

THE NORTHERN IRELAND

**COMMUNITY
POLICING
SURVEY 2026**

**POLICING PLAN
2025-2030**

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INTRODUCTION

About the Board

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.

OUTCOME 2:

We have safe and engaged communities with confidence in policing

Outcome 2 within the Policing Plan ([Policing Plan & Annual Performance Plan NIPB](#)) is about building the relationship between police and the community.

The Policing Board undertook this research on the experience of individuals in their community, working with the Police Service of Northern Ireland. The survey aimed to assist in informing the Policing Plan, with specific regard to delivery of Indicator 2.2 (The Effectiveness of Working in Partnership with local communities and community organisations).

The survey also added to the information already gathered by the Board in the Policing Plan Survey 2025 ([Policing Plan Survey NIPB](#)) and the Community Policing Survey 2024 ([Community Policing Survey NIPB](#)).

The Data and Methodology

The online survey captured the views of a sample of individuals and organisations. The report is based on a self-selecting sample and therefore it is intended to give an indication of general views for the Board's assessment of Outcome 2 of the Policing Plan.

The survey ran from Monday 16 February to Sunday 24 May 2026, as an online survey (using NI Direct/Citizen Space).

The online survey was offered at Board engagement events, issued to the Board's contact list including Consultees, Equality Contacts, PCSP's (who subsequently promoted it through their channels), Independent Custody Visitors, Independent Community Observers, organisations working with children and young people. In addition, the PSNI issued it to their community contacts.

User Engagement

User engagement is welcomed on the suitability and value of these statistics. Statistics User Feedback (*the link will be updated when the document is published*).

WHO RESPONDED

The Community Policing Survey 2026 asked if respondents were answering on behalf of themselves, a local Business, Neighbourhood/Community group, School or College or Youth group, Church or Charitable organisation.

There was a total of 217 responses received from the online survey.

Table 1 Respondents by group

Group	Respondents	Percent
Individual	161	74%
Neighbourhood/Community group	17	8%
Charitable organisation	15	7%
School/College or Youth Group	8	4%
Other	7	3%
Church Group	6	3%
Local Business	3	1%
Total	217	100%

Within the Other category, all fell under the public sector and statutory organisations: including: PCSP (3), public sector, Northern Ireland Elected Representatives (2), NIFRS (1) and a member of local branch of a National Organisation (1).

COUNCIL AREA

Council area was a mandatory field in the online survey; postcode of respondents was also requested but was optional. The majority of responses received were from Belfast City Council (39, 18%) and Armagh, Banbridge and Craigavon Council (33, 15%).

Table 2 Respondents by Council

Council	Responses	Percent
Antrim and Newtownabbey	8	4%
Ards and North Down	30	14%
Armagh, Banbridge and Craigavon	33	15%
Belfast	39	18%
Causeway Coast and Glens	12	6%
Derry City and Strabane	20	9%
Fermanagh and Omagh	17	8%
Lisburn and Castlereagh	12	6%
Mid and East Antrim	16	7%
Mid Ulster	12	6%
Newry, Mourne and Down	18	8%
Total	217	100%

Responses received from individuals (excluding those representing groups or organisations), compared to the overall proportion of the population in each council area from the 2021 census.

Table 3 Responses received from individuals (excluding groups and organisations) as a proportion of council area and 2021 census.

Council area	Individual Responses	2026 Percent	2024 Percent	2021 Census
Antrim and Newtownabbey	5	3%	11%	8%
Ards and North Down	25	16%	12%	9%
Armagh, Banbridge and Craigavon	22	14%	13%	11%
Belfast	22	14%	13%	18%
Causeway Coast and Glens	9	6%	6%	7%
Derry City and Strabane	16	10%	2%	8%
Fermanagh and Omagh	15	9%	8%	6%
Lisburn and Castlereagh	12	7%	10%	8%
Mid and East Antrim	14	9%	8%	7%
Mid Ulster	10	6%	8%	8%
Newry, Mourne and Down	11	7%	8%	10%
Total	161	100%	100%	100%

KEY ISSUES

In the Community Policing Survey 2026 respondents were asked to choose from a list of the key local issues. More than one option could be selected for this question.

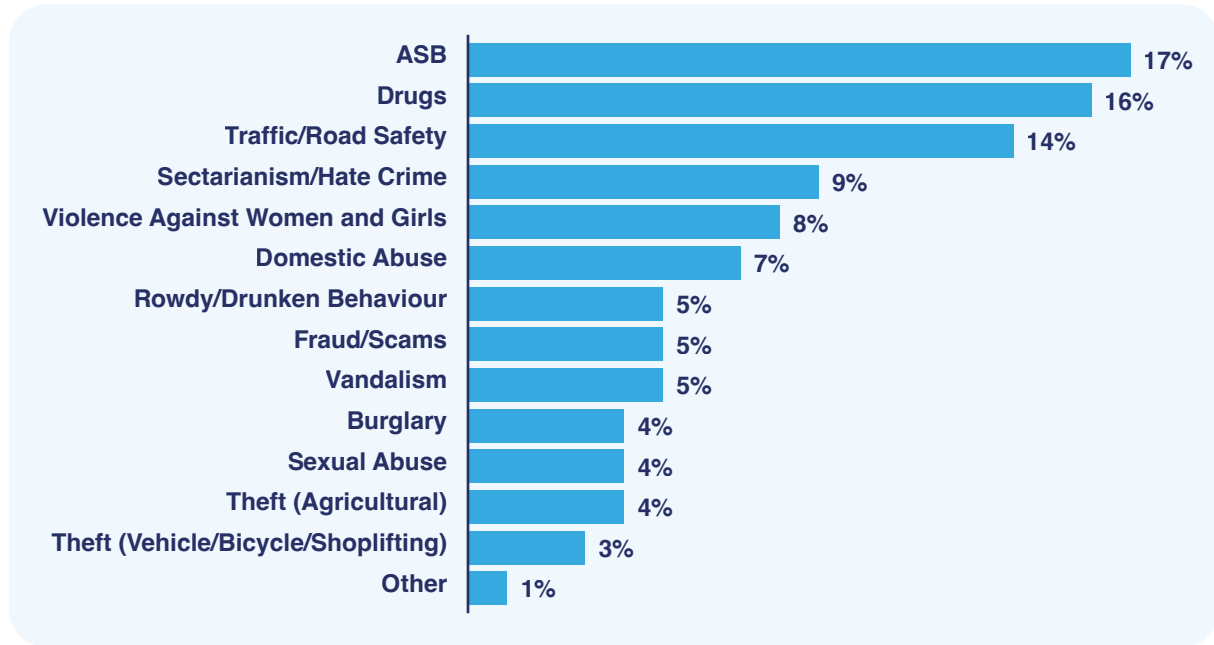
At a Northern Ireland level, the three most frequently selected issues for all respondents were ASB (17%), Drugs (use, addiction and dealing) (16%) and Traffic/Road Safety (14%). These key issues were the same in 2024 and 2023, interestingly the percentages for these three key issues were identical for 2026 and 2024.

The pattern for the top three issues is the same for individuals (ASB 18%, Drugs 16% and Traffic/Road Safety issues 15%) and organisations (ASB 16%, Drugs 15% and Traffic/Road Safety issues 11%).

This is in keeping with the most recent NI Safe Community Telephone Survey (NISCTS) published in July 2025, which states that the proportions of respondents who felt crime levels in their local area were either about the same or had fallen, remained similar. The proportions have remained relatively stable from 2020/21 (2023/24: same 65%, fallen 12%; 2022/23: same 64%, fallen 14%; 2021/22: same 62%, fallen 13%). [**Northern Ireland Safe Community Telephone Survey 2023/24 \(Findings from the 2023-24 NISCTS tables.xlsx: Table 15\).**](#)

Overall, sectarianism/paramilitary/hate crime (9%) ranked fourth in the list of key issues faced by communities, closely followed by Violence Against Women and Girls (8%).

