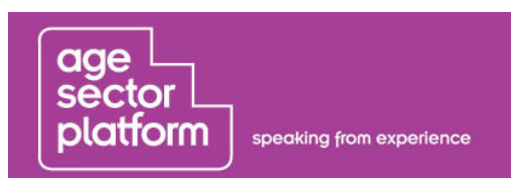


## Northern Ireland Policing Board Consultation with Senior People

in partnership with



Key Point Summary Report  
23rd September 2011

## 1 PROFILE OF PARTICIPANTS

- Around 44 people (see below) attended the consultation event, which was run by the Policing Board in partnership with the Age Sector Platform. The consultation event took place on 19 September 2011 in Grosvenor House, Belfast. The Social Research Centre facilitated the event and used an Electronic Audience Response system to capture the views of the participants.
- However, the reader should note that:
  - A few participants only engaged with the process after a few of the initial questions were asked. Hence, some of the earlier questions have fewer votes than expected.
  - In addition, some participants either stepped out (e.g. for comfort breaks) during the session, or opted not to 'vote' on some questions. Consequently, we do not always have a full set votes where a full set of votes might otherwise have been anticipated.
- The following sets out profile information recorded about the participants – gender, age and where they live.

**Gender** - The gender balance amongst the participants was virtually 50 : 50.

<b>Are you...</b>	<b>Responses</b>	
Male	19	49%
Female	20	51%
<b>Totals</b>	<b>39</b>	<b>100%</b>

**Age** - The vast majority of the participants (36 out of 41, 88%) were aged 60 or over.

<b>Which one of the following age bands are you in?</b>	<b>Responses</b>	
18 – 30	1	2%
31 - 40	1	2%
41 - 50	0	0%
51 - 60	3	7%
61 – 70	13	32%
70+	23	56%
<b>Totals</b>	<b>41</b>	<b>100%</b>

**Area (live)** – The vast majority of participants (37 out of 44, 85%) indicated that they lived in Co Antrim (23, 52%) or Co Down (14, 32%).

<b>What area do you live in? (multiple choice)</b>	<b>Responses</b>	
Co Antrim	23	52%
Co Armagh	5	11%
Co Down	14	32%
Co Fermanagh	1	2%
Co Londonderry	0	0%
Co Tyrone	1	2%
<b>Totals</b>	<b>44</b>	<b>100%</b>

**Area (work, study or train<sup>1</sup>)** – Almost two thirds of the participants (28 out of 42, 64%) indicated that they worked, studied or trained Co Antrim (22, 52%) or Co Down (6, 14%).

<b>What area do you work, study or train in?</b>	<b>Responses</b>	
Co Antrim	22	52%
Co Armagh	1	2%
Co Down	6	14%
Co Fermanagh	1	2%
Co Londonderry	0	0%
Co Tyrone	1	2%
Not currently in education, training or employment	11	26%
<b>Totals</b>	<b>42</b>	<b>100%</b>

<sup>1</sup> It was explained during the session that ‘work’ could mean paid or unpaid work (including volunteering, being a carer etc), that ‘study’ and ‘training’ could include informal, formal and recreational forms of study and training.

## 2 SUMMARY OF KEY ISSUES EMERGING

*(Please note that whilst the sample size is small, and would not be regarded as statistically representative, the insights gleaned here could be cross-referenced with findings elsewhere.)*

### GENERAL

- Well over half, 27 out of 46 (59%), were fairly worried or very worried about becoming a victim of crime.
- In terms of what was perceived to have happened to the level of crime where participants live in recent years, Almost half (47%) 21 out of 45, thought it has gone up a little or a lot, just over one third (31%) 14 out of 45 thought it had stayed the same, whilst just over one fifth (22%) 10 out of 45 thought it had stayed the same.
- Just over one third (16 out of 44, 36%) indicated that they were not currently training, studying or in education. There was also differing patterns in terms of what participants perceived had happened to the level of crime where they work, study or train. Just under a third (30%) 18 Of the remainder (28), almost half (13 out of 28, 48%) thought it had gone up a little or a lot, just over one third (10 out of 28, 36%) thought it had stayed the same, whilst a minority (5 out of 28, 11%) thought it gone down a little or a lot.
- Top three issues of concern where people live:
  - Burglary (31 out of the 124 responses (25%) submitted related to this)
  - Anti-social behaviour (30 out of the 124 responses (24%) submitted related to this)
  - Drug Dealing / Taking Drug (19 out of the 124 responses (15%) submitted related to this)
- Top three issues of concern where people work, study or train:<sup>2</sup>
  - Anti-social behaviour (20 out of the 71 responses (28%) submitted related to this)
  - Burglary (19 out of the 71 responses (27%) submitted related to this)
  - Drug dealing / taking drugs (9 out of the 71 responses (13%) submitted related to this)
- Top three issues of concern in relation to organized crime:
  - Elder abuse (35 out of the 119 responses (29%) submitted related to this)
  - Drug Cultivation (24 out of the 119 responses (20%) submitted related to this)
  - Labour exploitation (20 out of the 119 responses (14%) submitted related to this)

<sup>2</sup> Note: In an earlier question, just over one third of participants had indicated that they were not currently involved in working, studying or training. Hence, the total number of responses to this question is significantly fewer than that the previous question which related to concerns where people live.

