure 7.4 Role of the Policing Board**



## INDEPENDENCE OF THE POLICING BOARD

Two thirds (66.0%) of those who were aware of the Policing Board thought that it is independent from the police rather than a part of the police itself (22.5%) and 11.5% were not sure.

Data from the Northern Ireland Safe Community Telephone Survey in 2022-23 states that 73% of respondents thought the Policing Board was independent of the police, down from 78% in 2020-21. [Findings from the 2022/23 Northern Ireland Safe Community Telephone Survey | Department of Justice \(justice-ni.gov.uk\)](#)

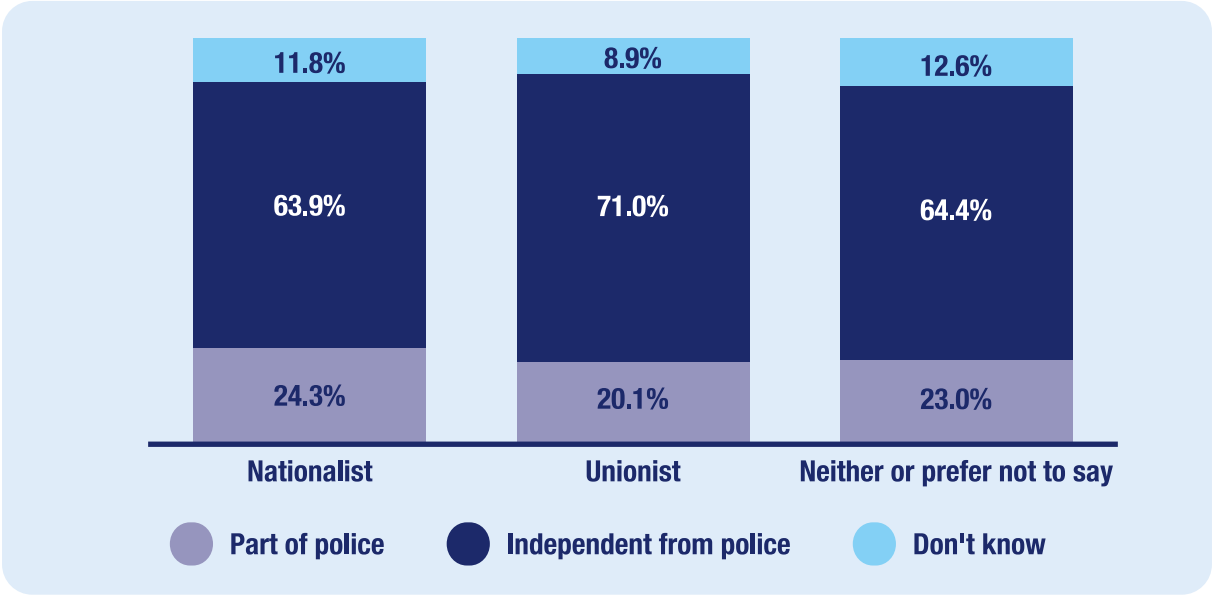
Respondents in the 25 to 34 age group were more likely to think the Board is part of the police (27.6%) than those aged 50 to 64 (17.5%).

Seven in ten male respondents (69.8%) and six in ten female respondents (61.8%) thought the Policing Board was independent of the police, with more females than males not knowing whether the Policing Board was independent or not (14.2% and 9.0% respectively).

Those living in the least deprived areas were more likely to think the Policing Board was independent (73.9%) than those living in the most deprived areas (58.1%).

Respondents from a Protestant background were more likely than those from a Catholic background to think the Policing Board is independent of the police (68.4% and 61.0% respectively).

Figure 7.5 Policing Board Independence by political view - 2025



STATISTICAL SUMMARY

While there was either a weak or no relationship between disability, victims of crime, rural-urban areas or political view, there were statistically significant differences in respondents' views of the independence of the Board for age groups ( $\chi^2 = 38.58$ ,  $df=8$ ,  $p<.001$ ), gender ( $\chi^2 = 19.61$ ,  $df=2$   $p<.001$ ) socio-economic group ( $\chi^2 = 21.51$ ,  $df=2$ ,  $p<.001$ ), areas of multiple deprivation ( $\chi^2 = 32.94$ ,  $df=8$ ,  $p<.001$ ), district councils ( $\chi^2 = 45.70$ ,  $df=20$ ,  $p<.001$ ) and religion ( $\chi^2 = 18.00$ ,  $df=4$ ,  $p<.001$ ) .