Figure 1 Key issues listed by respondents overall (individuals and organisations)



While results from the 2023/24 NISCTS report, published by Department of Justice NI, indicate that most adults/households did not experience a crime which was asked about in their survey. Findings estimated that 4.5% were victims of at least one crime during the 12 months prior to interview, down from 5.8% in 2022/23. An estimated 64,000 incidents of crime occurred during the 12 month recall period for 2023/24.

Northern Ireland Safe Community Telephone Survey 2023/24.

Key issue by Council Area

In Northern Ireland, beyond the three key issues of ASB, Drugs and Traffic/Road Safety, the picture at individual council level showed only small variation. [Appendix 1](#) breaks down key issues by council area for individuals, [Appendix 2](#) breaks down all issues by council area for all respondents.

For all respondents, council areas showing variations of the three main issues were, Antrim and Newtownabbey and Belfast which both included Sectarianism/Hate Crime as the top three issue. Lisburn and Castlereagh, and Mid and East Ulster listed Violence Against Women and Girls as a joint top three issue (along with Traffic/Road Safety).

Appendix 3 breaks down key issues by organisations, which showed, the third issue for Youth Groups was Sectarianism/Hate Crime, for Church Groups it was jointly Sectarianism/Hate Crime and Domestic Abuse, for Charity Groups it is Domestic Abuse issues.

Key issues Other

In addition to the categories offered in the survey respondents had the opportunity to include additional text within an Other issues field. Other issues made up a small proportion of issues overall (1%). Once analysed, the ten respondents consisted of comments regarding racism, immigration and criminality.

KEY ISSUE 1

ANTISOCIAL BEHAVIOUR (ASB)

The Community Policing Survey 2026 asked respondents to select key local issues for them and ASB has repeatedly appeared as the most frequently selected issue. The severity of this issue was not measured in the survey but there are data available from the NISCTS report for 2023/24 indicating that the proportion of respondents perceiving the level of ASB in their local area to be high, was 7%.

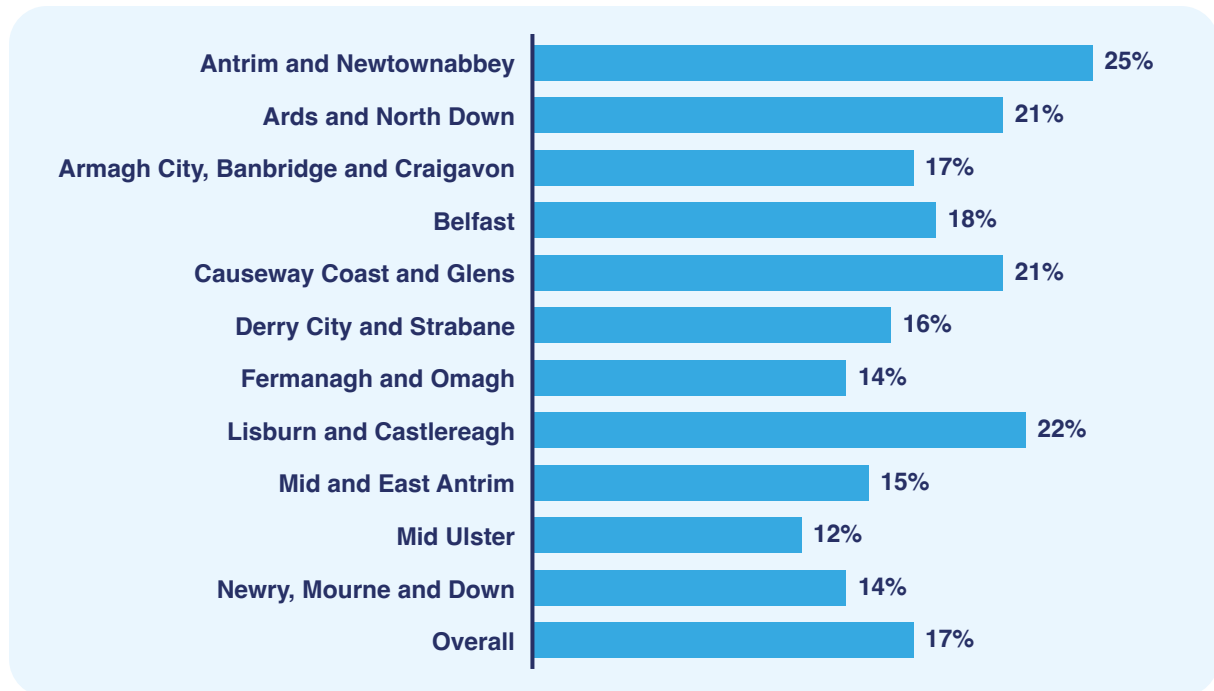
This is based on a composite measure of factors including littering/rubbish (27%), teenagers hanging around on streets (13%), noisy neighbours (6%) and vandalism/graffiti (9%) ([Northern Ireland Safe Community Telephone Survey 2023/24, Findings from the 2023-24 NISCTS tables.xlsx](#): Table 16).

Key issue – ASB

PSNI published data for the 12 months from 1 August 2025 to 31 July 2026, show there were 44,778 ASB incidents in Northern Ireland, an increase of 151 (+0.3 percentage points) when compared with the previous 12 months. This continues to be one of the lowest 12-month figures since the data series began in 2006/07. [PSNI Antisocial Behaviour Statistics](#).

ASB features as the most frequently cited issue for individuals and organisations in Northern Ireland overall and for all council areas ranging from 12% of respondents in Mid Ulster to 25% of respondents in Antrim and Newtownabbey.

Figure 2 Key issue – ASB by council area (all respondents)



KEY ISSUE 2

DRUGS (USE, ADDICTION AND DEALING)

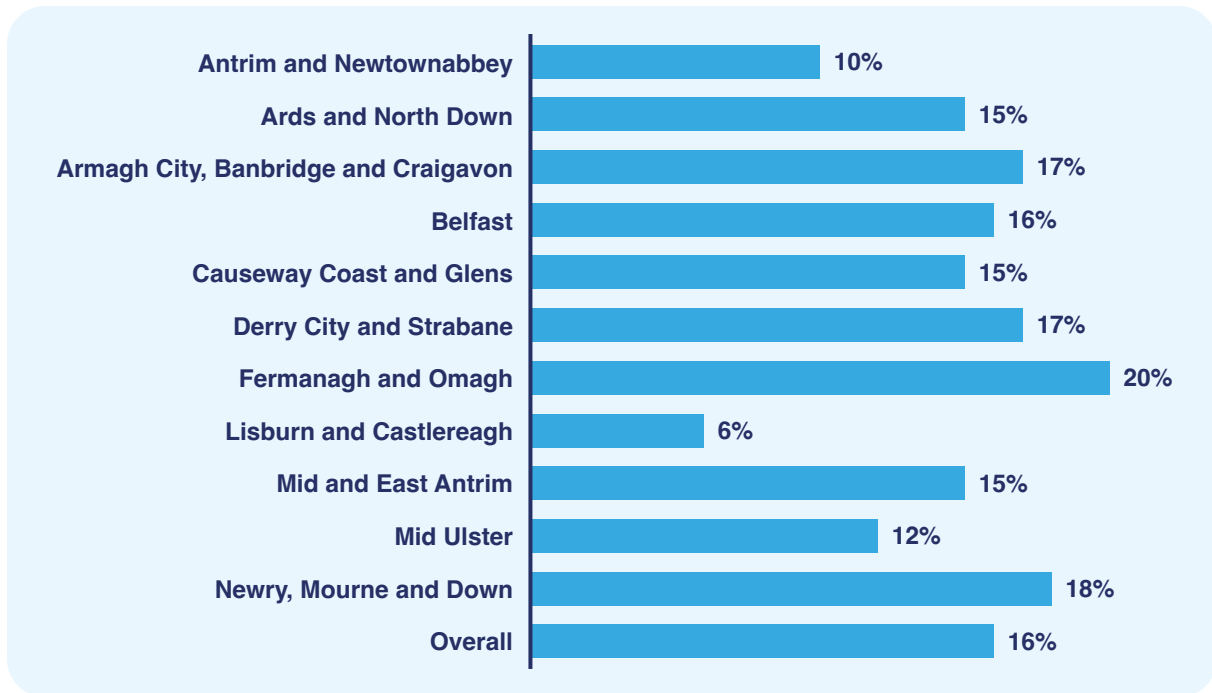
PSNI official statistics for recorded crimes (1 August 2025 to 31 July 2026) show there were a total of 94,151 crimes recorded in Northern Ireland, a decrease of 457 (-0.5 percentage points) when compared with the previous 12 months. The number of crimes recorded in the latest 12 months is one of lowest since the start of the data series (April 1998).

