

Research on PSNI Officers' Perceptions of Young People in North Belfast – June 2013



Contents

	Page
1. About this Report	1
2. Executive Summary	2
3. Background, Context and Objectives	6
4. Approach and Methodology	8
5. Survey Findings	12
6. Focus Group Findings:	
Culture Card Exercise	21
Interactions with Young People	22
Aspects Facilitating/ Hindering Your Role	26
Communication	33
Suggested Changes & Other Comments	38
Summary Findings	39
7. Conclusions	41
8. Recommendations	43
9. Appendices	45

1 About this Report

- In Spring 2013, the Northern Ireland Statistics and Research Agency (NISRA) was commissioned by the Northern Ireland Policing Board to undertake a project to gather the views of PSNI Officers in North Belfast on how they engage with young people in the areas in which they police. The project methodology employed an online questionnaire issued to all officers in North Belfast and four focus groups with a sample of officers.
- This report outlines the context, background, methodology, findings and conclusions from the research.



Acknowledgements

We would like to record our thanks to all of the participants who gave us their views in a frank and genuine manner and this report is based on what they told us.

2 Executive Summary

Background

The experience of young people in Northern Ireland, in their engagement with response policing, has been identified as a concern through the analysis of a range of consultations and research. The Youth Advisory Panel therefore agreed that a sub group be established to undertake a project which focused on identifying what these issues are. This report aims to address one strand of this project - i.e. to gather the views of officers within North Belfast regarding their engagement with young people. This research should be considered alongside the wide range of research available on policing and young people in Northern Ireland.

The research was undertaken by the Northern Ireland Statistics and Research Agency (NISRA) who issued an online questionnaire to all officers in North Belfast; the response rate was 34%. This was followed by four participative focus groups with a sample of these officers. The aim of the groups was to explore the information collected from the questionnaire. In total 39 participants from across Neighbourhood, Response and the Tactical Support Group (TSG) participated in the qualitative aspect of the research.

Key Findings

The key findings from the research are summarised below:

Interactions and Policing Issues

The transient nature of their role meant that TSG officers had minimal contact with young people in comparison to their Neighbourhood and Response colleagues. That said they maintained a strong desire, when they had the opportunity, to engage with and dispel negative stereotypes that young people had of them. In contrast Neighbourhood and Response officers spent a greater amount of time policing and interacting with young people. The more reactive nature of the Response role however made it difficult to build relationships to the same extent as Neighbourhood officers who were in frequent contact with young people through routine patrols, and school/ youth club visits.

Around four out of five survey respondents described their current communication with young people as very good/good and attendance at incidents, routine patrols and when using police powers were identified as the most common ways that they interacted with them. Focus group participants reported dealing with a range of policing issues, but children missing from care homes and large groups (100 to 300) of congregating youths, particularly

2 Executive Summary

during weekend evenings, were highlighted as they took up a substantial proportion of time for some. Participants accepted that while large groups were potentially intimidating, the majority of the young people involved caused no harm and consequently the lack of dispersal powers meant that there was little that officers could do. The problem was reported to be exacerbated by social media which provided a means by which to organise and co-ordinate the gatherings.

Powers

While 83% of respondents reported to have used stop and search powers with young people in their area and two thirds thought that they were either more or much more likely to use diversionary powers with young people compared with adults, focus group participants reported a perceived lack of appropriate powers to be one of the main factors hindering officers, particularly in relation to the dispersal of large groups.

Upbringing

All survey respondents reported that they had experienced incivility from young people in their policing area at some time and over half (55%) said that it happened during each shift. Focus group participants attributed the lack of respect by some to the environment in which they had been brought up with families where unemployment, truancy and a lack of aspirations were accepted as the normal way of life and where officers were met with hostility, abuse or indifference by parents. In addition parental control/family support was identified by 65% of survey respondents as a common issue which affected young people in their area.

Lack of support from appropriate organisations

At least half of respondents said that internal (62%) or external (53%) support was available if they needed to seek advice about working with young people. At least three in ten however didn't know whether support was available or not (31%, internal support; 41% external support).

While three out of five respondents thought that the PSNI was effective at seeking out the help of other organisations, agencies and charities when working with young people, there was a perception by some focus group participants that the

2 Executive Summary

police were left to resolve issues that were social rather than policing matters and that agencies and organisations that should be involved 'didn't want to get their hands dirty'. Relationships with schools were described as varied and while some were very receptive to police visits others were less so.

Lack of time

While 62% of respondents reported that communication in relation to children and young people within their team was very effective/effective, only 25% viewed communication between their team and senior management in relation to young people as very positive/positive. During the focus group sessions Neighbourhood officers were frustrated that they were frequently, and often at short notice, taken from their own duties to work on other things, and there was a perception that management didn't view their work with young people as a priority. Building relationships and gaining trust took a long time so it was frustrating that it was quickly broken when promises weren't followed through. In addition participants raised concerns that the school liaison role had been incorporated into Neighbourhood teams.

Response officers felt under pressure to deal with calls quickly so that they could move to the next one. They reported that, consequently, they didn't have the same time that their Neighbourhood colleagues had to foster good relations with young people.

Conclusion

While the focus groups identified a number of issues, participants were keen to highlight that the proportion of young people involved in crime was low and involved a small number of repeat offenders. Many participants felt that 'kids weren't born bad' and that background played a significant factor in their behaviour. A number of issues and suggested changes/comments were raised during the sessions which will be useful to consider. A number of recommendations have been made. These can be found on the following page.

2 Executive Summary

Recommendations

- 1) Officers should be encouraged to discuss issues in relation to children and young people within their team, across teams in the district and with senior management. Working with and the policing of young people should become part of their regular discussions about what is happening within the community they police.
- 2) PSNI should ensure that all officers are aware of their responsibility in relation to policing young people and that relevant training/guidance should be available.
- 3) PSNI should review the mechanisms in place to share relevant information in relation to children and young people across the organisation. Officers should also be required to have knowledge about the local youth groups and organisations.
- 4) It is recommended that PSNI continue to carry out school/youth club visits, and that consideration should be given as to how the visits could incorporate TSG and response officers.
- 5) Neighbourhood officers reported that they are frequently, and often at short notice, taken from their own duties to work on other things. PSNI should ensure that neighbourhood officers are not removed from their tasks in relation to neighbourhood policing, and that this should be seen as a priority in the district.
- 6) It is recommended that a series of focus groups with young people are conducted in areas where confidence in policing is low, to discuss the research and recommendations and provide feedback on how the recommendations could be implemented.
- 7) A formal recommendation regarding stop and search is not made, officers should, however, be reminded that the age of a young person stopped and searched should be recorded, and that all young persons subject to a stop and search should be provided with the stop and search information card.
- 8) PCSPs should be encouraged to develop an awareness campaign about the right of children and young people who are not involved in any criminal activity to congregate.
- 9) PSNI should continue to ensure that their Policing with the Community Strategy is delivered at a local level so that PSNI focuses its efforts to build community confidence in all areas.

3 Background, Context and Objectives

Background

The Youth Advisory Panel was established to assist the Policing Board [hereafter the Board] in achieving a better policing experience for young people by improving service delivery and increasing confidence.

The panel:-

- identifies and provides expertise about the needs and concerns of young people in respect of policing;
- makes recommendations to help inform and influence Board and police policies, strategies and plans; and
- assists in identifying young people to work with the Board and will facilitate engagement between the Board and the young people.

The experience of young people in their engagement with response policing has been identified as a concern through an analysis of a range of consultations and research throughout Northern Ireland (see Appendix 1). The Youth Advisory Panel therefore agreed that a sub group be established to undertake a project focussing on identifying what the issues are in relation to the engagement with young people. This research should be considered alongside the wide range of research available on policing and young people in Northern Ireland.

The purpose of the project is to:

- seek the views of officers in Tactical Support Unit [TSG] roles, Response roles and Neighbourhood (NPT) roles on how they engage with young people in the areas in which they police and to see if there is any contrast between the roles. NPT officers have a role which constitutes problem solving and community engagement relevant to/within a defined geographical area. Response officers are usually the primary responders to calls for service. TSG officers support local policing Districts with specialist support, usually in the form of search and/or public order policing skills. The project will be piloted in North Belfast. The reason for undertaking research in this area was because it was identified as having the lowest level of confidence in policing according to the Omnibus survey;

3 Background, Context and Objectives

- ensure the findings are linked into the Board's discussions with PSNI on the development of a new Operational Policing Model;
- ensure the findings are further developed into guidance or training material if necessary;
- develop specific, evidence based recommendations for PSNI to consider; and
- make suggestions on how this approach can be rolled-out across other policing areas.
- Share findings and best practice with other areas in A and B district.

Objectives

The aim of the current research was to address one strand of the project – i.e. to gather the views of officers within North Belfast regarding their engagement with young people.

The key objectives were:

- To undertake an online questionnaire and a series of focus groups to gather views;
- To produce a written report of the findings of this strand of the project.

This research should be considered against the context of the Policing Plan 2013/14 priority to improve the quality of engagement with, and service provided to children and young people, in particular males aged 16-24 and children in care.

4 Approach and Methodology

This section includes an overview of the methodology employed in conducting the following research strands:

- (1) Online survey issued to all PSNI officers in North Belfast
- (2) Focus Groups with a sample of PSNI officers

(1) Online Survey

A link to the online survey (see Appendix 2 for questions asked) was emailed by the PSNI to all Response (146), NPT (48) and TSG (131) officers in North Belfast on Wednesday 1 May. A reminder was issued on Friday 10 May and the fieldwork period continued until Wednesday 15 May.

A total of 109 responses (35 Response, 32 NPT and 42 TSG) were received by the closing date giving an overall response rate of 34%.

A breakdown of respondents by team, length of service, time in role, rank, gender and age is given in the tables below:

Team	Proportion of respondents
Neighbourhood	29%
Response	32%
TSG	39%

Rank	Proportion of respondents
Constable	83%
Sergeant	11%
Inspector/ Chief Inspector	6%

4 Approach and Methodology

Gender	Proportion of respondents
Male	89%
Female	11%

Age	Proportion of respondents
25-40	57%
41-60	43%

	Proportion of respondents	
	Length of service	Time in current role
Less than 1 year	0%	2%
1-4 years	12%	42%
5-10 years	40%	41%
10-20 years	26%	12%
20-30 years	21%	3%
More than 30 years	1%	0%

4 Approach and Methodology

(2) Focus Groups

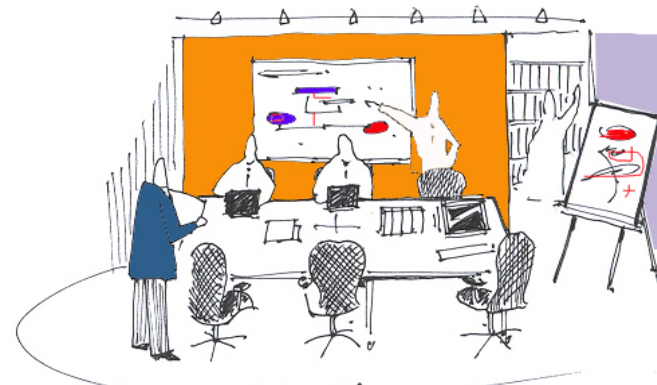
In total, 4 focus groups were held with participants during the period 30th May to 4th June 2013. These dates were just prior to the G8 summit and were selected to help ensure participant availability. The aim of this qualitative research was to explore participants' views on policing young people in North Belfast.

The target group of attendees for the discussion groups were PSNI Officers in North Belfast. Recruitment of focus group participants was undertaken by the PSNI. Attendance at the sessions was compulsory for those who were selected.