- Top three issues participants would like police to focus on:
  - Patrolling on foot (29 out of the 126 responses (23%) submitted)
  - Responding to emergency calls (25 out of the 126 responses (20%) submitted).
  - Detecting and arresting offenders (23 out of the 126 responses (18%) submitted)
  
- **Stopped in the street?** - 9 participants (out of 44 that responded to this question (20%)) indicated that they had been stopped in the street by the police in the last twelve months. However, the responses to the subsequent question are problematic to analyse since 12 (not 9) participants then proceeded to rate how satisfied they were with how the police treated them. Of these, a vast majority 10 out of the 12 were satisfied or very satisfied; 1 was 'Neither satisfied not dissatisfied' and 1 was 'a bit dissatisfied'. None of the respondents indicated that they were 'very dissatisfied'.
  
- **Police come to your home?** - 15 participants (out of 43 that responded to this question (35%)) indicated that the police had come to their home in the last twelve months. However, only 13 (not 15) participants then proceeded to rate how satisfied they were with how the police treated them. Of these, the vast majority, 10 out of 13 were satisfied (6) or very satisfied (4); 1 was 'neither satisfied not dissatisfied' and 1 was 'a bit dissatisfied'. Again, none of the respondents indicated that they were 'very dissatisfied'.
  
- **Confident police there to help?** – Over half (25 out of 44, 55%) indicated that they were 'fairly confident' or 'very confident' that the if they needed the police, the latter would be there to help them. However, a significant minority (17 out 44, 39%) indicated that they were 'not very confident' about this. Only a very small proportion of the respondents (2 out of 44, 5%) indicated that they were 'not at all confident'.
  
- **Without dialing 999** - Well over half (26 out of 44, 59%) indicated that, without dialing 999, they would contact the police by looking up the phone book for the nearest police station. The only other approaches that were mentioned were:
  - 'Some other way' (7 out of 44, 16%)
  - 'Call in person at local police station' (4 out of 44, 9%)
  - 'Via a local councillor' (2 out of 44, 5%)
  - 'Via a solicitor' (1 out 44, 2%)
  
- **Know police officers?** - The vast majority (37 out of 43 responses, 86%) did not know any police officers well enough to talk to or by name.

## VICTIMS OF CRIME

- Just over a quarter (11 out of 43 responses, 26%) reported having been a victim of crime in the last 12 months.

*However, again, the responses to the subsequent question are slightly problematic to analyse since 12 (not 11) participants then proceeded to respond to the following:*

- **Where did it occur?** - (12 participants responding) For the vast majority, the crime had occurred where they live:
  - 9 occurred where they lived
  - 2 occurred where they worked, studied or trained
  - 1 occurred 'somewhere else'
- **Did you report it to the police?** - (12 participants responding). The results here were 50:50 with 6 respondents indicated that they did report it to the police and an equal number indicating that they did not.

### Experience of reporting crime to the police

The responses to the subsequent questions are again, slightly problematic to analyze since differing numbers of respondents (7 and 8 participants rather than 6) answered and there was no way of controlling for this at the event. For example:

- 7 participants answered the question, *“If you were a victim of crime in the last 12 months, and you did report it to the police, how satisfied were you with the way the police treated you?”* Of these 4 indicated that they were ‘satisfied’ or ‘very satisfied’, 1 indicated ‘neither satisfied not dissatisfied’ and 2 reported being ‘a bit dissatisfied’ or ‘very dissatisfied’.
- Again 7 participants answered the question, *“If you were a victim of crime in the last 12 months, and you did report it to the police, how satisfied were you with the way the police dealt with your problem/concern?”* Of these 3 indicated that they were ‘satisfied’ or ‘very satisfied’, none indicated ‘neither satisfied not dissatisfied’ and 4 reported being ‘a bit dissatisfied’ or ‘very dissatisfied’.
- 8 participants answered the question, *“If you were a victim of crime in the last 12 months, and you did report it to the police, how satisfied were you with the way police kept you informed about what was happening?”* Of these, the majority (5 out of 8) said they were ‘a bit dissatisfied’ or ‘very dissatisfied’, one indicated that they were ‘neither satisfied not dissatisfied’ and 2 indicated that they were ‘satisfied’ or ‘very satisfied’.

### Reasons why crime is not reported to the police

- Participants were asked, “*If you were a victim of crime in the last 12 months, and you did not report it to the police? What was your main reason for not doing so?*”? Six participants answered this question - 3 indicated that fear of worse things happening put them off; 2 thought there was no point, that the police would not investigate the crime and, finally, 1 person indicated that they had ‘another reason’.

## EVALUATION RESULTS

The figures below show very high levels of satisfaction with the event overall and the processes used. This is very encouraging in terms of organizing future similar events.

- **The overwhelming majority, 91%** (39 out of 43) were **satisfied or very satisfied** with how **clearly the information was presented**; 3 were neutral and 1 was dissatisfied. None were very dissatisfied.
- **The vast majority, 85%** (40 out of 47) thought the **questions were relevant or very relevant**; 3 were neutral and 4 thought they were not very relevant or not at all relevant.
- **All participants 100%** (45 out of 45) found the **digital voting very helpful or helpful**. (Very helpful (76%); helpful (34%)).
- **Almost all, 95%** (42 out of 44) reported feeling **comfortable or very comfortable** with this **type of consultation**; 1 as neutral and 1 thought it was very uncomfortable.
- **The vast majority, 86%** (37 out of 43) indicated that they would be **willing or very willing to participate in future consultations**; 3 were neutral and 3 indicated that they was not very willing or not at all willing.