Of these, total drug offences in the year to July 2026, including Possession and Trafficking totalled 7,860, a reduction of 0.4 percentage points on the previous 12-month period. [**PSNI Recorded Crime Statistics.**](#)

According to the NISCTS report 2023/24, people using/dealing Drugs (28%) continued to be considered as being most problematic in the local area, closely followed by rubbish or litter lying around (27%) [**Northern Ireland Safe Community Telephone Survey 2023/24.**](#)

Drugs features as the second most frequently cited issue for individuals and organisations in Northern Ireland overall. For council areas Drugs ranged from 6% of respondents in Lisburn and Castlereagh to 20% of respondents in Fermanagh and Omagh.

Figure 3 Key issue – Drugs by council area (all respondents)



KEY ISSUE 3

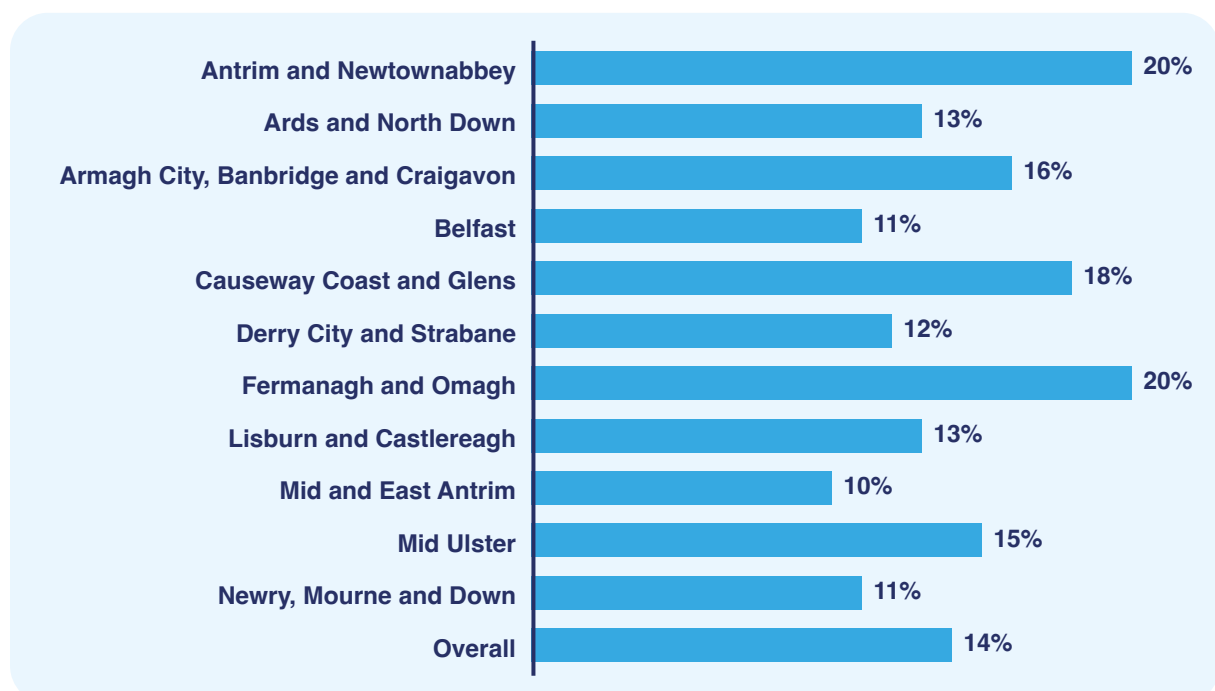
TRAFFIC AND ROAD SAFETY

PSNI official statistics on motoring offences from 1 June 2025 to 31 May 2026 showed there were 38,295 detections for motoring offences in Northern Ireland, of which 97% were dealt with by means of a fixed penalty notice or referral for prosecution.

The remaining 3% (1,234) resulted in the completion of a speed awareness or safer driver course. Total detections increased by 5% compared to the 36,561 detections recorded in the previous 12 months. The largest of the motoring offences were for insurance (6,618), careless driving (4,657) and speeding offences (4,607) which together accounted for two fifths (41%) of total detections. [Motoring Offence Statistics | PSNI](#)

The Community Policing Survey 2026 showed that for council Areas Traffic and Road Safety issues ranged from 10% of respondents in Mid and East Antrim, to 20% of respondents in both Antrim and Newtownabbey, and Fermanagh and Omagh.

Figure 4 Key issue – Traffic and Road Safety by council area (all respondents)

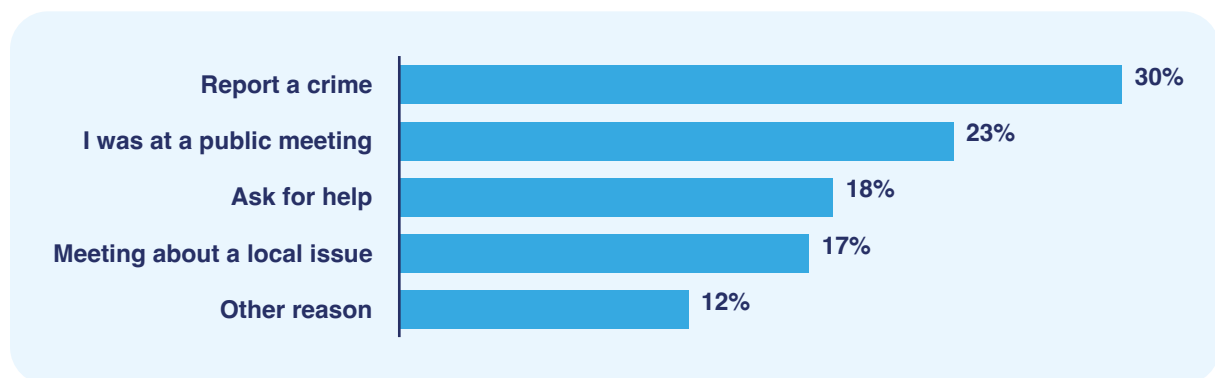


CONTACT WITH LOCAL POLICE

Respondents were asked if, over the previous 12 months, they had been in contact with their local police (PSNI) and in what capacity. The following options were provided; at a meeting about a specific neighbourhood issue, at a public meeting, to ask for help or advice, reported a crime either on behalf of themselves or someone else, for another reason, or they had contacted local police but could not remember why.

Of the 217 responses received to the survey, 84 had no contact with the police in the last 12 months, of the remaining 133 respondents Figure 5 displays the form of contact. This survey question was optional, and respondents could select all options that applied to them.

Figure 5 Contact with local police (PSNI)



Although it is not possible to ascertain if contacts with PSNI had been through local teams, wider policing teams or support through 101, those who provided a reason for this contact, most frequently selected that they had done so to report a crime, 30%. A public meeting was selected 23% of the time, asking police for help was selected 18% of the time, and meeting about a local issue was selected 17% of the time.

Other reasons provided for having contact with local police (25 respondents, 12%) included through work or in an official capacity, a community initiative and reporting traffic incident.

The Board's Policing Plan Survey 2025 identified that just over nine in ten respondents felt confident or very confident in contacting the PSNI if they needed to (92%). Although, there was a statistically significant difference between victims of crime and those who were not a victim of crime. The Policing Plan Survey results show that victims of crime, were less confident in contacting the PSNI (17%) compared to those who had not been a victim of crime (6%) ([**Northern Ireland Policing Plan Survey - Statistical Report 2025**](#)).