The aim was to gather a broad range of representative views. Focus groups are traditionally composed of between 8 and 10 people. This number of participants ensures a manageable discussion and allows everyone to have their say. The target was therefore to hold 4 groups with 8-10 participants. In total, 39 people participated in this study. Given the intention of engaging in a small scale study to explore views qualitatively, these numbers are reasonable. **The reader should however be reminded that the focus group findings represent the views of 39 officers from one area of Belfast and need therefore to be considered in perspective. In addition, some of the comments expressed represent individual views only, so again need to be considered in perspective.**

The breakdown of the attendees by type of role is shown in the table below.

Team	No. of participants
Neighbourhood	18
Response	9
TSG	12
Total	39



4 Approach and Methodology

Research Aims and Methodology Continued

A discussion guide was developed and agreed with the Policing Board to investigate the views of the participants on policing young people.

Participative exercises were used to stimulate discussion amongst the group and gather as much information as possible. The format for the focus groups is outlined on the right and the full schedule can be found in Appendix 3.

On arrival participants were each asked to select a culture card that reflected their feelings about policing young people. They were then asked to introduce themselves and to say why they had selected their card. This exercise was used as an ice breaker and acted as a trigger to aid discussion.

The main session then opened with a general group discussion regarding the nature of interactions that participants had with young people. This included the amount of time spent with them and the issues dealt with.

The next exercise involved small group work (2-3 people) to identify the three main aspects that hindered and the three main aspects that facilitated participants when policing young people.

Participants were then shown three charts with some of the survey results regarding communication. They were asked for their views on these findings and whether they were as expected.

Finally participants were invited to express ideas for change to the way young people are policed.

Each session lasted approximately 90 minutes. This allowed time to explore the issues in depth without participants becoming less focused or disengaged.

Two NISRA researchers attended each session – one to facilitate the group, and one to act as a scribe. Following each of the groups, the scribe completed a write up of the notes, complete with quotes. The scribe and the facilitator from each focus group discussed the transcripts to ensure that they fully captured the discussions.

The following pages present the key findings from the discussions.

Focus Group Outline

Introduction

Outline of the discussion

Series of discussion themes/ interactive exercises:

- A. Culture Card Exercise
- B. Interactions with Young People
- C. Aspects Facilitating/ Hindering Policing with Young People
- D. Communication
- E. Suggested Changes & Any Other Comments

5 Survey Findings

The following pages set out the initial findings from the policing survey (Neighbourhood = NH, Response = R and Tactical Support Group = TSG).

Experience outside PSNI

Just under half of all respondents (45%; NH 31%, R 46%, TSG 55%), had experience in working with children and young people outside their employment with the PSNI.

Communication

59% (NH = 100%, R = 40%, TSG = 43%) of respondents were encouraged to discuss issues in relation to children and young people within their team.

Three out of five respondents (62%; NH = 97%, R = 51%, TSG = 45%) stated that communication in relation to children and young people within their team was very effective/effective (34% neutral and 4% very ineffective/ineffective).

Just over half of respondents (51%; NH = 88%, R = 37%, TSG = 36%) stated that they were encouraged to discuss issues in relation to children and young people across teams in their area.

Approximately one out of two respondents (45%; NH = 69%, R = 37%, TSG = 33%) stated that communication in relation to children and young people across teams in their area was very effective/effective (47% neutral and 8% very ineffective/ineffective).

Around four out of five respondents (83%; NH = 88%, R = 83%, TSG = 81%) described their current communication with young people as very good/good (14% neutral, 3% very poor/poor).

The most common groups in the community which respondents communicated with were parents (88%), residents (79%) and community workers (73%) (NB respondents were advised to tick all that apply).

Almost three out of five respondents (57%; NH = 94%, R = 51%, TSG = 33%) thought that communication between their team and the local community was very positive/positive (36% neutral and 7% very negative/negative).

5 Survey Findings

Communication (continued)

One out of four respondents (25%; NH = 44%, R = 14%, TSG = 19%) thought that communication between their team and senior management in relation to young people was very positive/positive (56% neutral and 19% (NH = 6%, R = 26%, TSG = 21%) very negative/negative).

Views/perception/treatment of young people (See Figure 1)

Around seven out of ten respondents (69%, NH = 78%, R = 66%, TSG = 64%) thought Senior Management viewed children and young people differently to adults.

Just over three out of five respondents (63%, NH = 81%, R = 60%, TSG = 52%) thought that each unit, Response, Neighbourhood and TSG, perceived young people differently.

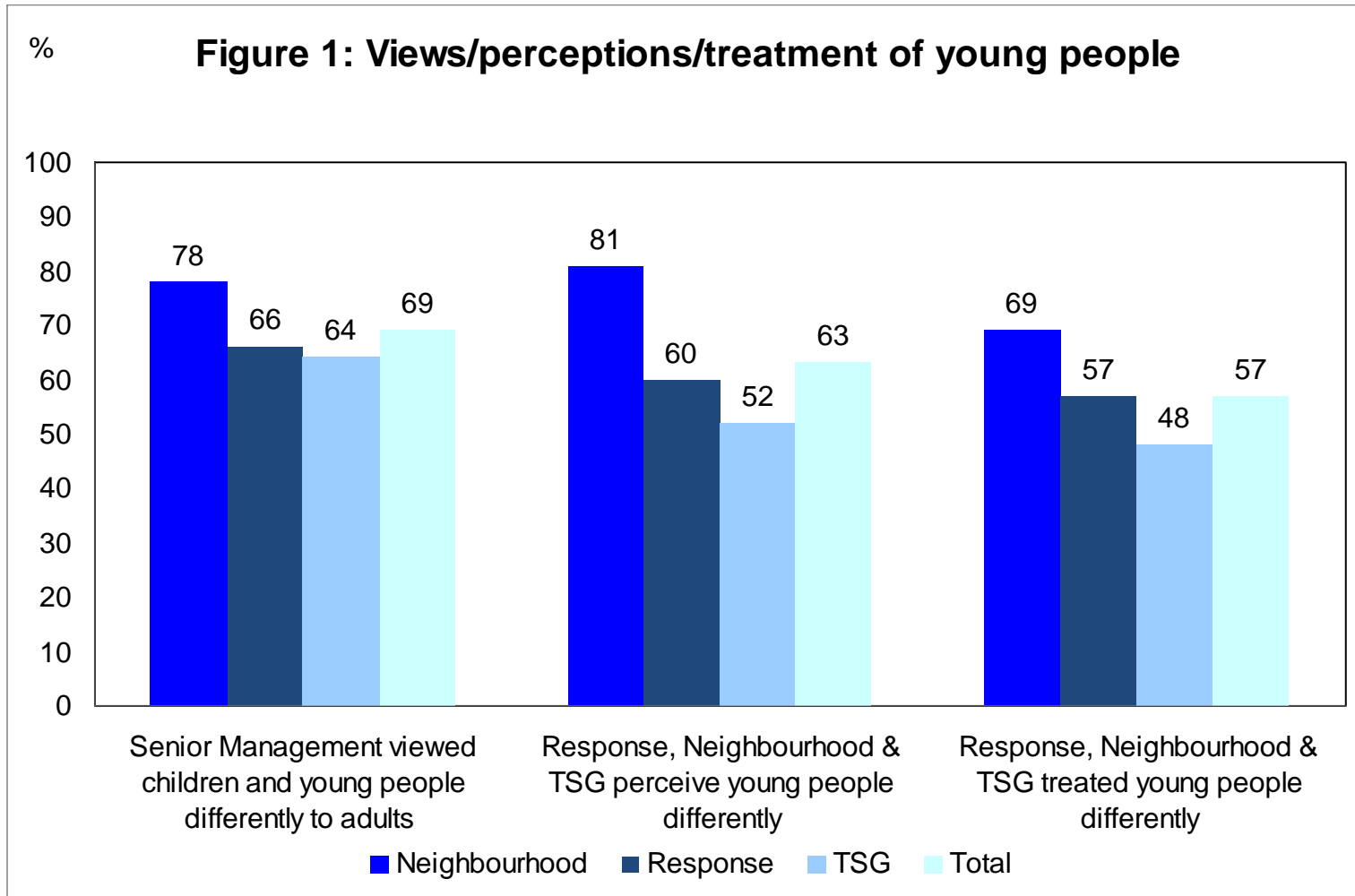
Just under three out of five respondents (57%, NH = 69%, R = 57%, TSG = 48%) thought that each unit, Response, Neighbourhood and TSG, treated young people differently.

Internal/external support

Just over three out of five respondents (62%, NH = 66%, R = 71%, TSG = 52%) thought that there was internal support if they needed to seek advice about working with young people (31% didn't know, 6% replied no).

Just over half of respondents (53%, NH = 66%, R = 57%, TSG = 40%) thought that there was external support if they needed to seek advice about working with young people (41% didn't know, 6% replied no).

5 Survey Findings



5 Survey Findings

Help from other organisations, agencies and charities

Three out of five respondents (60%; NH = 72%, R = 60%, TSG = 50%) thought that the PSNI was effective at seeking out the help of other organisations, agencies and charities when working with young people. (36% didn't know: NH = 25%, R = 31% and TSG = 48% and 5% replied no).

Approximately four out of five respondents (78%; NH = 94%, R = 77%, TSG = 67%) would like to learn more about the youth groups operating in their policing area.

Over four out of five respondents (84%; NH = 94%, R = 94%, TSG = 69%) would like to learn more about youth organisations that could help them in policing young people.

Interaction with young people

The most common ways that respondents interacted with young people were through attending incidents (90%; NH = 91%, R = 97%, TSG = 83%), routine patrols (90%; NH = 94%, R = 91%, TSG = 86%) and using police powers (81%; NH = 72%, R = 91%, TSG = 79%).

Respondents were asked how they felt about the young people they meet when carrying out work with the following groups – the overall responses are provided in the table below and the responses from each team are provided on the next page: -

	Very Positive/Positive	Neutral	Negative/Very Negative	Total
Victims/Victims' Relatives	71% (77)	28% (31)	1% (1)	109
Offenders	17% (19)	43% (47)	39% (43)	109
Witnesses	53% (58)	43% (47)	4% (4)	109
Other members of the public	62% (68)	35% (38)	3% (3)	109

5 Survey Findings

Neighbourhood	Very Positive/Positive	Neutral	Negative/Very Negative	Total
Victims/Victims' Relatives	81% (26)	19% (6)	0% (0)	32
Offenders	16% (5)	53% (17)	31% (10)	32
Witnesses	66% (21)	28% (9)	6% (2)	32
Other members of the public	81% (26)	19% (6)	0% (0)	32

Response	Very Positive/Positive	Neutral	Negative/Very Negative	Total
Victims/Victims' Relatives	77% (27)	20% (7)	3% (1)	35
Offenders	20% (7)	31% (11)	49% (17)	35
Witnesses	43% (15)	51% (18)	6% (2)	35
Other members of the public	54% (19)	37% (13)	9% (3)	35

TSG	Very Positive/Positive	Neutral	Negative/Very Negative	Total
Victims/Victims' Relatives	57% (24)	43% (18)	0% (0)	42
Offenders	17% (7)	45% (19)	38% (16)	42
Witnesses	52% (22)	48% (20)	0% (0)	42
Other members of the public	55% (23)	45% (19)	0% (0)	42

5 Survey Findings

Issues affecting young people

Respondents reported that the most common issues affecting young people in their local policing area were alcohol (91%; NH = 88%, R = 89%, TSG = 95%), drugs (78%; NH = 75%, R = 91%, TSG = 69%) and parental control/family support (65%; NH = 56%, R = 69%, TSG = 69%).