## **POSSIBLE POINTS FOR REFLECTIONS FOR FUTURE SIMILAR EVENTS**

### **What worked well?**

- Intensive and high quality preparation and planning by all parties involved including the Community Engagement Branch of Policing Board, the Age Sector Reference Group and Age Sector Platform.
- Excellent co-ordination of all parties by in the lead up to and on the day of the event.
- Excellent team work before and during the event by all involved.
- Good numbers attending the event. This was helped by being able to run the event just after a regular meeting such as the AGM.
- Excellent levels of engagement by the participants during the event.
- The evaluation results show unanimous support for the use of the digital voting / electronic audience response system (EARS)
- The use of the large screen for display of the presentation and the microphones helped.
- Participants' rating of the event overall were excellent with high proportions indicating that the information was clear, the questions were relevant, they were comfortable with the format and they would be willing to participate in an event like this again.

### **Some possible ways we might improve. For reflection...**

- Explore different ways to minimise the risk of people responding to questions that do not apply to them.

# Consultation

with

# Senior People

19<sup>th</sup> September 2011



Social Research Centre

Independence Integrity Excellence

[www.srcentre.co.uk](http://www.srcentre.co.uk)

# Opening Remarks...

**Shirley McMichael**



**Patricia Donald**



# Cast your vote...



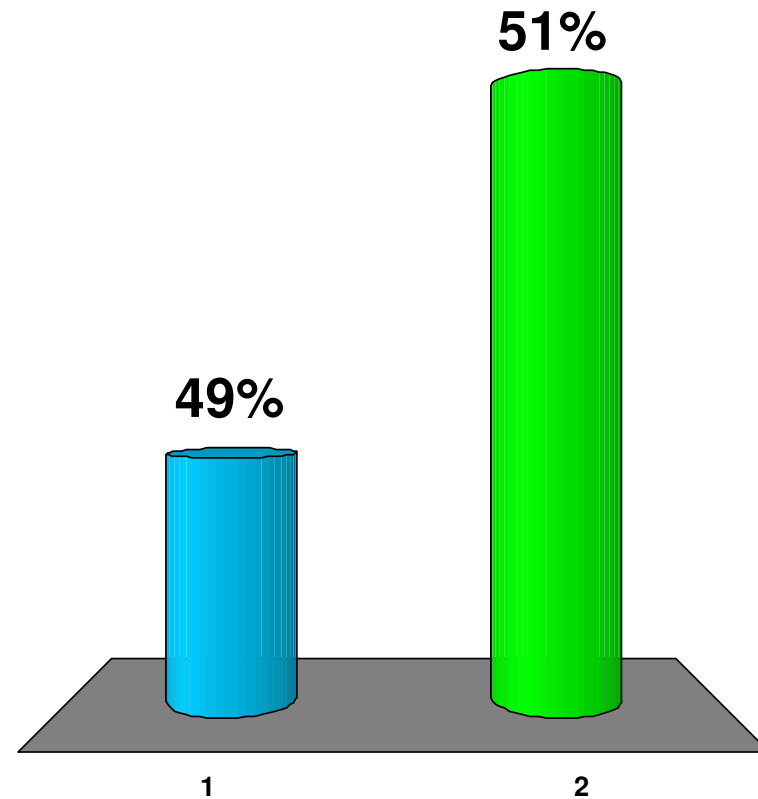
**Your view...**

**Your vote...**

Are you...