Given that three in ten (30%) of contacts with PSNI, selected by respondents to the Community Policing Survey 2026, were initiated for the purpose of reporting a crime, this is an important area of interface between police both locally or nationally, and the community.

AWARENESS OF POLICE IN THE LOCAL AREA

Respondents were asked if, over the previous 12 months, they had been aware of a PSNI officer, local policing team or neighbourhood policing team in the following situations: in a vehicle, on foot in the local area, in the media or social media talking about the local area or at a community event or meeting. This question in the survey was optional.

Almost two thirds of respondents were aware of police in their local area, either occasionally or often, in a vehicle (65%). Awareness of police on foot in the local area (either occasionally or often) was lower, with one fifth (21%) of respondents feeling this was the case. Over half of those who responded to the question felt they had seen PSNI in the media or on social media (57%). Almost half of respondents (49%) had seen the PSNI at a community event or meeting.

Figure 6 Awareness of PSNI officer, local or neighbourhood policing team

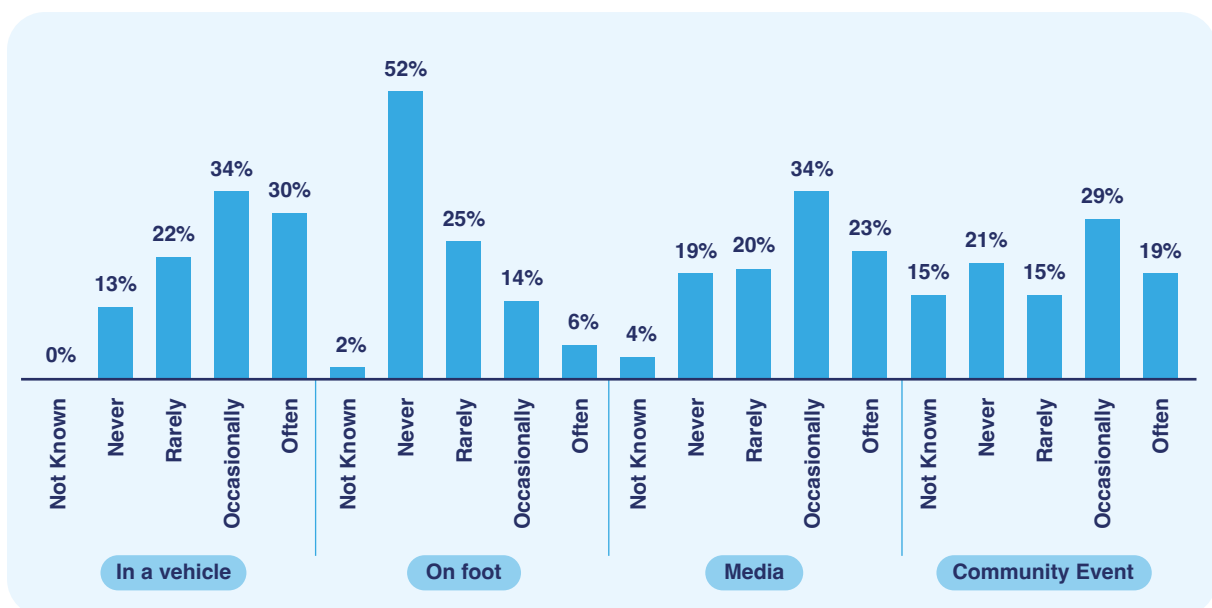


Table 4 Awareness of PSNI officer, local or neighbourhood policing team

In a vehicle	Number	Percent
Not known	1	0%
Never	29	13%
Rarely	47	22%
Occasionally	75	34%
Often	66	30%
On foot	Number	Percent
Not known	5	2%
Never	112	52%
Rarely	53	25%
Occasionally	31	14%
Often	13	6%
Media	Number	Percent
Not known	9	4%
Never	41	19%
Rarely	43	20%
Occasionally	73	34%
Often	50	23%
Community Event	Number	Percent
Not known	33	15%
Never	44	21%
Rarely	33	15%
Occasionally	63	29%
Often	41	19%

INVOLVEMENT IN LOCAL ISSUES

Of the 217 respondents who completed the survey, two fifths said they were involved with the PSNI in seeking resolution to community issues (87, 40%). Level of involvement was an optional question, of the 83 respondents who answered a breakdown is shown in Figure 7.

Figure 7 Level of involvement in local issues

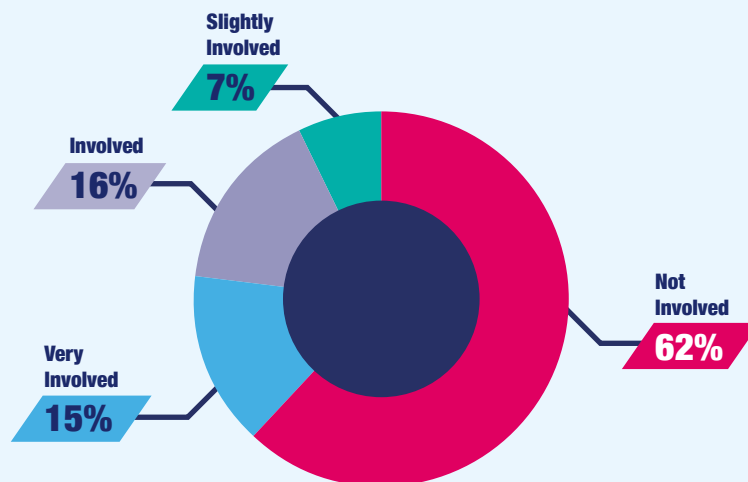


Table 5 Involvement by Council Area (very involved, involved and slightly involved)

Council area	Involvement (number)	Involved (percent)
Antrim and Newtownabbey	2	25%
Ards and North Down	8	27%
Armagh, Banbridge and Craigavon	16	48%
Belfast City	17	44%
Causeway Coast and Glens	4	33%
Derry City and Strabane	8	40%
Fermanagh and Omagh	12	71%
Lisburn and Castlereagh	1	8%
Mid and East Antrim	4	25%
Mid Ulster	4	33%
Newry, Mourne and Down	7	39%

All council areas were represented in the responses received, with up to 71% involvement in Fermanagh and Omagh versus only 8% involvement level in Lisburn and Castlereagh, (please note only one respondent reported involvement in this Council were).

This was a self-selecting survey and therefore, while responses by council showed that the range of respondents who were involved to some degree in seeking solutions to local issues it is not possible to compare involvement of one council area to another.

Figure 8 Involvement by category of respondent (number)

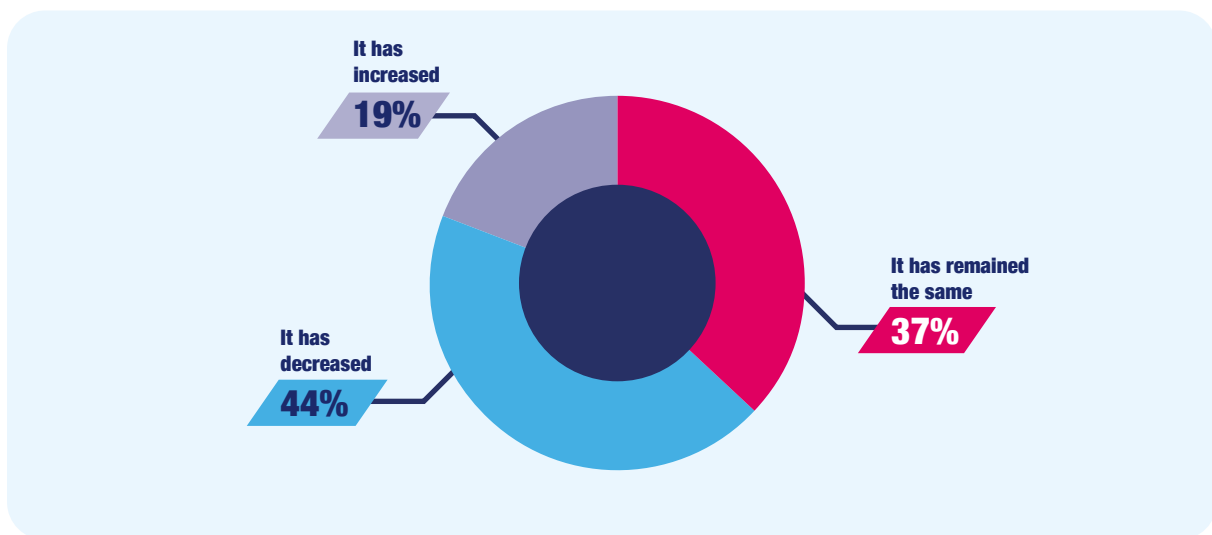


The majority of responses regarding involvement in local issues came from individuals (49 out of 87), followed by Community Groups (11), Charities (10), while Youth, Church Groups, Local Businesses and Other made up the remainder (17 out of 87 responses).