Witnesses

One in ten respondents (10%; NH = 16%, R = 11%, TSG = 5%) thought that young people in their area made reliable witnesses, 18% unreliable (NH = 21%, R = 20%, TSG = 14%), 40% about the same as adults (NH = 25%, R = 43%, TSG = 50%), 31% reliable witnesses as long as certain measures are in place (NH = 38%, R = 26%, TSG = 31%).

Incivility (See Figure 2)

The PONI have 6 sub categories of incivility - incivility at a domestic residence, incivility at a police station, incivility on the telephone, incivility to a person under 18, incivility when stopped for a traffic offence and other incivility. Some examples of what might be regarded as incivility are personal or inappropriate comments, name calling, swearing, attitude and tone or demonstrating lack of interest.

All respondents had experienced incivility from young people in their policing area.

- Over half of the respondents (55%; NH = 25%, R = 77%, TSG = 60%) reported that this happened each shift.
- Over a quarter of the respondents (27%; NH = 47%, R = 17%, TSG = 19%) reported that this happened once a week.
- Eight per cent (NH = 9%, R = 3%, TSG = 12%) experienced incivility once a fortnight,
- 6% (NH = 6%, R = 3%, TSG = 7%) once a month and
- 5% (NH = 13%, R = 0%, TSG = 2%) less than once a month.

5 Survey Findings

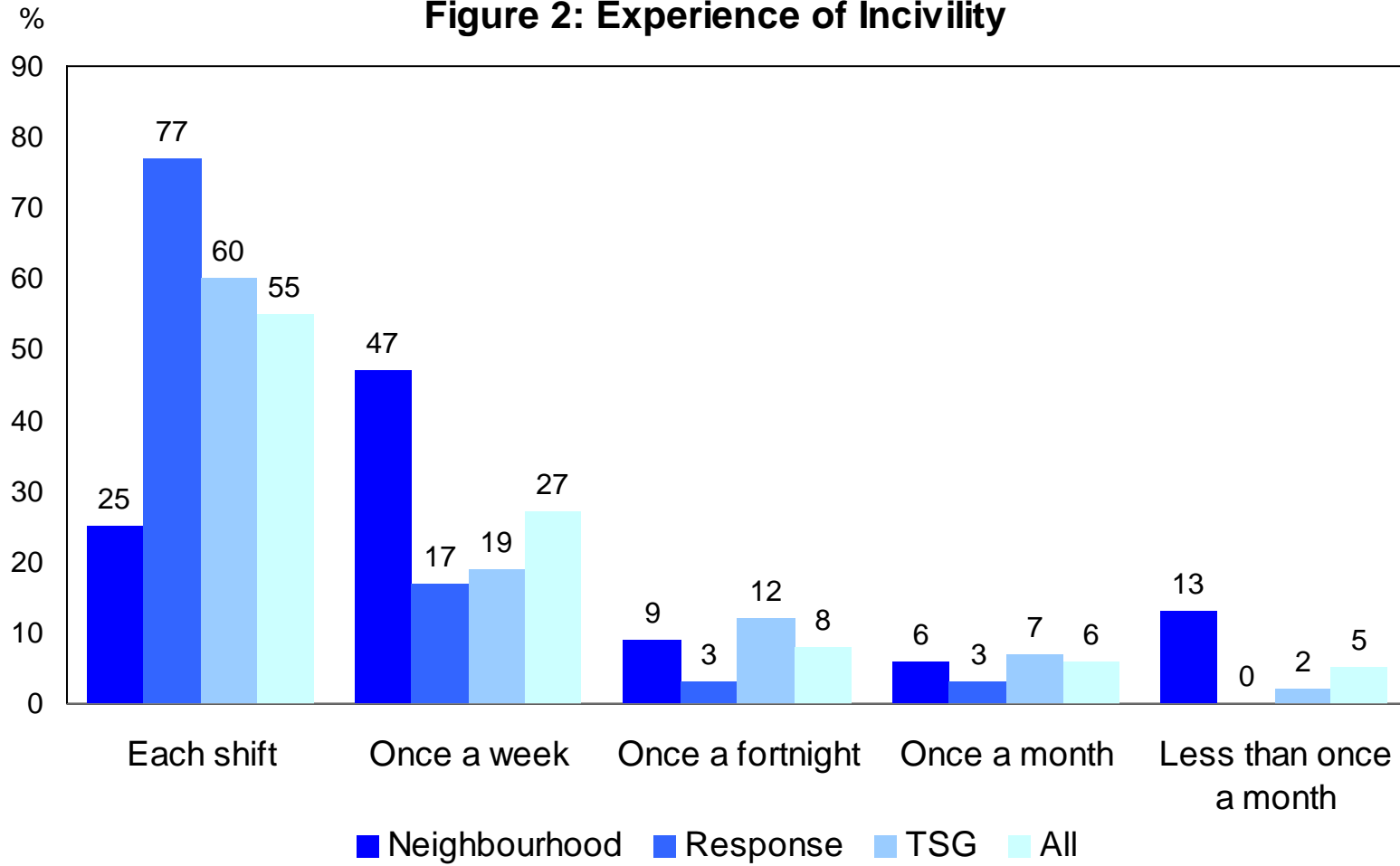
- Two out of three respondents (67%; NH = 56%, R = 80%, TSG = 64%) reported that they reprimanded the individuals verbally in response, 56% (NH = 44%, R = 63%, TSG = 60%) used police powers, 50% (NH = 63%, R = 54%, TSG = 38%) ignored it, 9% (NH = 9%, R = 9%, TSG = 10%) responded in kind.

Stop and search powers

Over four out of five respondents (83%: NH = 75%, R = 94%, TSG = 81%) had used stop and search powers with young people in their area.

5 Survey Findings

Figure 2: Experience of Incivility



5 Survey Findings

Human rights

Seven out of ten respondents (72%; NH = 72%, R = 63%, TSG = 81%) considered that “everyone” was most directly responsible for ensuring young peoples’ human rights were protected (12% police, 6% parents, 5% social services, 5% politicians).

Seven out of ten respondents (72%; NH = 78%, R = 71%, TSG = 69%) thought that young people had the same human rights as adults (27%; NH = 19%, R = 29%, TSG = 31% said more and 1% thought fewer).

Diversionsary powers

Two thirds of respondents (66%; NH = 78%, R = 60%, TSG = 62%) thought that they were either more likely or much more likely to use diversionary powers with young people when compared with adults. 29% (NH = 19%, R = 31%, TSG = 36%) are no more or less likely, and 4% (NH = 3%, R = 6%, TSG = 2%) less likely or much less likely.

Confidence in Policing

Three out of five respondents (59%; NH = 78%, R = 63%, TSG = 40%) thought that young people in their area had some, a lot, or total confidence in the police.

Approach to policing with young people

Over half the respondents (55%; NH = 59%, R = 54%, TSG = 52%) reported that they had a different approach when dealing with young people as opposed to adults.

Dealing with young males and females

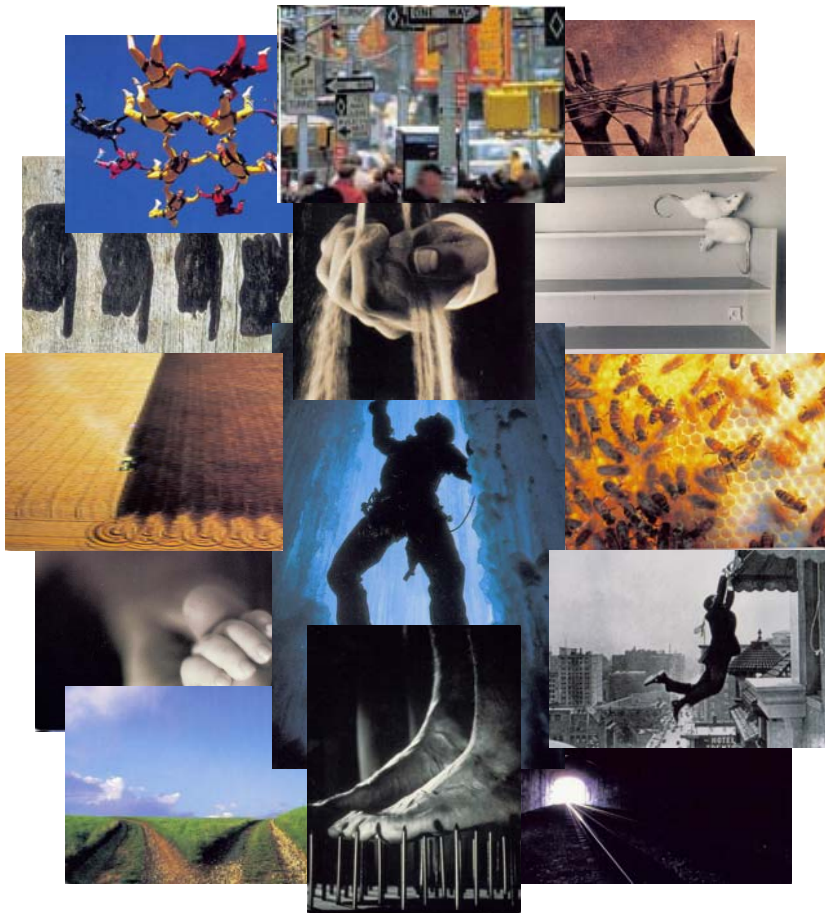
Four out of five respondents (80%; NH = 84%, R = 80%, TSG = 76%) reported that they did not have a different approach when dealing with young males as opposed to young females.

Involvement in criminal behaviour

Two out of five respondents (42%; NH = 44%, R = 34%, TSG = 48%) thought that between 5 and 24% of young people in their area were involved in criminal behaviour.

6 Focus Group Findings: Culture Card Exercise

As a trigger for discussion, participants were asked to choose images that reflected their feelings about policing young people. An overview of the images selected and comments made are shown below and opposite. Note that the views expressed are those of individuals and therefore may not be fully representative.



"Nine out of ten young people are fine but a few slip through the net. They want to do their own thing. Most don't want any dealings with the police."

"Two paths going in opposite directions. You may as well talk to the wall."

"It's a picture of Times Square in New York. It's like that, it's chaotic."

"It's a complete struggle. 120 kids gathering, socialising. How do we deal with it? No crime is being committed, we're not solving the problem."

"It's the same kids in trouble all the time."

"It's like cat and mouse. They think it's a bit of fun, us chasing them all night."

"Represents how we are supposed to deal with the kids - hand holding, tree hugging approach. I would blame more on their home life. There is a lack of discipline and respect. Law not hard enough on them - some young offenders will have been to 20 to 30 youth conferences. There's no respect for the judicial system - they milk it."

"Kids are untouchable. Menial punishments are useless."

"Young people are misguided and don't have guidance from their parents. Part of the police role is to provide them with guidance."

"Policing is on the edge all the time. Deciding whether to deal with something harshly or take a softly, softly approach."

6 Focus Group Findings: Interactions with Young People

Participants were asked for their views on a number of aspects relating to their interactions with young people. The areas explored in the focus group were:

- The time spent policing young people;
- In what context the interactions occur; and
- The main policing issues dealt with.

The key points/ themes emerging from the discussions are summarised below.



Time Spent with Young People

The amount of time and the type of interactions that officers had with young people were dependent on the team in which they were based. TSG participants reported dealing mainly with adults and consequently contact with young people was minimal. When it did occur it tended to be with children curious about officers guarding properties that were being searched. In contrast participants from Neighbourhood and Response reported that they spent a greater amount of time policing and interacting with young people than their TSG colleagues. Participants from Response however, felt that calls were 'stacking up behind' them; once they had dealt with one issue they had to move quickly to their next call. This meant that they didn't have time to build up relationships with young people to the same extent as Neighbourhood colleagues who were in frequent contact during routine patrols and visits to youth clubs and schools. These visits were seen by participants as a way to break down barriers, enabling the young people to see the officer as a person.