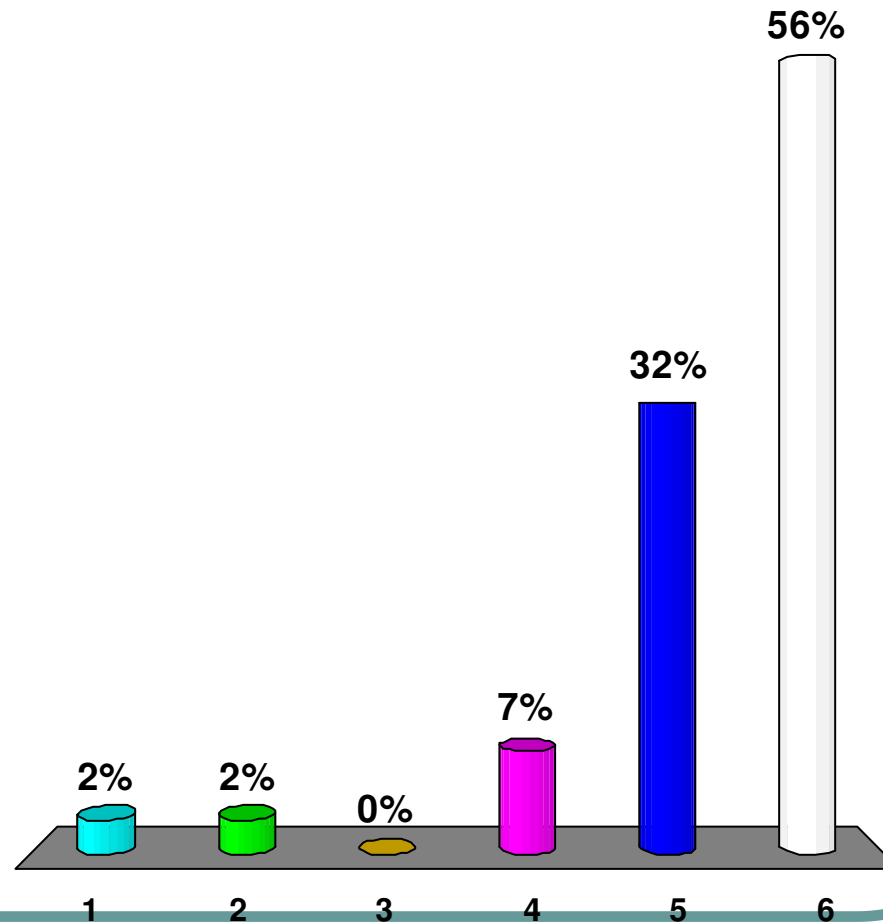
1. Male

2. Female



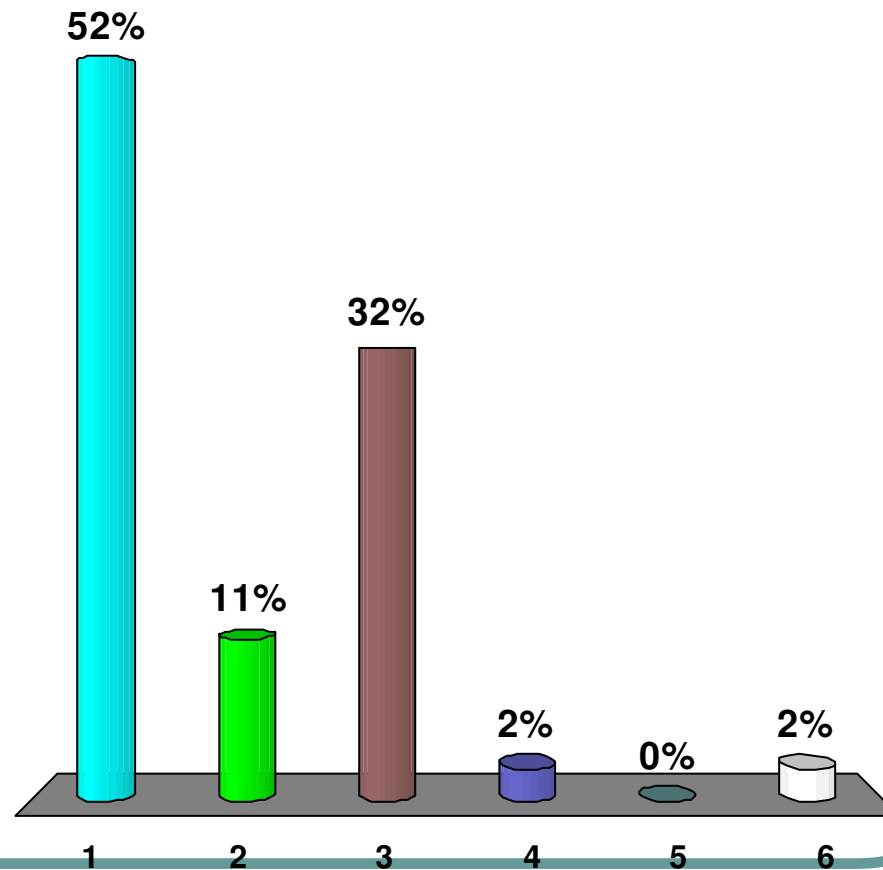
Which one of the following **age bands** are you in?

1. 18 – 30
2. 31 - 40
3. 41 - 50
4. 51 - 60
5. 61 – 70
6. 70+



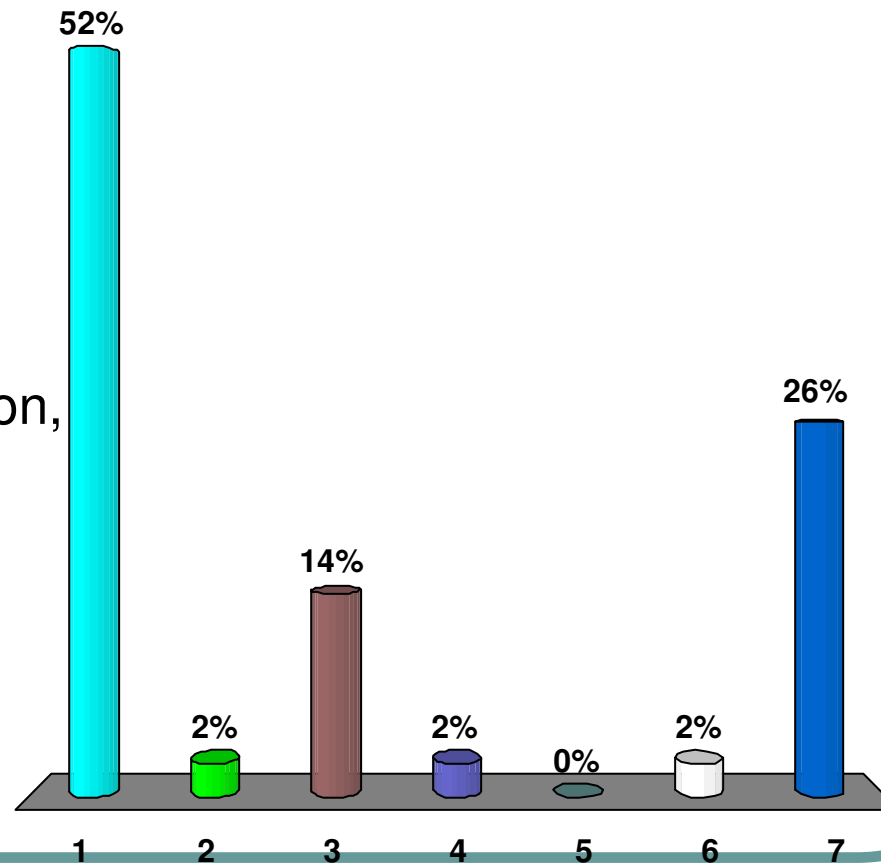
# What area do you **live** in?