CHANGES IN COMMUNITY INVOLVEMENT

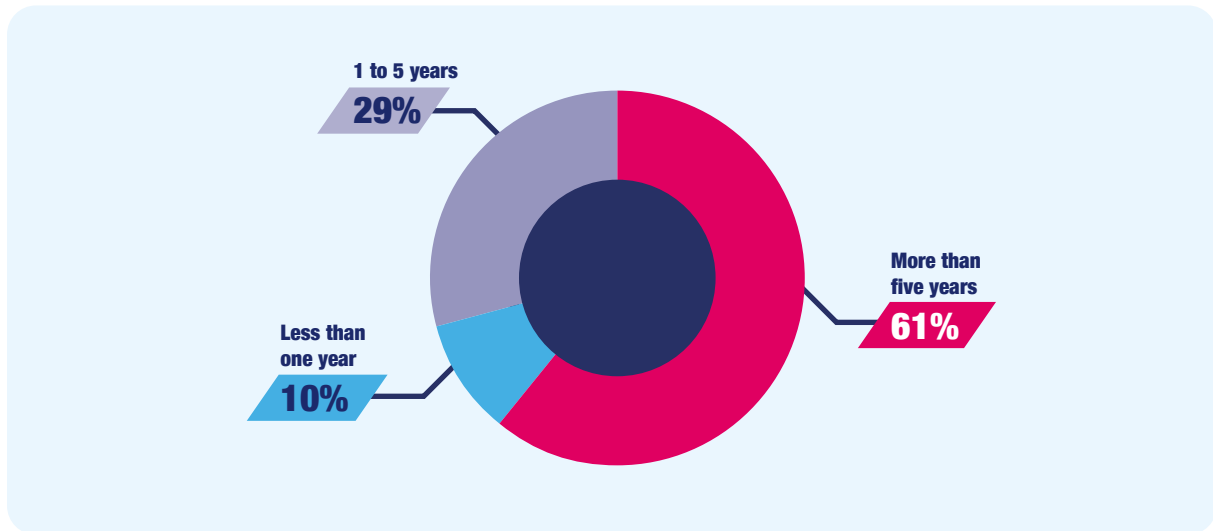
Respondents were asked to think about how their community's involvement with the PSNI in resolving these issues had changed. Of those involved with PSNI in seeking solutions to local issues, one fifth (19%) thought community involvement had increased, almost two fifth thought it had remained the same (37%) and over two fifth thought involvement had decreased (44%).

Figure 9 Change in community involvement



The majority of respondents who were involved in seeking solutions to local issues had been involved in this work for one or more years (90%), within this three fifths (61%) had been involved for five years or more.

Figure 10 Involvement over time



Respondents were also given the opportunity to provide some comments in relation to why they felt community involvement had changed. A summary of these comments is provided in [Appendix 4](#), a major positive factor was Community Policing, but issues were seen around lack of resourcing.

MUTUALLY SATISFACTORY SOLUTION TO LOCAL ISSUES

Respondents were asked to think about their experience of working with the PSNI to resolve these issues and whether a mutually satisfactory solution had been reached.

Overall, almost four fifths (76%) of respondents thought that there had been a mutually satisfactory solution to local issues (strongly agree, agree or slightly agree). Just over one fifth (22%) slightly disagreed or disagreed.

Figure 11 Mutually satisfactory solution achieved

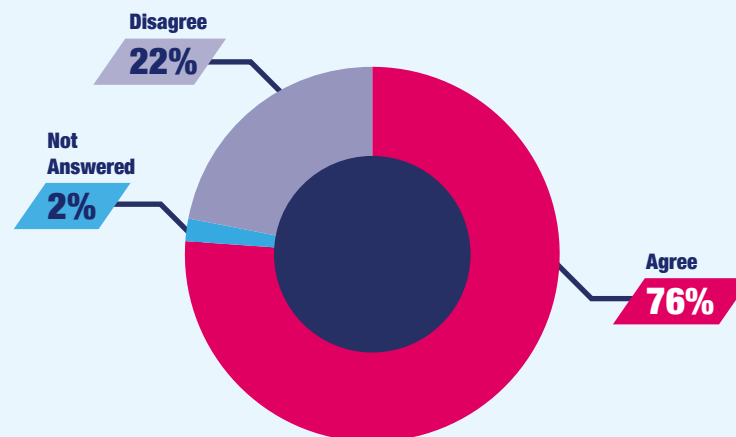


Table 6 Mutually satisfactory solution achieved

	Number	Percent
Strongly agree	18	21%
Agree	29	33%
Slightly agree	19	22%
Slightly disagree	5	6%
Disagree	14	16%
Not Answered	2	2%
Total	87	100%

CURRENT STATUS OF THE ISSUES

Respondents who were involved with PSNI in seeking solutions to local issues, were asked to provide an indication of the current status of these issues. This was a new question in 2024 and continued in 2026.

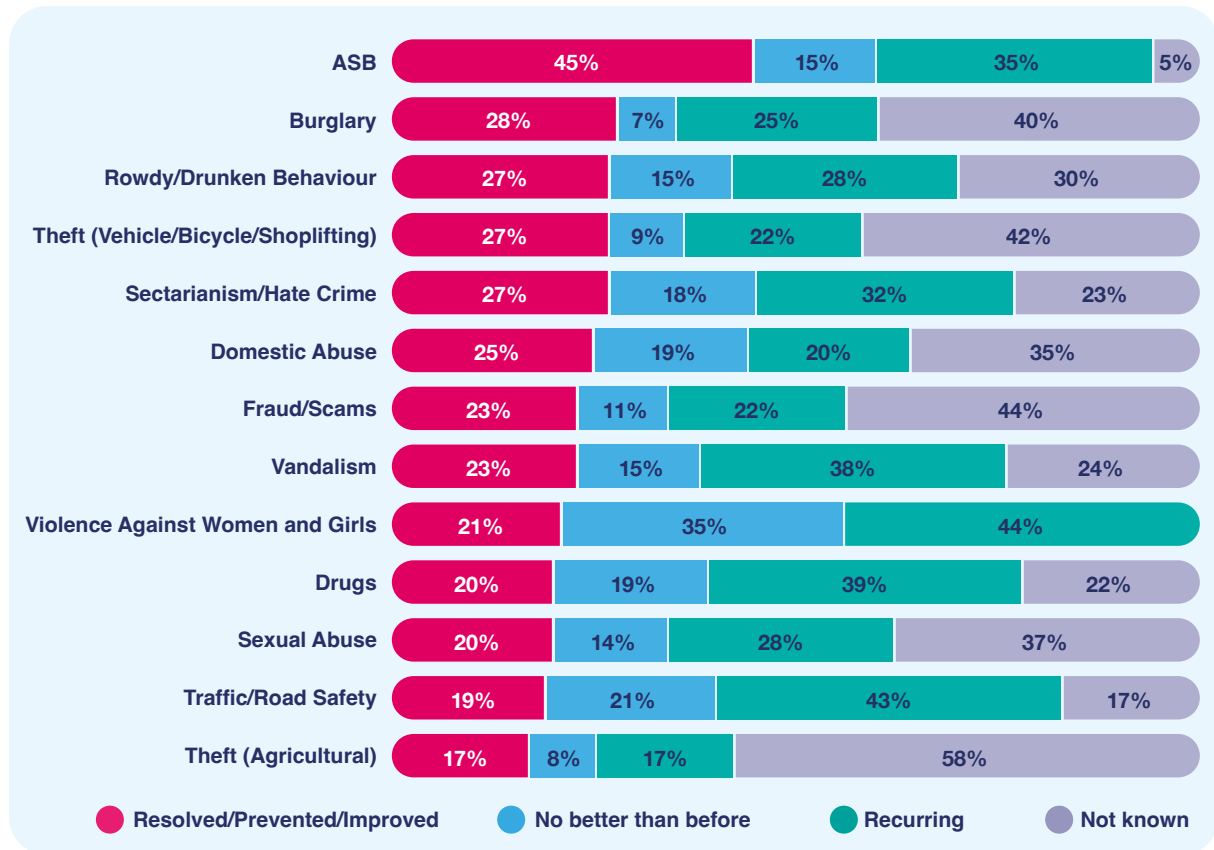
Overall, 87 respondents indicated they were involved in working with PSNI in resolving local issues. The results showed a range of answers depending on the category of issue identified.