Types of Interactions

While officers from Neighbourhood and Response units reported that they dealt with a range of issues including underage drinking, drugs, interface fights, criminal damage, and anti-social behaviour, participants said that a large amount of their time, particularly during weekend evenings, involved dispersing large groups

"From 7pm to 2am the majority of our time is spent dealing with kids. Most of them are usually one hundred percent. We displace big groups into smaller groups as people don't want them congregating outside their houses. It's due to the numbers rather than what they are actually doing."

"Kids aren't born bad. It's from the environment. They're left to fend for themselves."

"Helps to build relationships, in youth clubs, more informal setting, viewed as a normal person rather than police."

"Can't currently force people to move on. They are within their rights to stand there."

"It's like looking after 200 kids for 3 hours."

6 Focus Group Findings: Interactions with Young People

(100-300) of youths. The time involved was estimated to be as high as 100% for some Neighbourhood officers during the weekend late shift. While there was recognition that large groups were noisy, irritating and potentially intimidating to the public, the general consensus was that the majority of the young people involved weren't 'bad kids' and were socialising rather than committing any crimes. Indeed there was a perceived lack of tolerance on the part of some members of the public and examples were given of calls to very minor incidents involving small groups of children playing football or riding bikes. While some officers moved the young people on, the lack of dispersal powers in Northern Ireland meant that there was little that could be done (see Page 29). In addition, it was reported that there might only be two officers dealing with the groups and to help maintain their own safety they 'had to humour them'. Social media was reported to exacerbate the issue as it provided a means of organising and co-ordinating the gatherings.

Children who went missing from care homes also took up a considerable amount of time for some officers. While they generally returned after a relatively short period of time they were categorised as a vulnerable child while missing so "whole crews could be off the road for hours".

Involvement in Crime

Participants found it difficult to estimate the proportion of young people involved in crime but they thought it was low and involved a small number of repeat offenders. Officers reported that while breach of the peace and stop and search powers were available they were rarely used on youths and when they were it generally involved confiscating alcohol or suspected drug offences.

"There are different orders in relation to kids."

"Minimal, mostly repeat offenders - children institutionalised into crime become persistent offenders."

"You see the same faces over and over – there are not many kids involved."

"The majority of the groups are male dominated, females are normally in the background."

"Approach is always the same but the response can vary. Females are mouthier but more young males are arrested."

"Due to their backgrounds a lot of the kids are older than their years."

6 Focus Group Findings: Interactions with Young People

Gender Differences

Officers reported that the majority of groups of youths that they dealt with tended to be male dominated with females remaining in the background. While the approach taken by officers was reported to be the same regardless of gender, there was a perception that more males than females were arrested.

Mental Health

Views varied on the number of young people with mental health issues that participants came in to contact with - some said very few, others said many and others felt that they weren't qualified to say. Participants at one group said that some young people 'know how to play the game in custody block' by saying they have a mental health problem so that they spend less time in a cell. Concerns were raised by participants in the same group about the emergence of cases involving crystal meth and also the practice of setting fire to rubbish bins to obtain a high from the fumes.

Human Rights

Human rights were described by participants as 'governing everything that we do' and there was an awareness that there were different orders in relation to young people. It was reported that there was a requirement for the presence of an adult such as a parent or guardian when a juvenile was being arrested whereas in the past officers had been able to arrest a youth, take them home and then 'de-arrest' them.



6 Focus Group Findings: Interactions with Young People

Participants were asked whether they had received any training in relation to policing young people and if there was any support available to them if they needed to seek advice about working with them.

Training

The majority of participants said that they had received no specific training in relation to policing young people, apart from legislative courses. Aside from this, CASE training provided to the School Liaison Officers and an IFA sports course were the only other types mentioned during the four focus group sessions.

The majority of participants questioned the need for training specific to young people and felt that common sense enabled officers to deal with the situations they faced. Children were described as “individuals” and it was felt that the issues that officers were faced with often fell into the category of social rather than police matters and related to the young person’s background.

Officers who were parents themselves saw this as an advantage and reported that it gave them a better understanding and made them more tolerant and generous with their time.

Support

Participants reported that they were unaware of any fixed channel for support if they required advice regarding working with young people. Several participants from Response said that they spoke to their Neighbourhood colleagues who have strong links with the communities.

Response officers attending one of the joint Response/Neighbourhood sessions were unaware that there was a designated Schools Liaison Officer within the Neighbourhood teams. Participants felt that it would be useful to make new recruits aware of this role so that they could speak to these individuals if support was required.

“What skills can you have?”

“Sport helps you get on with the kids.”

“All kids are individuals. There’s no panacea for all things.”

“Having your own children gives you a better understanding. Wouldn’t have given as much time to young people previously. I’m now more tolerant and patient.”

“We go to Neighbourhood because they have the link with the community”.



6 Focus Group Findings: Aspects Facilitating Your Role

Participants were asked to work in small groups and to list on separate post it notes the **three main factors that facilitate** them in policing young people. The researchers collected the post it notes and arranged them on a flip chart in themes. This provided the basis for a discussion to explore the aspects identified. The key points emerging (in no particular order) are outlined below and on the following pages. It is of note that several participants found this exercise difficult and were unable to identify any factors. In addition, there were no aspects which stood out as being the most common views and so it was not possible to identify a 'top three'. The policing unit that mentioned each point has been included in brackets beside the point. Some of the comments represent individual views only, so need to be considered in perspective.

Schools (Neighbourhood)

School liaison officers within Neighbourhood teams are trained specifically to go into schools. As well as delivering Citizenship lessons, officers have the opportunity to interact with young people, breaking down barriers and allowing them to see officers as people. As well as helping to promote good relations with the children, it also provides officers with relevant policing information, such as events organised through social media, that have the potential to turn into a policing issue.

While some schools welcome police visits, participants reported that not all schools were currently receptive.

Funding (Neighbourhood)

The provision of funding for visits to youth clubs etc was viewed positively as it helped to build relationships in a more informal setting. This enabled officers to foster good relations with the young people through organised events such as pizza evenings, trips etc. Some officers however felt that funding was inadequate and there was a danger that credibility could be lost if resources, such as DVDs, used during school visits weren't regularly updated.

"If you know the area it helps when you go into schools."

"In school they see you more as a person, this helps to break down barriers."

"We have difficulty getting into some schools - it's not the right time yet."

"The kids are always asking about specific officers."

6 Focus Group Findings: Aspects Facilitating Your Role

Locate GPS Software (Neighbourhood)

The Locate GPS system records where officers have been and provides a good source of evidence to show that they are dealing with the large groups of youths.

Local Knowledge (Neighbourhood)

Participants thought that young people become familiar with the officers who go into the schools. This then helps the police when patrolling residential areas.

Weekend Only Lasts Three Days (Response)

At one session participants reported that the majority of their time was spent dispersing large groups on weekend evenings so they were relieved when the weekend was over and they were able to get on with other duties.

Curiosity (TSG)

Young people are used to seeing Neighbourhood officers but TSG come en masse and are dressed differently. This gives TSG officers a chance to interact with children who are naturally curious about the officers or equipment, answer their questions and hopefully start to instil a positive view of the police.

Dispel Stereotypes (TSG)

TSG officers have the opportunity to dispel stereotypes and change the mindset of children and young people that they come into contact with when they are guarding properties during searches.

“Sometimes a young person has just made wrong decisions at the wrong time. Sometimes you can have a true impact.”

“If you are able to talk to some of the kids in the area, you are not getting bricked, and hopefully you won’t get bricked on your way out of the area.”

“By engaging with the young people you may be able to dispel stereotypes.”

6 Focus Group Findings: Aspects Facilitating Your Role

Relationship with Own Children (TSG)

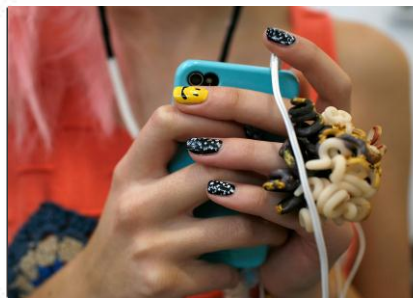
Participants felt that having their own children provided them with experience in how to interact with and speak to young people.

Protection (TSG)

It was reported that the threat of 'getting bricked' could be reduced by fostering good relationships with the young people in some areas.

Youth Diversion Conferences (TSG)

Youth Diversion Conferences organised by the Youth Justice Agency were referred to by one participant in relation to their previous non TSG role. They felt that young people sometimes make poor decisions and the conferences provided officers with an opportunity to change a young person's way of thinking or the paths they were taking, enabling the officer to have a true impact.



6 Focus Group Findings: Aspects Hindering Your Role

Participants were again asked to work in small groups and repeat the exercise, this time listing the **three main factors that had hindered** them in policing young people. The key points to emerge from these discussions are outlined below and on the following pages. The policing unit that mentioned each point has been included in brackets beside the point.

The three main areas identified (in no particular order) were as follows:

- 1) Lack of powers
- 2) Upbringing/ Lack of respect
- 3) Lack of time

These areas are described in more detail in the following sections.

1) Powers (Neighbourhood, Response, TSG)

The lack of appropriate powers of which 'streetwise' youths are well aware was reported to be one of the main factors hindering officers in policing young people. In addition it was reported that the age of responsibility at 10 meant that younger children knew that 'they can get away with anything and nothing will happen them'.

The lack of powers was particularly frustrating in relation to the dispersal of large groups of congregating youths (see page 8). Participants recognised however that while they could be intimidating to the public, the majority of the young people involved weren't committing any crime and consequently officers could do little as 'their hands were tied'.

While two participants at one session spoke of referring young people to a Youth Diversion Officer before criminalising them a number of other participants felt that the criminal justice system needed to 'come down harder' and 'stop treating them with kid gloves'. Some officers questioned whether multiple youth conferences for repeat offenders was the answer and there was a perception that they were often rewarded (e.g. taken on schemes) for doing wrong.

"We don't have the powers to move the kids. We see it as a community problem, the public see it as a policing issue."

"There's no need for additional powers, people simply don't want big groups of kids gathering."

"There aren't enough powers. Youths know their rights."

"We have no dispersal powers, which means that youths congregate. We can't currently force people to move on. They are within their rights to stand there. Some people might prefer it if young people were not allowed to go out."

"We don't have the legislation to remove masks, legislation prohibits our actions."

6 Focus Group Findings: Aspects Hindering Your Role

2) Upbringing/ Lack of respect (Neighbourhood, Response, TSG)

Participants reported that some young people lacked respect as a result of the environment in which they were brought up. They came from families where unemployment and truancy were accepted as the normal way of life and consequently aspirations were lacking. In the majority of cases officers were met with hostility, abuse or indifference when they brought young people home. Parents often questioned “Why did you bring him home, is that all he’s done?” or became angry when alcohol was confiscated from their underage child. There was also a perception that some parents were glad that their children were out of the house regardless of what they might be doing and some participants said they often wondered ‘what hope does that kid have?’.

Participants at one session also reported a poor attitude from some ‘middle class’ parents which they considered was related to snobbery. Officers were told that ‘you should be dealing with the bad people, not my child’.