1. Co Antrim
2. Co Armagh
3. Co Down
4. Co Fermanagh
5. Co Londonderry
6. Co Tyrone



# What area do you **work, study or train** in?

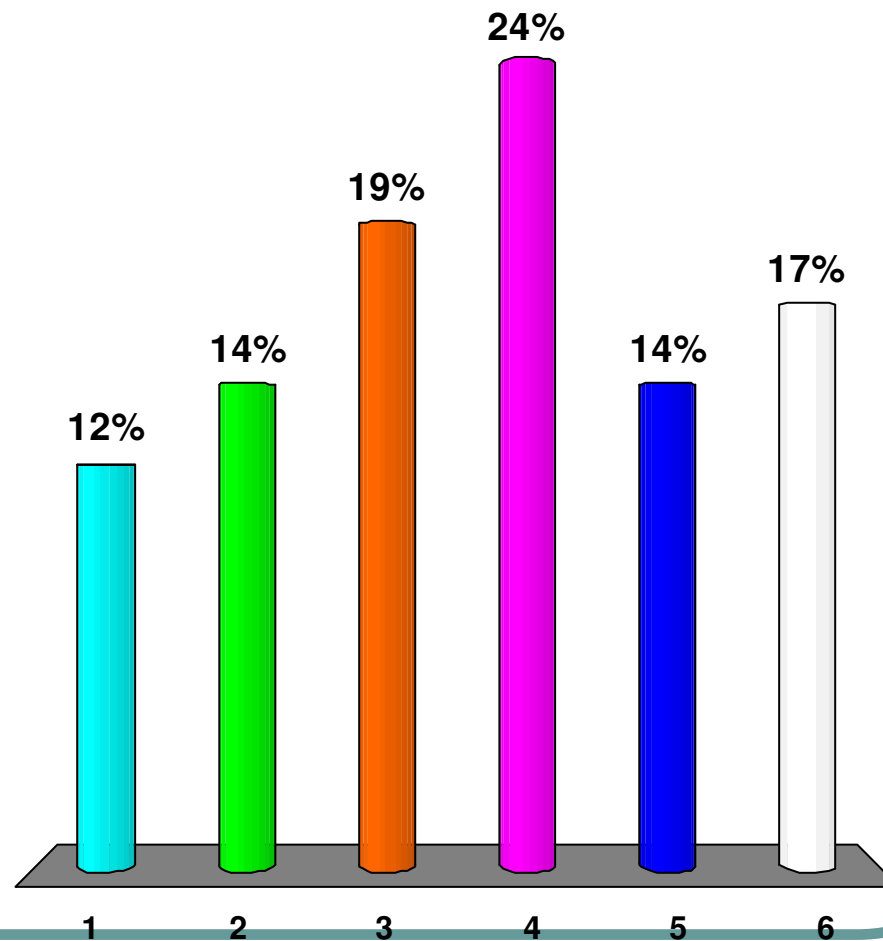
1. Co Antrim
2. Co Armagh
3. Co Down
4. Co Fermanagh
5. Co Londonderry
6. Co Tyrone
7. Not currently in education, training or employment





How many sweets do you think are in this jar?

1. 100
2. 105
3. 110
4. 115
5. 120
6. 125



## Some questions for **everyone**...



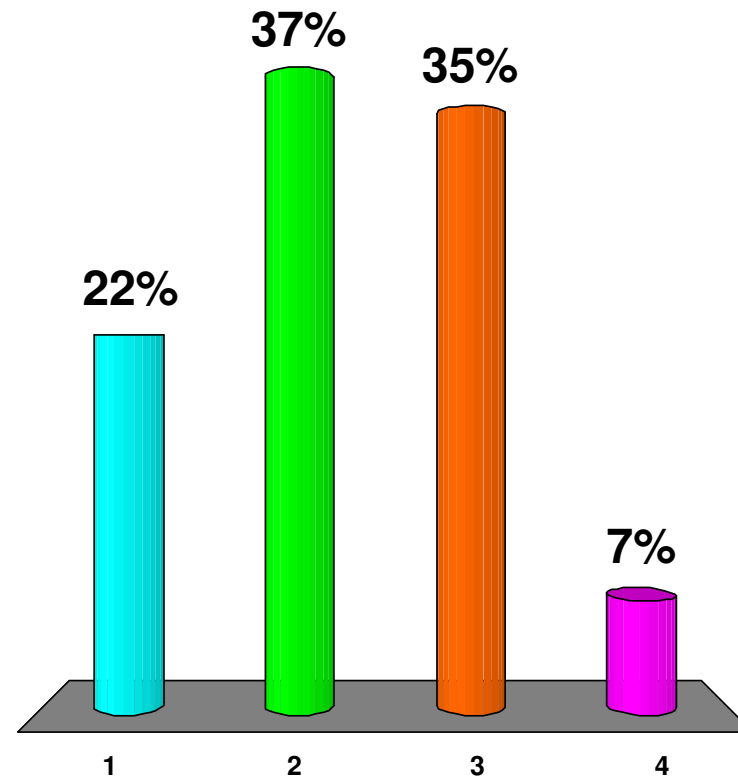
**General questions on crime and policing**