ASB was one that respondents felt was most likely to be resolved (including prevented/improved) (45%). This was followed by almost three tenths likely to be resolved, for Burglary (28%), Rowdy/Drunken Behaviour, Theft (Vehicle/Bicycle/Shoplifting) and Sectarianism/Hate Crime (all 27% each). However, Burglary, Rowdy/Drunken Behaviour and Theft (Vehicle/Bicycle/Shoplifting) also had a high percentage of respondents feel the current status was unknown (40%, 30% and 42% respectively).

Violence against Women and Girls in the community was most likely to have remained the same (35%) while Traffic and Road Safety issues were seen as the most likely to be recurring (43%).

Issues where respondents were more likely to feel the current status was unknown were Theft (Agricultural) (58%), followed by Fraud (44%).

Figure 12 Current status of selected issues

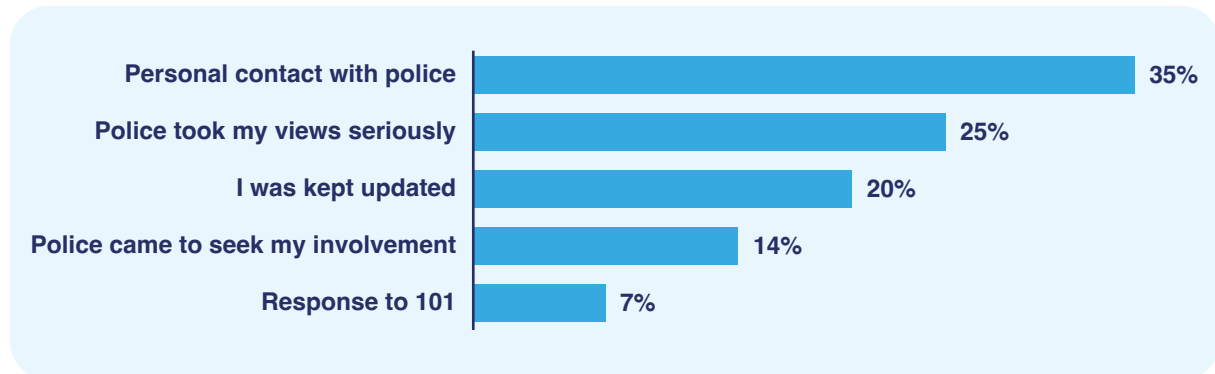


WHAT WORKED WELL AND WHAT COULD BE IMPROVED

This was a new area of questioning introduced in 2024 and continued in 2026, aimed to provide some insight and understanding of what worked well and what could be improved in contact with community policing. Respondents who said they were involved with PSNI in seeking solutions to local issues were asked to choose from a list of what they thought worked well. Respondents could select more than one option for this question, and a space was also provided for text responses.

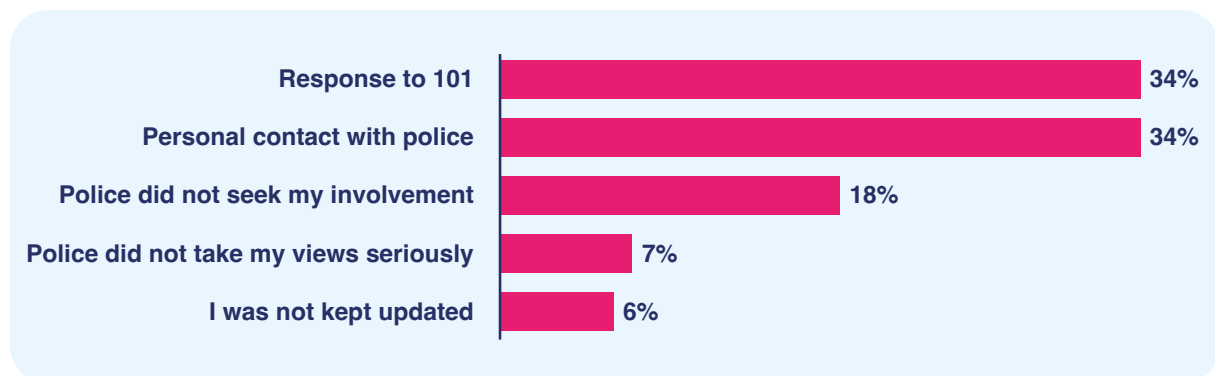
The most frequently selected options for what worked well related to communication between police and community. Personal contact with community police was selected (53 times), Police took my views seriously (38 times), I was kept updated (31 times), Police came to seek my involvement (21 times) and only 10 respondents felt the response to 101 calls worked well. A summary of the text responses is shown in [**Appendix 5**](#).

Figure 13 What worked well



Response to 101 calls (51 times) was the most selected option which could be improved, closely followed by Personal contact with community police (50 times).

Figure 14 What could be improved



APPENDIX 1

KEY ISSUES BY COUNCIL – INDIVIDUALS

The following table show the key issues identified by respondents, excluding groups and organisations, by council area. There is a common theme overall with ASB, Drugs and Traffic issues featuring as the most likely to be selected, with small alterations depending on council area.

Respondents could select more than one issue in answer to this question.

Table 7 Key issues by council – Individuals

Issue	Antrim and Newtownabbey	Ards and North Down	Armagh City, Banbridge and Craigavon	Belfast	Causeway Coast and Glens	Derry City and Strabane	Fermanagh and Omagh	Lisburn and Castlereagh	Mid and East Antrim	Mid Ulster	Newry, Mourne and Down
ASB	2	19	11	15	6	10	7	7	9	3	6
Burglary	1	1	3	6	1	2	1	2	1	2	2
Domestic Abuse	0	9	1	6	1	5	3	2	1	3	2
Drugs	1	15	12	11	2	10	12	2	9	4	8
Fraud/Scams	0	6	5	1	0	2	6	3	3	3	1
Rowdy/Drunken Behaviour	0	4	2	4	3	2	2	2	3	1	3
Sectarianism/Hate Crime	2	11	4	10	0	5	0	3	5	2	3
Sexual Abuse	0	4	1	3	1	1	1	1	2	0	2
Theft (Agricultural)	1	2	5	0	0	1	7	0	1	3	3
Theft (Vehicle/Bicycle/Shoplifting)	0	1	3	2	1	3	0	0	4	0	1
Traffic/Road Safety	2	14	11	10	5	7	12	4	5	5	4
Vandalism	1	3	3	2	1	5	2	2	4	0	1
Violence Against Women and Girls	0	5	5	5	2	3	2	4	5	3	3
Total	10	94	66	75	23	56	55	32	52	29	39

APPENDIX 2

KEY ISSUES BY COUNCIL – ALL RESPONDENTS

The following table show the key issues identified by all respondents to the survey, by council area. There is a common theme overall with ASB, Drugs and Traffic/Road Safety issues featuring as the most likely to be selected, with small alterations depending on council area.