In addition participants were in contact with young people who had grown up in households with anti-police attitudes and consequently they had no respect for the PSNI. Officers faced regular abuse that ranged from verbal name calling to physical attacks with bricks etc being thrown. Some of the terminologies used were reported to be associated with previous policing in Northern Ireland and participants thought that it was coming from the parents. Some officers said that they faced incivility of some kind on every shift while others said it was sporadic. Participants in one group reported an increase during better weather and throughout June to mid July. Officers felt that the young people knew how to ‘push’ them and were aware that there was nothing that officers could do in response.

“Bad parenting comes down to the culture of their own area.”

“If parents have issues with the police so will the kids.”

“Impossible to solve the problem of fourteen years of neglect in ten minutes.”

“Young people have grown up with an anti-police attitude.”

“Parents don’t see them as doing anything wrong.”

“Parents don’t let the past drop. Changes were made to policing in 2001 and continue to be made. Police were pushed to make changes, however there is not much change in the public.”

“They know that they can be cheeky to you, there’s nothing you can do.”

6 Focus Group Findings: Aspects Hindering Your Role

3) Lack of time (Neighbourhood, Response)

Neighbourhood officers were frustrated that they were frequently, and often at short notice, taken from their own duties to work on other things. They felt that 'everything comes down to funding and resources' and there was a perception that management didn't see their work with young people as a priority. Building relationships and gaining trust took a long time so it was frustrating that it was quickly broken when promises weren't followed through and 'people were let down'. In addition participants reported that school liaison officers were now part of the Neighbourhood team whereas in the past there had been stand alone designated officers dedicated specifically to the school liaison role.

Response officers reported that they didn't have the same time to deal with young people that their Neighbourhood colleagues had. They felt under pressure to deal with calls quickly and move to the next one.

Other issues raised (in no particular order) included:

Social media (Neighbourhood, Response, TSG)

The influence of social media in relation to organising large gatherings and fights was reported to be a considerable problem for police.

Peer Pressure/ Badge of Honour (Neighbourhood, Response, TSG)

There was a perception that the number of ASBOs, cars stolen etc was seen as a badge of honour among some youths who then became role models for their peers.

"We are pulled away for other duties - management don't see the school work as a priority."

"We persuaded a group of young guys with issues to come to the station to play football. It took a long time to convince them and then we had to cancel at the last minute to go and do a search."

"Trust breaks down, takes a long time to build up, you have to start again."

"It's always the same Smart Alecs in the group."

"Courts don't want to criminalise kids, they have to go through diversionary powers and end up in a youth conference. Kids know how to use the system - there's no true remorse shown for the crime."

6 Focus Group Findings: Aspects Hindering Your Role

Reputation (TSG)

TSG participants felt that when they were 'on the scene', the community knew that it was not for a good reason. In addition there was a preconceived reputation which related back to more troubled times.

Transient role (TSG)

TSG officers felt that the transient nature of their roles meant that they don't get to know or follow up with the community. There was also a perception by some officers that their Neighbourhood colleagues wanted them 'out of the way' because the nature of their role 'raised hackles' within communities.

Solicitors' leaflet drops (TSG)

There was a perception that the content of solicitors' leaflets encouraged confrontation between young people and the police and caused children to challenge everything.

ASBOs (TSG)

It was reported that the maximum penalty of 5 years for breaking an ASBO was not being enforced by the courts and it was frustrating that a judge may deem someone unsuitable for custody but they then commit further offences.

"When TSG are on the scene, the community knows that they are not there for a good reason. The nature of our role means hackles are raised."

"(Solicitors leaflets say) they can't do this, can't do that. This doesn't help build constructive relationships with the police. It means kids challenge you on everything."

*"F*****, black *****, SSRUC, stuff thrown at you. When I was young if a policeman ever came to the door there was respect."*

"It's not the police's job to teach manners."

6 Focus Group Findings: Communication

Focus group participants were given three handouts with bar charts showing some key findings from the **communication section** of the survey. The discussion focused on their views on these findings. The key points/themes emerging from the discussions are summarised below.

Internal Communication

Participants were asked why they thought Neighbourhood officers were more positive in their survey responses than their colleagues regarding:

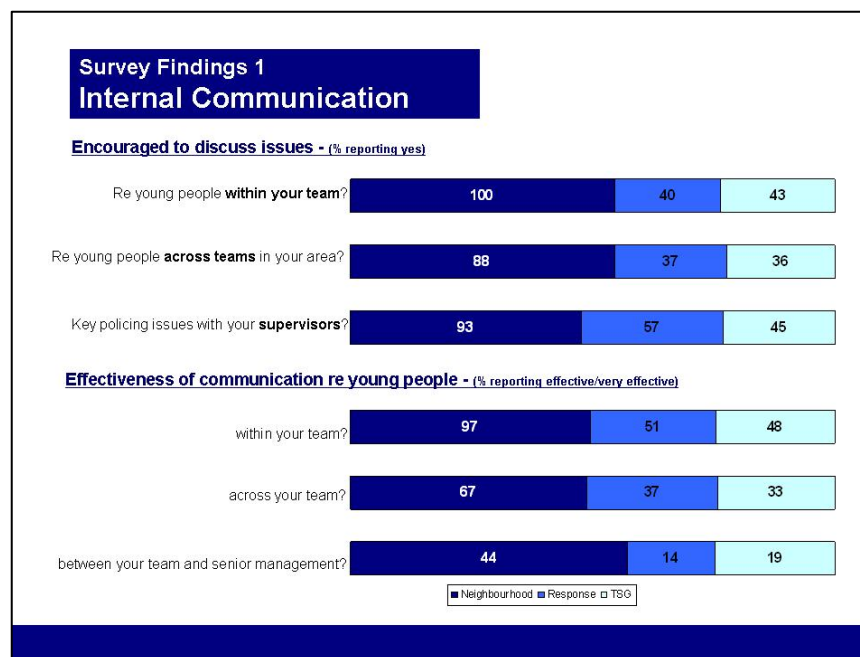
- being encouraged to discuss issues about young people within and across teams;
- being encouraged to discuss key policing issues with their supervisors;
- the effectiveness of communication regarding young people within and across teams and with senior management.

In addition, they were asked why they thought high proportions of respondents in the TSG and Response units selected the 'neutral' option in response to these survey questions.

Participants felt that survey findings relating to internal communication were as expected given the differing roles of Neighbourhood, Response and TSG officers. The paragraphs below and on the following page provide an overview of the main points arising from the discussions.

Neighbourhood

Neighbourhood officers had more regular contact with young people than their TSG and Response colleagues through general policing, routine patrols and visits to schools and youth clubs. Participants felt that this enabled officers to build and establish relationships with young people in



6 Focus Group Findings: Communication

their area and consequently accounted for the greater likelihood that issues concerning young people would be discussed within and across Neighbourhood teams.

The survey response provided by Neighbourhood officers to the statement regarding 'effectiveness of communication between your team and senior management' was viewed as unsurprising given that participants perceived that management did not view work with young people as a priority. As discussed previously (see page 31), there were frustrations within Neighbourhood officers that they were frequently and often at short notice taken away from organised activities with young people.

Response

While Response officers were in contact with young people, the more reactive nature of their role meant that they didn't have time to build relationships to the same extent as Neighbourhood colleagues. Consequently participants agreed that communication regarding young people would be less likely to occur within and across Response teams.

Several Response participants felt that Neighbourhood officers had time that they didn't have and there was a perception that 'Neighbourhood wanted to be seen as the good guys' within the community.

TSG

The transient nature of the TSG role meant that these officers had minimal contact with young people and consequently participants felt that the survey ratings for these staff were as expected.

"Difference is because Neighbourhood have more time to deal with the broader issue."

"Calls are stacking up behind you, you need to get things done quickly." (Response)

"TSG focus on the task so they will only come in to contact with young people if it involves them."



6 Focus Group Findings: Communication

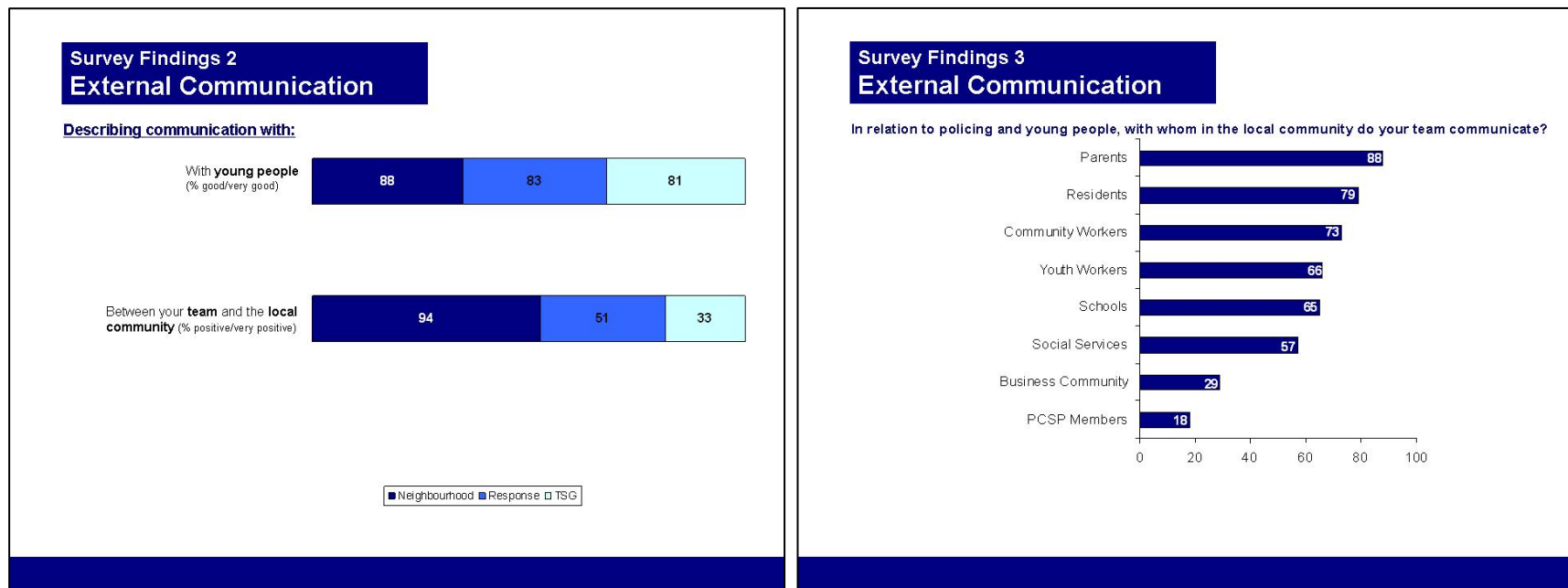
External Communication

Participants were asked to discuss the survey findings which asked respondents to describe their communication:

- with young people;
- between their team and the local community (Survey Findings 2).

In addition, they were provided with a chart which identified the members of the local community that the PSNI communicated with and were asked to discuss (Survey Findings 3).

A breakdown of the discussions can be found on the following pages.



6 Focus Group Findings: Communication

Communication with Young People

While participants felt that they had no way to specifically measure young peoples' confidence in the police, participants provided examples throughout the sessions of ways in which they fostered good relations with them.

Neighbourhood officers used sporting activities as a means to engage. In addition they visited youth clubs where as well as speaking to the young people they organised events including pizza evenings and trips.

While **TSG** officers reported that their contact with young people and interactions with the community were minimal, they spoke of a desire to dispel stereotypes regarding their role and were keen to engage and interact with youths whenever they got the chance. This may in part explain why a high proportion of TSG respondents described their communication with young people as good or very good even though their contact was likely to be minimal.

Communication with Other Relevant Individuals

Participants spoke about their interactions with a range of relevant individuals during the four focus group sessions. In particular there was extensive discussion about the role of parents. This has been detailed earlier in the report and can be found on page 30.