**Your views...**

**Your votes...**

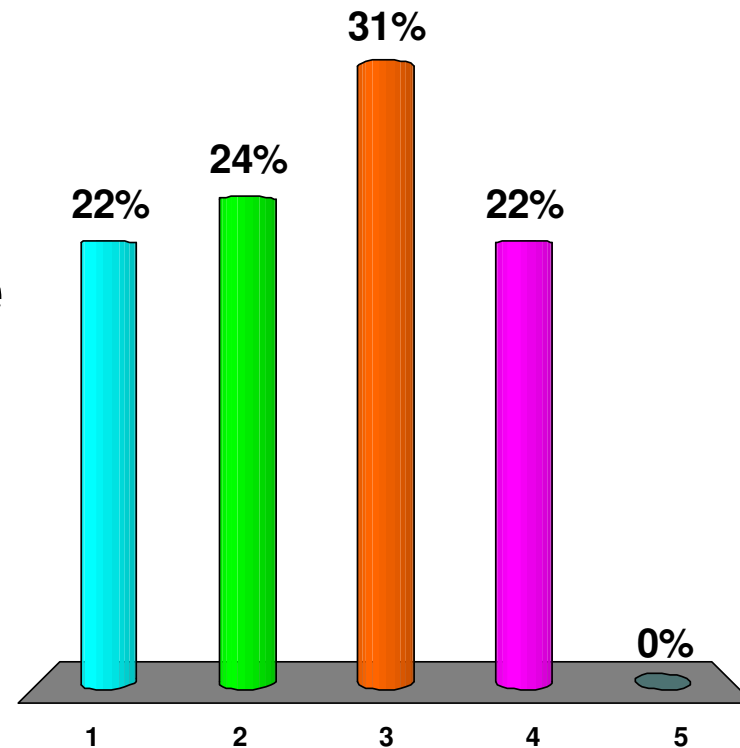
Thinking about all types of crime, in general how **worried** are you about **becoming a victim of crime**?

1. Very worried
2. Fairly worried
3. Not very worried
4. Not at all worried



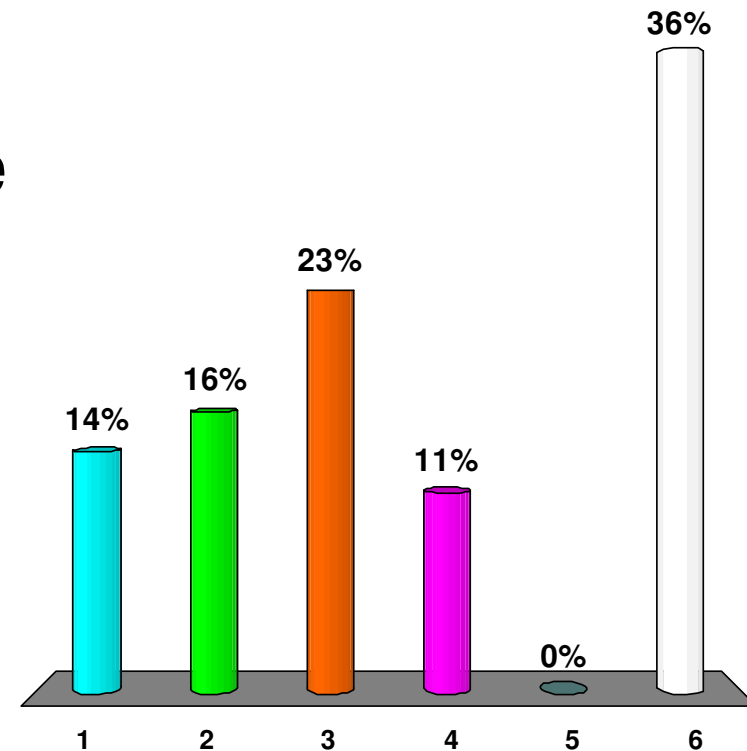
# What do you think has happened to **crime** where you **live** over the past few years?

1. Gone up a lot
2. Gone up a little
3. Stayed about the same
4. Gone down a little
5. Gone down a lot



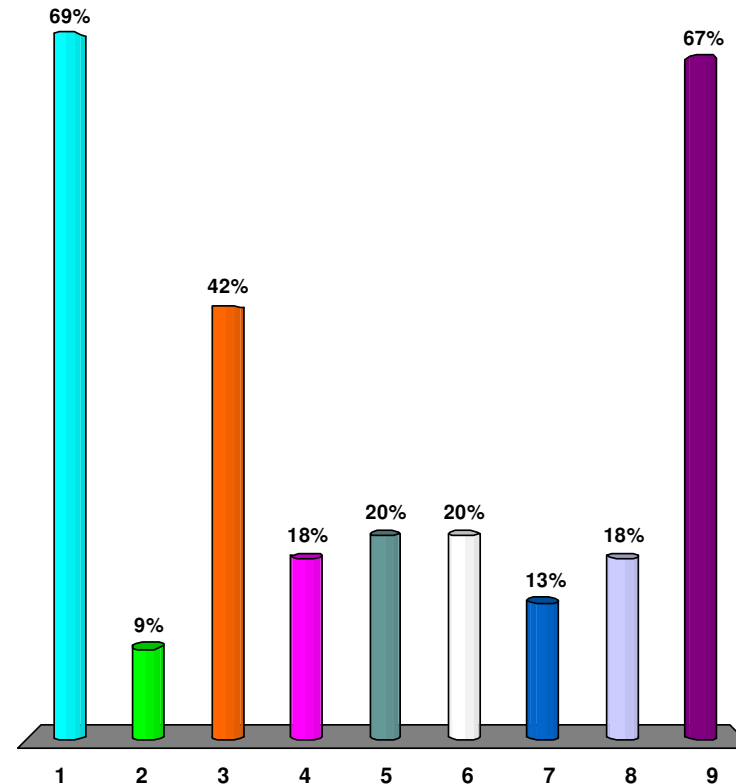
# What do you think has happened to **crime** where you **work, study or train** over the past few years?