# 8 NATIONAL CRIME AGENCY (NCA)

INTRODUCTION

SUMMARY

OUTCOME 1

OUTCOME 2

OUTCOME 3

PCSPs

NIPB

NCA

APPENDICES

## AWARENESS OF THE NATIONAL CRIME AGENCY (NCA)

Respondents were asked if they had heard of the National Crime Agency (NCA). Three out of five respondents had heard of the Agency (61.8%). This was the highest percentage on record, just increased slightly from the 2022 survey (61.3%). There were no surveys undertaken for the period 2018 to 2021 (see table below).

Table 8.1 Awareness of the National Crime Agency – 2016 to 2025

	2016	2017	..	2022	2023	2025
Awareness of NCA	54.0%	54.0%		61.3%	55.5%	61.8%

Two thirds (67.7%) of male respondents had heard of the NCA, compared to 55.9% of female respondents.

In terms of differences among age groups, awareness of the NCA was lowest in those aged 25 to 34 (51.7%) and highest among those aged 50 to 64 (67.8%).

Socio-economic groups were statistically significantly different in awareness of the NCA with two- thirds of respondents in ABC1 group (65.2%) aware, compared to 58.9% in the C2DE group.

Respondents living in the least deprived areas were more likely to have heard of the NCA (70.2%) than those in the most deprived areas (54.5%).

Unionists were more aware of the NCA (72.5%) than nationalists (60.4%) and Protestants were more aware than Catholics (67.4% and 56.1% respectively).

## 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 those for 2022 to 2025. There were no surveys undertaken for the period 2018 to 2021.

Table 8.2 Satisfaction with National Crime Agency – 2016 to 2025

	2016	2017	...	2022	2023	2025
Very Satisfied/satisfied	68.0%	73.0%		65.0%	68.3%	67.5%
Very dissatisfied/dissatisfied	8.0%	9.0%		6.2%	5.5%	7.2%
Don't know/prefer not to say	24.0%	19.0%		28.8%	26.2%	25.3%

Two out of five respondents (41.5%) were satisfied or very satisfied with the job of NCA in Northern Ireland. This compares to 46.2% in 2023.

Those living in the most deprived areas were more likely to report dissatisfaction (10.4%) than those in the least deprived areas (3.5%)

Respondents in the C2DE socio-economic group were more likely to say they were satisfied (46.8%) than those in the ABC1 group (36.8%)

STATISTICAL SUMMARY

There was either a weak or no relationship between disability, victims of crime, rural-urban areas or district councils. There were statistically significant differences in awareness of the NCA for age groups ( $\chi^2 = 30.01$ ,  $df=4$ ,  $p<.001$ ), gender ( $\chi^2 = 37.15$ ,  $df=1$ ,  $p<.001$ ), socio-economic groups ( $\chi^2 = 10.41$ ,  $df=1$ ,  $p<.001$ ), areas of multiple deprivation ( $\chi^2 = 31.58$ ,  $df=4$ ,  $p<.001$ ), religion ( $\chi^2 = 27.63$ ,  $df=2$ ,  $p<.001$ ) and political view ( $\chi^2 = 39.05$ ,  $df=2$ ,  $p<.001$ ).

# APPENDIX 1

## METHODOLOGY

### THE SURVEY

The Northern Ireland Policing Board commissioned Perceptive Insights, 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 April 2025.

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 2,500 respondents were interviewed for the 2025 survey (2,510 in 2022 and 2,502 in 2023).

### 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;

- Age
- Gender
- Socio-economic group
- Urban/Rural
- Local Government District.
- 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 1 to 5 to choose from, where 1 was described as ‘very dissatisfied’ and 5 was described as ‘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](http://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 \(nisra.gov.uk\)](http://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. 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 [Experimental Statistics – Office for Statistics Regulation \(statisticsauthority.gov.uk\)](https://statisticsauthority.gov.uk) 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 - NI Direct - Citizen Space](#)



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