Feelings regarding a perceived lack of acceptance of responsibilities by other organisations were strong and participants across the groups felt that they were left on their own to resolve issues that were social rather than policing matters. Participants also felt that agencies and organisations that should be involved 'didn't want to get their hands dirty'. Officers felt that the police were very much a 'stop gap' and agencies needed to live up to their 'end of the bargain'. Issues of concern included the retraction

"Most kids are fine and listen to what you have to say".

"TSG would have no real contact with the local community".

"Neighbourhood are on foot patrol, they have more social interactions with the young people."

"They avoid using their powers, just get the police to do it, this creates an atmosphere of them and us."

"Police are being diverted from criminal matters into social ones, we have become social workers."

6 Focus Group Findings: Communication

Communication with Other Relevant Individuals continued

of statements by staff involved in incidents carried out by residents from children's homes and a lack of enforcement in 'hard to reach communities' in relation to truancy. Relationships with schools varied with some very receptive to police visits and others less so.

Discussion regarding residents occurred during one session and was relatively short with one participant of the opinion that "residents identify the problem but don't help to solve it".

Opinions regarding community workers was dependent on the policing team. While Neighbourhood and TSG officers felt that community workers helped them and relationships were relatively positive, Response officers reported a reluctance by representatives to speak directly to them. There was a perception that by having a direct line to the Duty Inspector they wanted 'to get to the main man straight away and become your boss by proxy'.

"All agencies have responsibilities and powers to control kids but they don't want to use them."

"Schools can provide information about events organised on social media, but we only get that information when a good relationship is there".



6 Focus Group Findings: Suggested Changes and Other Comments

Participants were asked what they would change (if anything) about policing young people. All of the suggestions made are listed below (in no particular order). The comments outlined represent individual views only, so need to be considered in perspective.

- “If prosecution age was 16 rather than 18 it may be more of a deterrent.”
- “Bosses need to recognise the value of having more interactions with the kids.”
- “We need some control over Facebook to get a quicker heads up.”
- “3,000 more officers.”
- “Parents being held accountable.”
- “Discipline and take to court. There’s a need for courses and education to get young people away from the wrong paths.”
- “Give young people some idea of what having a job is like – work experience.”
- Sharing of good practice initiatives across the PSNI. For example sporting activities, izone mobile phone app which provides young people in one area with details of their local Neighbourhood officers.
- More internal communication across Neighbourhood, Response and TSG teams.

Participants were asked if they would like to make any further comments. These are listed below.

- Arrange for Policing Board members to go out with officers on a weekend night shift to show them what officers face. In addition, one participant asked that it was recorded that they would be happy to meet and speak with Policing Board members directly to provide a further insight.
- One group reported that policing had become too politicised and there was so much scrutiny on every action that it was difficult to know what to do.

6 Focus Group Findings: Summary Findings

Summary Findings

The key summary findings across the different policing roles are summarised below:

TSG Officers

The transient nature of their role meant that TSG officers had minimal contact with young people in comparison to their Neighbourhood and Response colleagues. That said they maintained a strong desire, when they had the opportunity, to engage with and dispel negative stereotypes that young people had of them.

Neighbourhood

Neighbourhood officers were in frequent contact with young people through routine patrols, and school/ youth club visits. Consequently, they were able to build relationships to a greater extent than their colleagues. They voiced frustration that they were frequently, and often at short notice, taken from their own duties to work on other things. There was also a perception that management didn't view their work with young people as a priority. Building relationships and gaining trust took a long time so it was frustrating that it could be quickly broken.

Response Officers

The more reactive nature of the Response role made it difficult to build relationships to the same extent as Neighbourhood officers. Response officers felt under pressure to deal with calls quickly so that they could move to the next one and consequently they didn't have the same opportunity or time that their Neighbourhood colleagues had to foster good relations with young people.

Both Neighbourhood and Response officers reported that they dealt with a range of policing issues, but children missing from care homes and large groups (100 to 300) of congregating youths, exacerbated by social media, took up a substantial proportion of their time. While intimidating, the majority of the young people involved caused no harm and consequently participants reported that the lack of dispersal powers meant that there was little that they could do.

6 Focus Group Findings: Summary Findings

General Views

The lack of respect experienced by some officers was attributed to an environment where unemployment, truancy and a lack of aspirations were accepted as the normal way of life, and officers were often met with hostility, abuse or indifference by parents. Participants also came into contact with young people who had grown up in 'anti-police' households and consequently experienced abuse that ranged from name calling to physical attacks.

There was a perception by some focus group participants that the police were left to resolve issues that were social rather than policing matters and that agencies and organisations that should be involved 'didn't want to get their hands dirty'. Relationships with schools were described as varied with some very receptive to police visits and others less so.

The majority of participants reported that, apart from legislative course, they had received no specific training in relation to policing young people. Most questioned the need for further training however as they felt that common sense enabled them to cope with the situations that they faced. In addition, there was a lack of awareness of any fixed channel for support regarding advice for working with young people.

7 Conclusions

The aim of this report was to gather the views of officers within North Belfast regarding their engagement with young people. The research involved an online questionnaire issued to all officers in North Belfast (response rate, 34%) and four participative focus groups with a sample of officers (39 participants).

Neighbourhood and Response officers spent a greater amount of time policing and interacting with young people than their TSG colleagues. Those in Response, however, had a more reactive role which made it difficult to build relationships to the same extent as their Neighbourhood colleagues.

Around four out of five survey respondents described their current communication with young people as very good/good and attendance at incidents, routine patrols and when using police powers were identified as the most common ways that they interacted with them. Though officers dealt with a range of issues, the focus groups identified that policing large groups of youths took up a substantial amount of their time. Participants accepted that while potentially intimidating, the majority of those involved caused no harm. Officers reported that a lack of appropriate powers, including the dispersal of these large groups, was one of the main factors that hindered them.

All survey respondents reported that they had experienced incivility from young people in their policing area at some time and over half said that it happened during each shift. The lack of respect experienced by some was attributed to the environment in which the young people had been brought up where unemployment, truancy and a lack of aspirations were accepted as the normal way of life. In addition participants also came into contact with young people who had grown up in 'anti-police' households.

While three out of five respondents thought that the PSNI was effective at seeking out the help of other organisations, agencies and charities when working with young people, there was a perception by some focus group participants that they were left to resolve issues that were social rather than policing matters and that agencies and organisations that should be didn't want to be involved. In addition there was a perception by

7 Conclusions

Neighbourhood officers that management didn't view their work with young people as a priority and they were frequently, and often at short notice, taken from their own duties to work on other things. In addition while 62% of respondents reported that communication in relation to children and young people within their team was very effective/effective, only 25% viewed communication between their team and senior management in relation to young people as very positive/positive.

While a number of issues have been identified, focus group participants were keen to highlight that the proportion of young people involved in crime was low and involved a small number of repeat offenders. Many participants felt that 'kids weren't born bad' and that background played a significant role in their behaviour. A number of issues and suggested changes/ comments were raised during the sessions which will be useful to consider.



8 Recommendations

The recommendations arising from this research are detailed below and on the following page.

1. Officers should be encouraged to discuss issues in relation to children and young people within their team, across teams in the district and with senior management. Working with and the policing of young people should become part of their regular internal discussions about what is happening with the community they police. In addition, officers should be required to have knowledge about local youth groups and organisations and seek to develop collaborative working relationships with them. Advice from an external organisation should be an essential service for officers to access.
2. PSNI should ensure that all officers are aware of their responsibility in relation to policing young people and that relevant training/guidance should be made available. It is recommended that PSNI review the training an officer receives and that the materials used for both internal training in relation to the policing of young people and the materials used in schools are reviewed and updated as required to include issues such as children's rights. Specific training in children's rights, effectively communicating with children, and mental health issues should be given to all officers working with or involved in policing of children and young people.
3. PSNI should review the mechanisms and if necessary create a new mechanism to share relevant information/best practice, in relation to children and young people across districts and the organisation and where necessary across relevant agencies.
4. PSNI should continue to carry out school/youth visits and consideration should be given as to how the visits could incorporate TSG and Response officers.
5. Neighbourhood officers reported that they are frequently and often at short notice taken from their own duties to work on other issues. PSNI should ensure that neighbourhood officers are not removed from their tasks in relation to neighbourhood policing and that this should be seen as a priority in the district. This would be keeping with the PSNI Policing Commitment (6) which states that "We will make sure your Neighbourhood Policing Team patrol are regularly in your neighbourhood. Your Neighbourhood Policing Team will spend at least 80% of their time working in your local area, tackling crime and antisocial behaviour".

8 Recommendations

6. It is recommended that a series of focus groups with young people are conducted in areas where confidence in policing is low, to discuss the research and recommendations and to provide feedback on how the recommendations could be implemented. This could be done in conjunction with PCSPs.
7. 83% of respondents reported to have used stop and search powers with young people in their area. Officers should be reminded that the age (or approximate age if age is not known) of a young person stopped and searched should be recorded and that all young persons subject to a stop and search should be provided with the stop and search information card produced by PSNI in conjunction with the Children's Law Centre, the Northern Ireland Commissioner for Children and Young People (NICCY) and Include Youth.
8. The research found that a large amount of police time was spent responding to complaints from the public about groups of young people congregating in a public space. PCSPs should be encouraged to develop an awareness campaign about the right of children and young people who are not involved in any criminal activity to congregate. This could also include intergenerational work as there appears to be a misunderstanding on the part of communities that young people congregating is a crime, when this is not the case. Local youth workers may also be able to assist the police in speaking to those who have complained.
9. PSNI should continue to ensure that their Policing with the Community Strategy is delivered at a local level so that PSNI focuses its efforts to build community confidence in all areas, in particular in areas where community confidence in policing is low. The Policing Board should continue to monitor the implementation of the PSNI's Policing with the Community Strategy.

9 Appendix 1 – Previous Research

Key Issues and recommendations highlighted by young people

Organisation	Name of research	Issues	Recommendations/comments
Institute for Conflict Research	Beyond the Margins – Building Trust in Policing with Young People - 2010	<ul style="list-style-type: none"> • Negative stereotyping • Unacceptable police behaviour – disrespect, bad language and harassment • Young males experience less positive engagement than young females • Stopped without reason/wrongly accused • Youth top three priorities : sexual offences/emergency responses/drug dealing 	<ul style="list-style-type: none"> • Establish an independent network of youth & community workers, teachers etc doing work on YP and policing to develop good practice. Police should be invited to participate • Provide opportunities for young people and police to interact in neutral venues • PSNI need to demonstrate it values and prioritises community policing • Encourage interaction with police at local level eg youth DPPs • Dedicated Community officers trained in youth work, partially delivered by young people • Development of strategy for police working with young people linked into 10 Year Strategy for Children and Young People
Jonny Byrne and Dr Neill Jarman	Ten Years after Patten – Young People and Policing in NI - 2010	<ul style="list-style-type: none"> • Young males experience negative engagement more than young females • Police stigmatise young people • Lack of interest in 	<ul style="list-style-type: none"> • Create more opportunities for dialogue between police and young people to build relationships • More effective training for police to improve attitudes and responses when dealing with young people