1. Gone up a lot
2. Gone up a little
3. Stayed about the same
4. Gone down a little
5. Gone down a lot
6. Not currently in education, training or employment



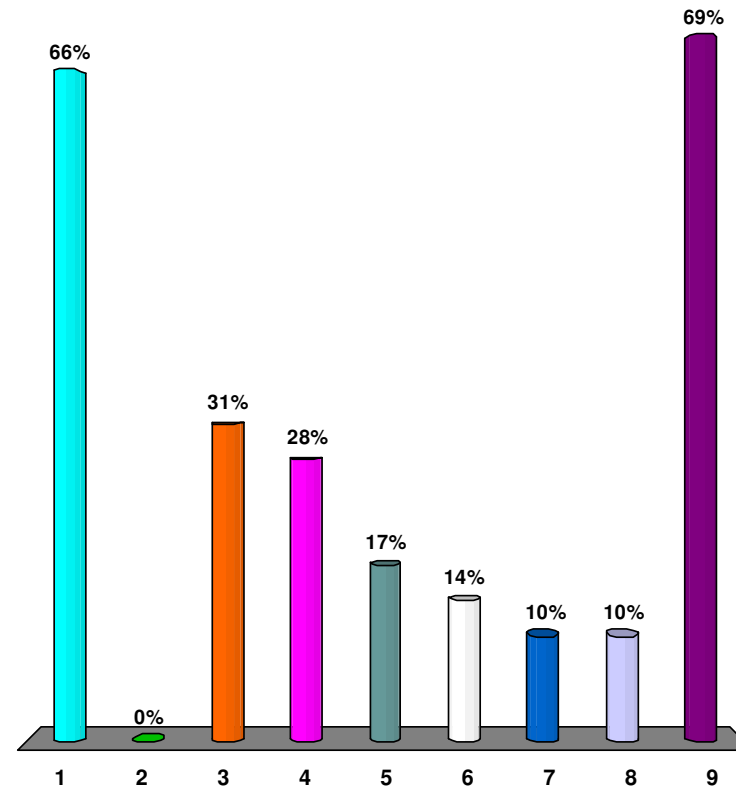
Which **three issues** are causing you **most concern** in your area where you live at the moment? Please choose **THREE**

1. Burglary
2. Sex crimes/sexual assault
3. Drug dealing / Taking Drugs
4. Muggings/street robberies
5. Assault
6. Racial attacks/abuse
7. Domestic Violence
8. Vehicles being stolen/joyriding
9. Anti-social behaviour



Which **three issues** are causing you **most concern** in your area where you **work, study or train** at the moment?  
Please choose **THREE**

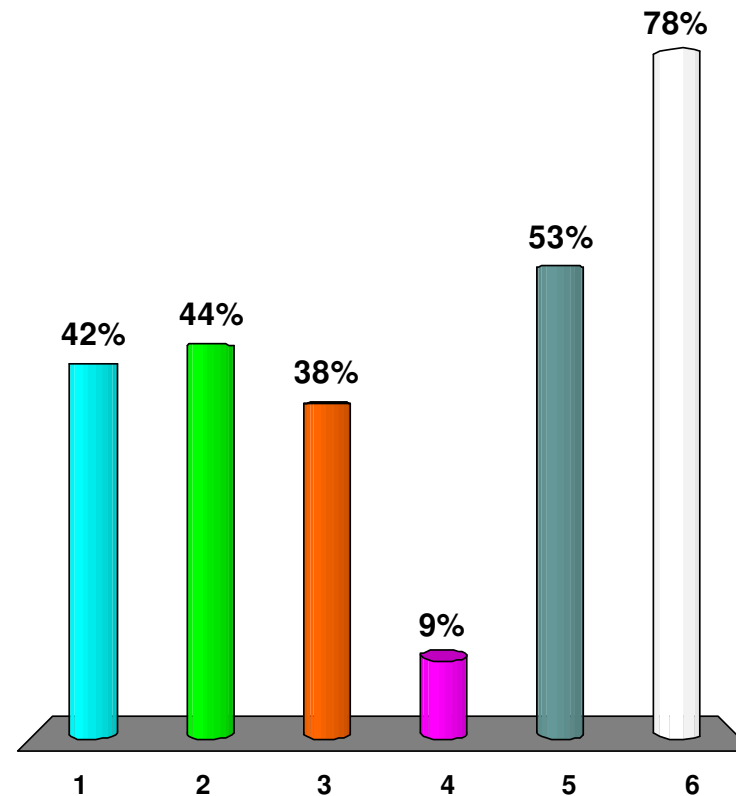
1. Burglary
2. Sex crimes/sexual assault
3. Drug dealing / Taking Drugs
4. Muggings/street robberies
5. Assault
6. Racial attacks/abuse
7. Domestic Violence
8. Vehicles being stolen/joyriding
9. Anti-social behaviour



In relation to organised crime, which **three issues** are causing you **most concern** overall?