Respondents could select more than one issue in answer to this question.

Table 8 Key issues by council – all respondents

Issue	Antrim and Newtownabbey	Ards and North Down	Armagh City, Banbridge and Craigavon	Belfast	Causeway Coast and Glens	Derry City and Strabane	Fermanagh and Omagh	Lisburn and Castlereagh	Mid and East Antrim	Mid Ulster	Newry, Mourne and Down
ASB	5	24	18	29	7	13	9	7	11	4	11
Burglary	1	1	5	6	3	3	2	2	2	2	5
Domestic Abuse	1	11	4	15	1	8	3	2	3	4	4
Drugs	2	18	18	25	5	14	13	2	11	4	14
Fraud/Scams	0	6	7	3	0	2	6	3	4	3	4
Rowdy/Drunken Behaviour	0	6	4	9	3	2	2	2	4	1	6
Sectarianism/Hate Crime	3	13	7	22	0	6	1	3	6	3	6
Sexual Abuse	0	6	2	7	1	3	1	1	4	0	5
Theft (Agricultural)	1	2	5	0	0	2	8	0	2	3	5
Theft (Vehicle/Bicycle/Shoplifting)	0	1	3	5	2	5	2	0	5	1	2
Traffic/Road Safety	4	15	17	18	6	10	13	4	7	5	9
Vandalism	1	5	6	7	2	6	2	2	5	0	2
Violence Against Women and Girls	1	8	8	13	3	5	2	4	7	3	6
Total	19	116	104	159	33	79	64	32	71	33	79

APPENDIX 3

KEY ISSUES BY GROUP

The following table show the key issues identified by groups or organisations. Respondents could select more than one issue in answer to this question. Interestingly, the third issue for Youth Groups was Sectarianism/Hate Crime, for Church Groups it was jointly Sectarianism/Hate Crime and Domestic Abuse, for Charity Groups it is Domestic Abuse issues,

Table 9 Key issues by council by Group

Issue	Individual		Community		Youth		Church		Charity		Business		Other		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
ASB	95	18%	11	18%	7	17%	5	14%	11	15%	2	18%	7	18%	139	17%
Burglary	22	4%	4	7%	0	0%	2	5%	3	4%	0	0%	1	3%	32	4%
Domestic Abuse	33	6%	4	7%	2	5%	4	11%	10	14%	0	0%	3	8%	56	7%
Drugs	86	16%	10	17%	6	15%	6	16%	11	15%	2	18%	5	13%	127	16%
Fraud/Scams	30	6%	1	2%	3	7%	3	8%	0	0%	0	0%	1	3%	38	5%
Rowdy/Drunken Behaviour	26	5%	3	5%	2	5%	3	8%	3	4%	1	9%	1	3%	39	5%
Sectarianism/Hate Crime	45	8%	4	7%	7	17%	4	11%	7	10%	1	9%	2	5%	71	9%
Sexual Abuse	16	3%	3	5%	2	5%	1	3%	5	7%	0	0%	3	8%	30	4%
Theft (Agricultural)	23	4%	1	2%	1	2%	1	3%	0	0%	0	0%	2	5%	28	3%
Theft (Vehicle/Bicycle/Shoplifting)	15	3%	2	3%	2	5%	1	3%	3	4%	1	9%	2	5%	26	3%
Traffic/Road Safety	79	15%	8	13%	2	5%	3	8%	8	11%	2	18%	6	15%	109	14%
Vandalism	24	4%	4	7%	3	7%	1	3%	4	5%	1	9%	1	3%	38	5%
Violence Against Women and Girls	37	7%	5	8%	4	10%	3	8%	7	10%	1	9%	3	8%	61	8%
Other	7	1%	0	0%	0	0%	0	0%	1	1%	0	0%	2	5%	10	1%
Total	538	100%	60	100%	41	100%	37	100%	73	100%	11	100%	39	100%	805	100%

APPENDIX 4

COMMENTS: CHANGE IN COMMUNITY INVOLVEMENT

Comments on what has changed in community involvement, broken down by overall theme, linked to Figure 9. Please note there is crossover with some of the comments between themes.

Communication and Community Policing Comments

- Because of my involvement with the WNW and [place name] Together—both of which work closely with the PSNI and the PCSP on local issues in [place name]—I have a strong understanding of the level of engagement and collaboration between these organisations. By selecting the option ‘it has remained the same’, I mean that the high standard of involvement and support provided to our community has been consistently maintained.
- Because of the communication and trust built up with our local PSNI. For an area of single identity with little respect or regard for PSNI for historic reasons the community’s relationship with the PSNI has been transformed.
- Because of the PCSP participation.
- Because the responsibility is joined up and not for a single department.
- Better links with PSNI, knowing who to call, good relationship.
- Community police are changing and moving around don’t know who they are now.
- Due to Broadway action plan and the ongoing interface and community issues within the community.
- Great communication with the local PSNI OC and regular updates from him and his team.
- I think there is scope for more involvement but I know that it is a staffing issue and matters are prioritised.
- It has increased due to formal community engagements with PSNI and statutory agencies. (e.g. BCC, PCSP’s, Network Support initiatives etc) building relationships and promoting collaborative working and confidence in Policing.
- lack of awareness of how police can be part of problem solving.
- Lack of neighbourhoods policing. New Officers don’t have the knowledge or connection with communities. Lack of respect amongst youth for the police, even amongst adults who still see actions/outcomes as two-tier policing. Poor response times, however this is not always the fault of the PSNI due to available numbers, but more down to an atrocious 101 service that people have given up on.

I have to agree with people on this although I'm trying to encourage others to use the online service which I think works better. Although, there has been some successes in removing drugs off our streets, communities feel that any information given is either slow to act on or a waste of their time.

- Less community engagement. A drop off in neighbourhood watch schemes. Abstraction of local officers. No town beat. No second tier option in policing like UK. A mistake in removing Reserve officers and no recruitment of PT officers to do mostly community policing roles.
- More public engagement through meetings, events, and social media.
- Not interested in community activity in the Newry area.
- Positive engagement with local schools - tackling safety and Violence against women and girls
- PSNI made decision only to engage with certain 'community' representatives in the area.
- There is no involvement with the local community, and I would say our local community don't even know who the local community police even are.
- Through neighbourhood watch and PCSP meetings.
- We have always had great relationship with PSNI on local issues.
- We have made a considerable effort to engage our members with the local policing team, focusing on the importance of reporting crime and taking preventative action.
- In my experience, engagement has remained broadly consistent over the past two years. There is ongoing communication through meetings and community forums, however in rural areas this can feel limited due to geography and lower visibility of officers on the ground.

Lack of Confidence in Police Comments

- Incompetent and ill informed lack of empathy and no knowledge of the case history.
- Officers seem to be focusing on minor issues and in some cases harassing people rather than dealing with serious issues.
- We are increasingly finding that women are reluctant to report incidents to the police, often due to a lack of confidence in how their concerns will be handled. Experiences can vary significantly depending on the officer involved, which contributes to uncertainty and mistrust. Many women we support feel that they are not listened to or taken seriously, and some report feeling dismissed when they do come forward. There is also a perception that perpetrators are not being held sufficiently accountable, which further discourages reporting. This has had a negative impact on confidence in policing within the community and reduced willingness to engage in addressing local safety issues.