9 Appendix 1 – Previous Research

		<p>issues which confront young people</p> <ul style="list-style-type: none"> • Unable to relate to youth issues • Police not seen as responding proactively 	
The Find Centre, Fermanagh	We wanna be safe – 2011	<ul style="list-style-type: none"> • 760 + young people in Fermanagh participated in a questionnaire relating specifically to drugs, alcohol and safety. Not specifically related to policing 	<ul style="list-style-type: none"> • The following were identified as priorities in relation to policing: More patrols/ more protection and support from PSNI for those who work against dealers/ more CCTV/ more action against paramilitaries and dealers
NI Policing Board/Include Youth Consultation events/questionnaires	Consultations with young people 2010/11 Belfast and Derry	<ul style="list-style-type: none"> • Main community concerns highlighted by young people are Drug taking and dealing / joyriding/ paramilitary activity/ street drinking • Negative view of police • Police need to engage and listen to YP not just when there has been a crime • Being moved on for no reason/stop and search • Feel intimidated by response officers • Unclear about role of police and YPs rights 	<ul style="list-style-type: none"> • Police working more with schools and young people/ responding to emergency calls/ patrolling on foot/more approachable • Target drug dealers – tougher sentence • Police should target off licenses re underage drinking • Police need to get involved in youth forums/youth workers and also with the wider community • There should be more community officers with sufficient time to get to know communities and young people • Police officers need better communication skills/manners • Police should record why they are stopping YP and what the outcomes are – i.e. none /

9 Appendix 1 – Previous Research

		<ul style="list-style-type: none"> • Police do not relate to working class • Police make you feel anxious • Neighbourhood build relationships and response ruin them • Police stereotyping of young people 	<p>caution / prosecution. This should be kept under review.</p> <ul style="list-style-type: none"> • Educate YP on their rights • There should be a mechanism for young people making complaints which is easy to access and in a format which suits young people • Promote good behaviour of young people – less judgemental and less stereotyping • Young people who are victims of crime should be treated equally • Young people should be consulted by DPPs and should be in forums attached to Policing board • More safe, well lit areas for young people
PSNI	Consultations with Young People 2011	<ul style="list-style-type: none"> • Community concerns highlighted by young people were:- • Negative stereotyping and lack of mutual respect • The role of the media in stereotyping • Communication should be better and officers should be more friendly • Officers humiliate young people • Response police abuse 	<ul style="list-style-type: none"> • Should be more opportunity for positive exchanges

9 Appendix 1 – Previous Research

		<p>their authority</p> <ul style="list-style-type: none"> • Stop & search carried out in public • Police and young people do not trust one another 	
Include Youth	Young People's Voices around Youth Justice	<p>This report deals mainly with the issue of complaints, however contains many comments on police behaviour.</p> <ul style="list-style-type: none"> • No confidence in police • Police respond inappropriately to questions • Incivility/bad manners • Abusive – language, name calling • Condescending • Overkill – approach en masse • No explanations given when stopped • Assumed guilty • Don't know how to complain • Officers refusing to give information about complaining/covering badges • Police seen as 	<ul style="list-style-type: none"> • need information about Ombudsman and their process – more user friendly website/youth advocate/focus groups

9 Appendix 1 – Previous Research

		<p>sectarian</p> <ul style="list-style-type: none"> • Power imbalance • Fear of recriminations from police and community • Don't believe anything would happen if they complain • Fears around confidentiality not being respected • Manner of searching • Ombudsman - Issues around access – literacy etc 	
Include Youth	Response to DOJ's consultation on long term policing objectives	<p>This response from Include Youth has been influenced by the experiences of young people.</p> <ul style="list-style-type: none"> • The police don't seem to care what they do because they've got a badge • They try to speak to you in front of your mates, your mates wind you up, say you're a tout • More young people have turned against the police now rather than the other religion 	<ul style="list-style-type: none"> • There should be core children's rights training for all student officers and officers who have assumed their duties • UN Convention of the Rights of the Child should be integrated into all aspects of policing at all levels

9 Appendix 1 – Previous Research

		<ul style="list-style-type: none"> • The police don't uphold the law, they think they are the law • You should feel safe when you see the police but you only feel anxious • Police intimidate you 	
Youth Action/NIPB	'Let's Talk' panel event	<ul style="list-style-type: none"> • Stop and search • Poor relationships between young people and police • Incivility • police/lack of trust • Lack of information on young people as victims of crime • Poor response/follow up • Do not deliver equality of treatment eg young men stopped more than young women • Police with bad attitude and bad manners • Abuse of power 	<ul style="list-style-type: none"> • Greater need for more community policing – get to know the community • Mending relationships and breaking down barriers eg identify regional hotspots and deliver a 'suitcase theatre' road-show which is participative and interactive with workshops – active listening – explore 28 Human Rights recommendations • Engage young people with PCSPs • Confidence building in communities • More opportunities for engagement between police and young people • Training for police – involve young people and include training around religion and sexuality (hate crimes) – communication – people skills • More information for young people on their rights and what is unfair treatment and prejudice
Children's Law Centre	Getting it Right 2003	<ul style="list-style-type: none"> • Although this research was commissioned in 2003, many of the 	<ul style="list-style-type: none"> • Most young people (Protestant and Catholic) do not feel the police do a good job protecting the community

9 Appendix 1 – Previous Research

		<p>comments are still pertinent today</p>	<ul style="list-style-type: none"> • They are slow to come out when needed eg in instances of domestic violence • They harass young people and moving them on • Police are seen as discriminatory on the basis of race, gender, religion and class • Would not report to the police because they feel threatened from within their community
Children’s Law Centre	Shout out Soon 2003	<ul style="list-style-type: none"> • Although this research was commissioned in 2003, many of the comments are still pertinent today 	<ul style="list-style-type: none"> • Would like more police visibility • Would like to see more cross community /integrated projects and youth events • More CCTV cameras
NIPB / Institute for Conflict Research	Young People’s Attitudes and Experiences of Policing, Violence and Community Safety in North Belfast and outside of North Belfast - 2005. Number of respondents - 1323	<ul style="list-style-type: none"> • 65% of young people questioned in North Belfast felt that the police did not understand the issues and problems experienced by young people • 45% of young people outside of North Belfast and 35% from North Belfast believed that paramilitary activity was a policing priority • verbal harassment by the police • 33% said they had 	<ul style="list-style-type: none"> • Interface violence should be a priority for the police in North Belfast, followed by drug dealing drug use • 37% felt that domestic violence was an issue the police should concentrate on • 31% from the Catholic community and 39% from the Protestant community felt that the police should concentrate on protecting young people travelling to and from school •

9 Appendix 1 – Previous Research

		<p>been stopped and searched by police for no apparent reason</p> <ul style="list-style-type: none"> • 29% have experienced discrimination at the hands of the police • 23% say that police have behaved violently • 37% of young people from outside North Belfast and 29% from North Belfast have said they had a positive experience of policing 	
<p>Deena Haydon Siobhan McAlister Phil Scraton</p>	<p>Childhood in Transition</p>	<ul style="list-style-type: none"> • Asked to move on by adults or the police • Felt abused or intimidated by police officers • A few believed that the police favoured the Catholic or Protestant community • Police seen as ineffective • Do not feel respected by the police • Police have a negative attitude about young people – they see they as ‘problems’ • Police verbally harass 	<ul style="list-style-type: none"> • Young people should be more involved in community forums and in the decision making processes • Community police officers should remain in the same area for longer • There should be more regular foot patrols • An effort should be made to recruit police officers from local communities • There should be more opportunities for discussion between community members, police and young people to deal with disruptive behaviour, violence, alcohol and drugs. • Officers should be trained to communicate with young people in a less threatening and more respectful way

9 Appendix 1 – Previous Research

		<p>young people and threaten them with ASBOs</p> <ul style="list-style-type: none"> • Police officers behave violently towards young people • Police discriminate against young people because they are young 	
View of organisations working with or on behalf of young people			
Barnardos	'Not a world away'	<ul style="list-style-type: none"> • Relates to the issue of sexual • Not specifically police focused 	<ul style="list-style-type: none"> • NIPB should incorporate child protection (including sexual exploitation) as a priority in the forthcoming Policing plans • Tackling sexual exploitation requires a proactive multi-agency response that focuses on Prevention, Protection and Prosecution
Criminal Justice Inspection NI	Youth Diversion - 2011	<ul style="list-style-type: none"> • Re-introduction of Police discretion 	<ul style="list-style-type: none"> • Generally positive to avoid early criminalisation but requiring careful monitoring to ensure that information is recorded and made available to Youth Diversion Officers and deciding prosecutors in the event of further misdemeanours.

9 Appendix 1 – Previous Research

<p>NI Policing Board</p>	<p>Human Rights Thematic Review – Children and Young people - 2011</p>	<ul style="list-style-type: none"> • Negative stereotyping/anti social behaviour • PSNI engagement with young people 	<ul style="list-style-type: none"> • Police should record approximate age of victim and perpetrator for every report of ASB • Structures should be put in place to develop working relationships and structures between police and youth workers • PSNI should develop an outward facing team of officers with community experience in each district and nominate an ASB officer with bespoke training • Police should record age of all persons stopped and searched • Specialised officers should be assigned according to their skills and experience and should remain in post for at least two years • Officers should complete a 6 week placement in Neighbourhood before being deployed to a Response or Tactical Support Group • Each police district should have it's own Youth Advisory Group • PSNI should develop bespoke youth training, informed and partly delivered by youth specialists • Police should provide a specialist youth diversion officer for each Public Protection Unit, with links to colleagues from PPU and across PSNI • More opportunities for young people to meet with police officers locally to help build relationships. This should be part of a regional strategy • PSNI should establish a steering group
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9 Appendix 1 – Previous Research

			dedicated to youth issues and lead by the PSNI Champion for children and young people
Youth Justice Unit	A review of the Youth Justice System in NI - 2011	This report applies to the whole of the Youth Justice System, not specifically policing.	<ul style="list-style-type: none"> • PSNI should make young people more of a priority in their strategic planning processes • Model best practice in how they work with young people to increase trust and minimise offending • Develop an appropriate skills package for all officers on engaging with young people • Remove legal obstacles to developing robust and locally based complaints procedures to help young people raise concerns

9

Appendix 2 – North Belfast Policing and Young People Survey

North Belfast Policing and Young People Survey

Where you work

1. What team are you currently attached to?
Response 1 Neighbourhood 2 TSG 3
2. How long have you worked for PSNI? (years)
Less than 1 1 1-4 2 5-10 3 10-20 4 20-30 5 30+ 5
3. How long have you been in your current role? (years)
Less than 1 1 1-4 2 5-10 3 10-20 4 20-30 5 30+ 5
4. Have you ever worked in another policing area?
Yes 1 Go to Q5 No 2 Go to Q6
5. What team did you spend most of your time in?
Response 1 Neighbourhood 2 TSG 3

Experience of working with children and young people outside PSNI

6. Have you had experience in working with children and young people outside your employment with the PSNI?
Yes 1 Go to Q7 No 2 Go to Q8
7. Please specify your experience

Effective Communication

8. Are you encouraged to discuss issues in relation to children and young people within your team?
Yes 1 No 2
9. How effective is the communication in relation to children and young people within your team?
Very effective 1 Effective 2 Neutral 3 Ineffective 4 Very ineffective 5

10. Are you encouraged to discuss issues in relation to children and young people across teams in your area?
Yes 1 No 2

11. How effective is the communication in relation to children and young people across teams in your area?
Very effective 1 Effective 2 Neutral 3 Ineffective 4 Very ineffective 5

Communication

12. How would you describe your current communication with young people?
Very good 1 Good 2 Neutral 3 Poor 4 Very poor 5
13. In relation to policing and young people, with whom in the community do your team communicate? (Tick all that apply)
Parents 1
Residents 2
Schools 3
Community Workers 4
Youth Workers 5
PCSP members 6
Social Services 7
Business Community 8
Other (please specify below) 9

14. What do you understand to be the key policing issues affecting young people in your policing area?

15. Do you proactively discuss these key policing issues with your supervisors?

16. How is communication between your team and the local community?
Very positive 1 Positive 2 Neutral 3 Negative 4 Very negative 5

9

Appendix 2 – North Belfast Policing and Young People Survey

17. What one thing would you do to improve communication between your team and the local community?

Communication between your team and senior management in relation to young people

18. How effective is the communication in relation to children and young people across teams in your area?

Very effective 1 Effective 2 Neutral 3 Ineffective 4 Very ineffective 5

19. What one thing would you do to improve communication between your team and senior management in relation to young people?

Senior Management view on Children and Adults

20. Do you think Senior Management view children and young people differently to adults?

Yes 1 Go to Q21 No 2 Go to Q22

21. What is the difference?

Improving communication between your team and senior management

22. Do you think each unit, Response, Neighbourhood and TSG, perceives young people differently?

Yes 1 Go to Q23 No 2 Go to Q24

23. Please explain why.

Treating young people

24. Do you think each unit, Response, Neighbourhood and TSG, treats young people differently?

Yes 1 Go to Q25 No 2 Go to Q26

25. Please explain why.

Training

26. What training have you received in relation to young people?

27. Is there internal support if you need to seek advice about working with young people?

Yes 1 No 2 Don't know 3

If yes, from whom

28. Is there external support if you need to seek advice about working with young people?

Yes 1 No 2 Don't know 3

If yes, from whom

29. When working with young people is PSNI effective at seeking out the help of other organisations, agencies and charities??

Yes 1 No 2 Don't know 3

30. What further training would you like to help you work with young people?

31. Would you like to learn more about the youth groups operating in your policing area?

Yes 1 No 2

32. Would you like to learn more about youth organisations that could help you in policing with young people?

Yes 1 No 2

9

Appendix 2 – North Belfast Policing and Young People Survey

Young people in your policing area

33. How do you normally interact with young people in your area? Please tick all that apply.

- Attending incidents 1
- Using Police Powers 2
- With other organisations e.g. Social Services 3
- Work experience visits to police premises 4
- Citizenship and Safety Education (CASE) delivery in schools 5
- Routine patrol 6
- Other (please specify below) 7

34. Within which category do most young people you interact with fall? Please rank them in order of magnitude with 1 being the biggest group you interact with.

- Victims/victims relatives 1
- Offenders 2
- Witnesses 3
- Other members of the public 4

35. How do you feel about the young people you meet when carrying out work with the following groups?

	Very Positive	Positive	Neutral	Negative	Very Negative
Victims/Victims relatives	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Offenders	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Witnesses	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Other members of the public	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

36. In what category of offending are you most likely to interact with a young person as an offender?

37. In what category of offending are you most likely to interact with a young person as a victim?

38. What do you think most effects young people in your local policing area? (Please tick the top 3)

- Alcohol 1
- Action from police/District Council/other responsible organisations 2
- Transport 3
- Education 4
- Facilities for young people 5
- Licensed premises 6
- Drugs 7
- Parental control/family support 8
- Understanding of how bad behaviour impacts on other people 9
- Paramilitary violence 10
- Poverty 11
- Accommodation 12
- Demonization 13
- Mental Health 14
- Education Provision/Access 15
- Bullying 16
- Abuse 17
- Other (please specify below) 18

39. In your area do you think young people make:

- Reliable witnesses 1
- Unreliable witnesses 2
- About the same as adult witnesses 3
- Reliable witnesses as long as certain measures are in place. 4

Interactions with young people

40. Have you ever experienced incivility from young people in your policing area? (name calling, swearing, shouting, etc.)

Yes 1 Go to Q41 No 2 Go to Q44

41. How often does this happen?

Each shift 1 Once a week 2 Once a fortnight 3 Once a month 4 Less than once a month 5

42. Can you explain why this happens?

9

Appendix 2 – North Belfast Policing and Young People Survey

43. If you have experienced incivility from young people in the area how did you respond?
Please tick all that apply

- Responded in kind 1
Ignored it entirely 2
Reprimanded the individuals verbally 3
Used police powers (caution, arrest etc.) 4
Other (please specify below) 5
-

Stop and search powers

44. Have you ever used stop and search powers with young people in your area?

- Yes 1 No 2 Go to Q46

If yes, what was your reason for this:

45. What powers have you used to stop and search young people?

Human rights

46. Who is most directly responsible for ensuring young people's human rights are protected?
(Please tick one)

- Parents 1
Police 2
Social Services 3
Teachers 4
Politicians 5
Everyone 6

47. Do you think young people have:

- Fewer human rights than adults 1
The same human rights as adults 2
More human rights than adults 3

Diversionsary powers

48. When it comes to your diversionsary powers (cautions, etc.) when compared to adults in the area how likely are you to use these powers with young people?

- Much less likely 1
Less likely 2
No more or less likely 3
More likely 4
Much more likely 5
Other please specify below 6
-

Confidence in Policing

49. What level of confidence do you think young people have in the police in your area?

- Total confidence 1
A lot of confidence 2
Some confidence 3
Little confidence 4
No confidence at all 5
Don't know 6

50. What one thing would you do to increase young people's confidence in PSNI in your policing area?

Your approach to policing with young people

51. Do you have a different approach when dealing with young people as opposed to adults?

- Yes 1 No 2

If yes, please explain:

9

Appendix 2 – North Belfast Policing and Young People Survey

Dealing with young males and females

52. Do you have a different approach when dealing with young males as opposed to young females?

Yes 1 No 2

If yes, please explain:

Thoughts on Young People

53. Of the young people in your area how many of them do you think are involved in criminal behaviour?

- Less than 5% 1
5-24% 2
25-49% 3
50-74% 4
75-94% 5
95% or more 6

Questions about you

54. Rank

- Constable 1
Sergeant 2
Inspector 3
Chief Inspector 4
Superintendent & above 5

55. Gender

Male 1 Female 2

56. Age group

- 16-24 1
25-40 2
41-60 3
61+ 4

Everything you tell us is treated in confidence.
The results will not be used in any way in which they can be associated with you.

Thank you for taking the time to complete the survey.

9 Appendix 3 – Focus Group Schedule

VIEWS REGARDING POLICING YOUNG PEOPLE - DRAFT FOCUS GROUP DISCUSSION SCHEDULE

Thanks for agreeing to come along today. My name is _____ and this is _____. We both work for the Northern Ireland Statistics and Research Agency which is based within the Department of Finance and Personnel. Our role is to carry out research projects for Departments and Agencies across the NI Civil Service. We have been commissioned by the Policing Board to come along to speak with you today to gather your views about policing young people.

Today's session is the second part of a two stage research project.

Stage 1 - involved an online questionnaire which was issued on 1st May to seek the views of police officers on policing young people. Information gathered from this questionnaire has then been used to inform this second stage of the research.

Stage 2 - involves 4 focus group sessions, including this one today. The aim of these sessions is to gather your general views on policing young people and also to explore particular aspects that have emerged from the survey.

Today's session will last a maximum of 1 hour 30 minutes. All information we collect will be combined in a report and it will not attribute any quotes/ comments to named individuals so we hope this encourages you to speak freely.

Please remember that there are no right or wrong answers. You may all have different views on the issues raised and that's fine with us.

_____ will be taking notes but these will be summarised and no-one will be able to be identified. The resulting report of our research findings will be submitted to the Policing Board mid June.

Are there any questions before we begin?

9 Appendix 3 – Focus Group Schedule

INTRODUCTION & 'ICE-BREAKER'

Culture Card Exercise part 1

On arrival ask each individual participant to select an image that reflects their feelings about policing young people.

Provide an overview of the discussion and its context (as per first page).

Culture Card Exercise part 2 ASK FOR CARD NUMBER

Ask each individual to introduce themselves (first name and the area they work in) and to briefly discuss why they selected their chosen image.

SECTION 1: Interactions with Young People

Tell me what your role involves.

How much of your time do you estimate involves policing young people? How does this compare with time spent policing adults?

In what context do interactions with young people occur (e.g. victims, offenders, witnesses, other; attending incidents, using police powers, with other organisations, routine patrols)?

What are the main policing issues that you deal with in relation to young people (e.g. ASB, Alcohol, Drugs)? How does this compare with issues relating to adults?

What proportion of young people in your area do you estimate are involved in crime? How does this compare to the proportion of adults involved in crime?

9 Appendix 3 – Focus Group Schedule

SECTION 2: Factors Hindering and Facilitating

Ask participants to work in pairs to identify the 3 main factors that:

hinder you when policing young people; and

facilitate you when policing young people.

Give each pair post-it notes and a pen (writing one factor on each post-it). At end of exercise, group post-it notes on board and discuss.

Probe each factor identified for further detail and illustrative examples.

The following issues may be raised during this exercise but if not should be probed during the discussion group:

1. Training

Have you been provided with the necessary tools/ skills to aid you in policing young people?

How would you describe the training that you have received (if any) in relation to policing young people? Did it meet your needs?

Have you worked in other districts? How does the training compare – is it the same, different, consistent?

9 Appendix 3 – Focus Group Schedule

2. Support

What support (internal or external) is available if you need to seek advice about working with young people?

If available how would you rate the support?

If not available would you like it to be?

3. Powers

How does policing young people compare to policing adults? In what way does it differ? In what way is it the same?

What powers are being used most regularly?

Thinking of the last time you used stop and search powers what was it for? Would you be more or less likely to use stop and search powers with young people compared to adults? Why?

About two thirds of survey respondents said that they would be more likely to use diversionary powers with young people than they would with adults – why do you think that is?

9 Appendix 3 – Focus Group Schedule

4. Approach dependent on policing unit

Approximately 3 in 5 respondents thought that each unit perceives and treats young people differently. Are these findings what you would have expected? Why?

5. Other

80% of respondents reported that they didn't have a different approach when dealing with young males and females. Is this what you would expect? Do you think they should be treated the same? Is there any factor that might make you think they need to be treated differently?

What do you understand by the term human rights? Are you aware of additional protection for children?

Do you encounter young people suffering from mental health issues? How does that impact on how you deal with them?

SECTION 3: Internal and External Communication

Share some of the findings re Communication with the group – 3 handouts with ratings charts broken down by Neighbourhood, Response & TSG.

Internal

CHART 1 Are the results what you would have expected? Draw out the reasons for the neutral ratings.

9 Appendix 3 – Focus Group Schedule

External

CHART 2 Are the results what you would have expected? Draw out why a large proportion of Response and TSG rated these aspects as neutral.

Can you think of any examples of situations when you feel that communication between yourself and a young person/people went particularly well?

Can you think of any examples of situations when you feel that communication between yourself and a young person/people didn't go so well and with hindsight there was anything that you might have done differently?

What does the term incivility mean to you (e.g. name calling, throwing stones etc)? How often do you experience incivility from young people? Does it involve one person, large groups; is it the same person over and over again? How do you deal with it? Would one unit experience it more than other (e.g. TSG more than Neighbourhood)? How often from adults? Do you deal with it in a different way than you would with adults?

About 60% of respondents thought that young people had some, a lot or total confidence in the police. In what ways can you identify that young people have confidence in the police e.g. is it through feedback from the young people themselves?

CHART 3 In relation to policing and young people these were identified as the people within the community with whom your team communicate. Who do you think are the most important/influential in facilitating you?

In terms of issues affecting young people 65% of survey participants mentioned parental control/family support. What sort of evidence would there be that this is an issue?

9 Appendix 3 – Focus Group Schedule

SECTION 4: Changes

What (if anything) would you change about the way young people are policed in your area?

Any Other Comments

Any other comments or any aspects we haven't covered?

Conclusion

Draw discussion to a close - thank group participants for their time and input.

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