Resource and Staff Turnover Comments

- Constant changing of duties and shifts.
- Covid and cutbacks in Neighbourhood policing. Only for contact with [person's name] the Neighbourhood schemes in Ballycastle have failed to develop.
- Due to staffing issues, not enough officers and expectation on existing officers is too high.
- It has increased, however the limited police resources impact on the capacity to deliver.
- Lack of numbers and having to deal with response issues.
- Lack of resources. Lack of interest from the PSNI.
- Lack of resources and limited recruitment.
- Lack of resources, low crime rates, bad management.
- Less police officers trying to deliver the same level of work. Unfortunately, this has resulted in each and every officer being stretched beyond capacity, especially Neighbourhood Officers who are the backbone of policing in our area.
- Local policing officers change frequently and do not have the relationship we would like to have. Staff shortages in the PSNI is also an issue.
- Local senior officer change has made a difference but lack of resources for community policing remains an issue.
- Neighbourhood Policing officers are constantly redeployed to address other policing matters which means community issues get put back. This is a short sighted approach as policing only happens effectively with the consent and collaboration of the community. It is often the community who hold the key to solving crime and more importantly in preventing it. Mutual trust and confidence are central and critical to policing.
- Neighbourhood team spends a lot of time back filling for rapid response and other departments. In order to address local issues, the neighbourhood officers need to build relations with the local communities.
- Personnel changing on a frequent basis. Communication can be hit and miss.
- Resources lack of funding and seen as a luxury part of policing even though the PR says otherwise local commanders have other priorities.
- Resourcing pressures and competing demands appear to impact the level of proactive engagement, with much of the contact remaining reactive rather than preventative.
- There has been a huge change. 1 officer now covers such a big area, and this was never the case before.
- This is solely due to resourcing issues within the local team. My view is that the local team are committed to community engagement but due to the need to be available to response teams this is not always possible.

Visible Policing Comments

- Due to local neighbourhood policing being practically non existent in our area, those links have broken down, leaving vacuums in the area that has saw paramilitary groups be the go to option to deal with issues in the area. PSNI officers still work very well with community reps, and elected reps but that knowledge of the local beat “Bobby” has now but all diminished. Many youths have now lost all faith in policing.
- Lack of visible results.
- Never see you. Never see the Police. Waste of time. You let the paramilitaries parade around - Do nothing about illegal number plates. Your policemen lie. You make useless videos - it’s amateur time.
- No sign of patrol cars in the area.
- Not enough personnel ‘on the ground’ engaging with folk directly and slow response to reported issues because of lack of sufficient police numbers!
- Response policing duties led to a reduction in neighbourhood policing and engagement, and this saw a dramatic reduction in visibility. With lack of visibility, people were confronted by an invisible wall and were left with an impersonal administrative approach to finding solutions. The online model of reporting rarely if ever leads to engagement with a police officer. And whilst it may facilitate the organisation management of patrols, it chips away at confidence. The informal conversational engagement with officers has definitely led to a lack of local knowledge in towns and rural districts. The lack of knowledge has undermined preventative measures and simmering problems.
- The PSNI do not want to know anymore or engage in local beat policing.

APPENDIX 5

COMMENTS: WHAT WORKED WELL OR COULD BE IMPROVED

Comments on what worked well broken down by overall theme, linked to Figure 14. Please note there is crossover with some of the comments between themes.

Communication and Community Policing

- The model of neighbourhood teams should increase and align with at least, five of the largest residential areas in the district. Unfortunately, the existing model of just two areas is too broad and fails to appreciate the strength of identity reflected in demographic settlements. By establishing identity with a town/village, the police would experience greater engagement, local knowledge and strengthen their preventative capabilities. Such an approach would increase public confidence and encourage greater engagement, currently deterred by limited online reporting.
- Communication when things are happening in the area.
- Engagement at community level.
- I wouldn't know where to begin to be honest. There's little evidence of actual community policing where I live, other than appearances at high profile events.
- Local community policing is nowhere near its potential and is harming community relationships with the PSNI. The call-in service is quite poor.

Lack of Confidence in Police Theme

- Police experience in dealing with and working with young people with complex needs and challenging behaviour. For example, we called for assistance when working with a young person, we told the police the name of the young person, it was a double-barrel name and police continually only gave the first name which only aggravated the young person and heightened the situation.
- Police not interested, rude & dismissive. Shocking levels of misogynistic behaviour - from the most senior level down.
- Remove officers who harass people and lie.
- Still ongoing issues regarding IO not updating women on the investigation. Breaches of orders not being taken seriously.

Response Times Themes

- 101 is an absolute waste of Police and Community time, there is absolutely nothing productive about it. In fact, it helps to diminish confidence in the PSNI. I would never use it nor direct anyone else to use it no matter the circumstance.
- Community policing is a big issue due to lack of numbers, if the 50/59 recruitment isn't working then take the best people for the job, I believe that the actions recently of certain political parties show that they will not give the PSNI 110% commitment and support. The 101 service needs massive improvements. I have had many reports, including my own experience of call wait times. The online service has improved the 101 service immensely, and there should be an advertising campaign to support it. Operators should have better local knowledge.
- Constituents have had mixed responses from 101, including being told it was not a 101 issue - after being given advice from the PSNI to log events on 101.
- In light of the above report, the Inspector and I spoke about uploading evidence shortly after the incident. I uploaded this via an email link less than two hours later. The Inspector then contacted me in May 2025 to ask me to upload the evidence, which I had already done. I explained this and he said it could be due to a paperwork backlog. I have heard nothing since and have lost faith that anything will come of this situation. I have also rang 101 in relation to a local carpark. I was on the call for 20 minutes and at least 10 of those were the call handler working out location. This gap between local knowledge/police really hinders the situation.
- Response to 101 online in general is very good.
- Ringing 101 or getting put through to a call handlers where you spend more time trying to explain the background to a situation.
- The 101 system is not fit for purpose.
- The main area for improvement is the response to the 101 system. Difficulties in getting through and delays in response are frequently raised within the community and can discourage reporting of non-emergency issues. Improving accessibility and response times would help increase public confidence and support earlier intervention.
- When calling 101 can take up to 30 mins for call to be answered.
- higher visibility and quicker responses.

Staff Turnover Theme

- Neighbourhood offices are brought in for 3 months and once the relationships are built, they are moved elsewhere.
- Personal contact with community police generally works well in terms of building trust and achieving outcomes, however continued staff turnover/rotation can impact on the service and cause a loss of trust. The PSNI Contact 101 process needs to be reviewed and overhauled. It is currently an ineffective process which generally causes frustration and impacts on confidence in policing.

Visible Policing Theme

- I believe that having officers patrolling on foot would provide a visible presence in our community, which would significantly help deter the issues highlighted above, such as vandalism and trespassing on private property.
- More Neighbourhood officers.
- More visible Police Presence.
- Never see the Police. Waste of time. You let the paramilitaries parade around - Do nothing about illegal number plates. Your policemen lie. You make useless videos - It's amateur time. Only ever see the Police in cars driving to and from getting their tea.
- Police numbers are very low, and it is impossible for them to meet their full responsibility especially community policing which is key to PSNI success.
- Visibility (walking in the area out of the car). Listening to concerns and actually dealing with them instead of silencing people.

Comments on what did not work well and concerns (Figure 14)

- There are ongoing concerns within the community regarding response times and accessibility through the 101 system, which can impact confidence and timely reporting of issues.
- Community police are difficult to get.
- Terrible lack of updates and very slow to investigate.
- No help whatsoever poor investigation.
- The 101 online service is excellent; in general response times are very good. Sadly, the same cannot be said about the telephone system.
- Communication was awful and no procedure or process seemed to be followed as would be expected.
- I will reiterate that community police officers need to be used more and not rerouted to help out elsewhere. If 50/50 recruitment is not working then just take the best available, which I believe is the proper way. I don't ask an officer's religion when seeking help, just as wouldn't ask any emergency workers religion.

Comments on what could be improved (Figure 15)

- Police experience in dealing with and working with young people with complex needs and challenging behaviour. For example, we called for assistance when working with a young person, we told the police the name of the young person, it was a double-barrel name and police continually only gave the first name which only aggravated the young person and heightened the situation.
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- Local community policing is nowhere near its potential and is harming community relationships with the PSNI. Response to 101 online in general is very good. The call-in service is quite poor.
- Not responsible for a joining up the solutions.
- 101 is an absolute waste of Police and Community time, there is absolutely nothing productive about it. In fact, it helps to diminish confidence in the PSNI. I would never use it nor direct anyone else to use it no matter the circumstance.
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- Visibility (walking in the area out of the car). Listening to concerns and actually dealing with them instead of silencing people.
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