Please choose up to **THREE**

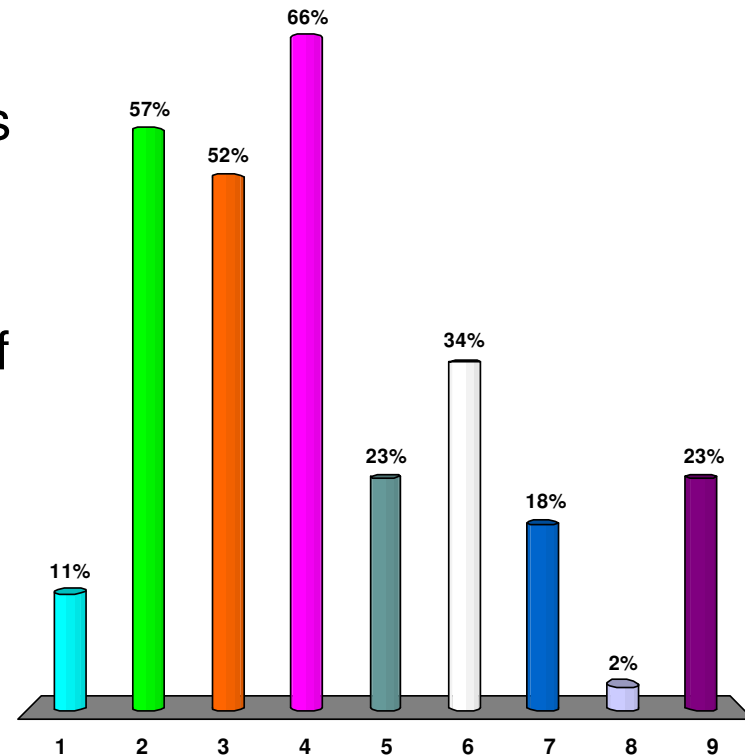
1. Sexual exploitation
2. Labour exploitation
3. Extortion
4. Kidnapping
5. Drug Cultivation
6. Elder Abuse





Which **three** of the following would you prefer the **police to focus on**? Please choose **THREE**

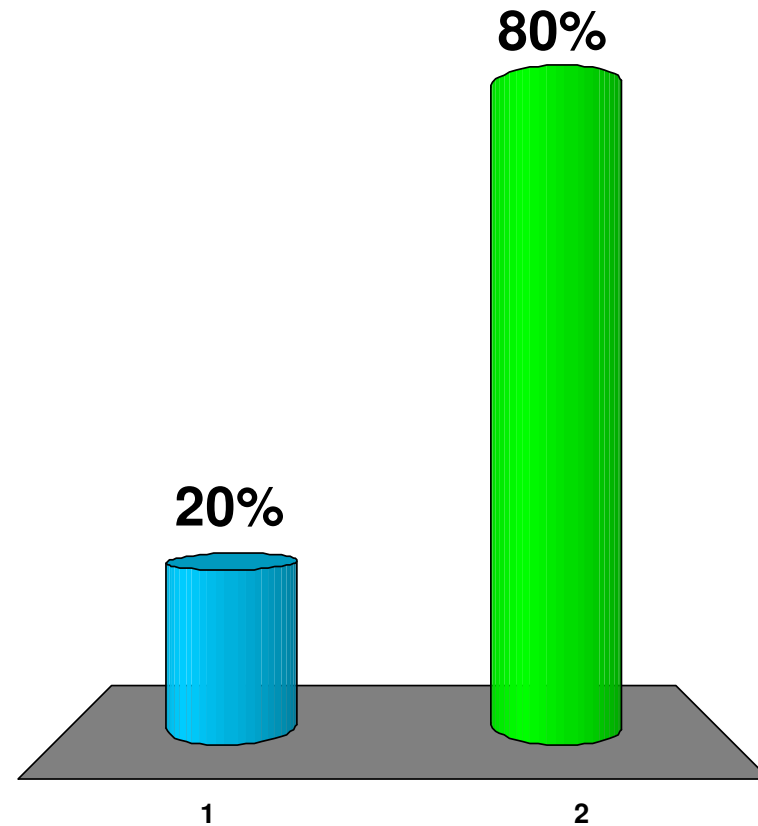
1. Giving crime prevention advice
2. Responding to emergency calls
3. Detecting and arresting offenders
4. Patrolling on foot
5. Patrolling in cars
6. Helping and supporting victims of crime
7. Using CCTV to monitor public areas
8. Police traffic
9. Working with schools & young people



Have the police **stopped** you on the street in the last 12 months?

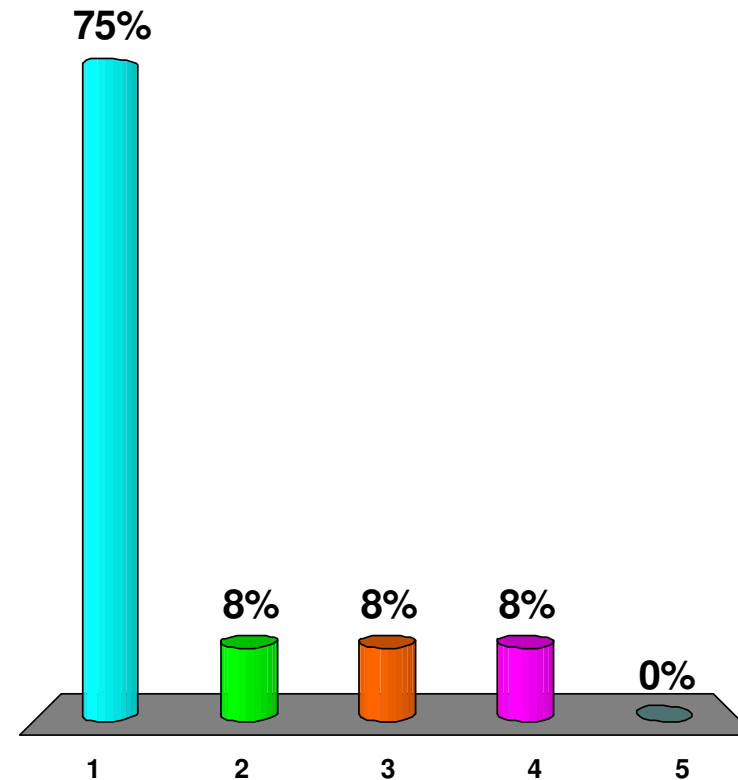
1. Yes

2. No



If police have stopped you in the street in the last 12 months, how satisfied were you with the way they treated you?

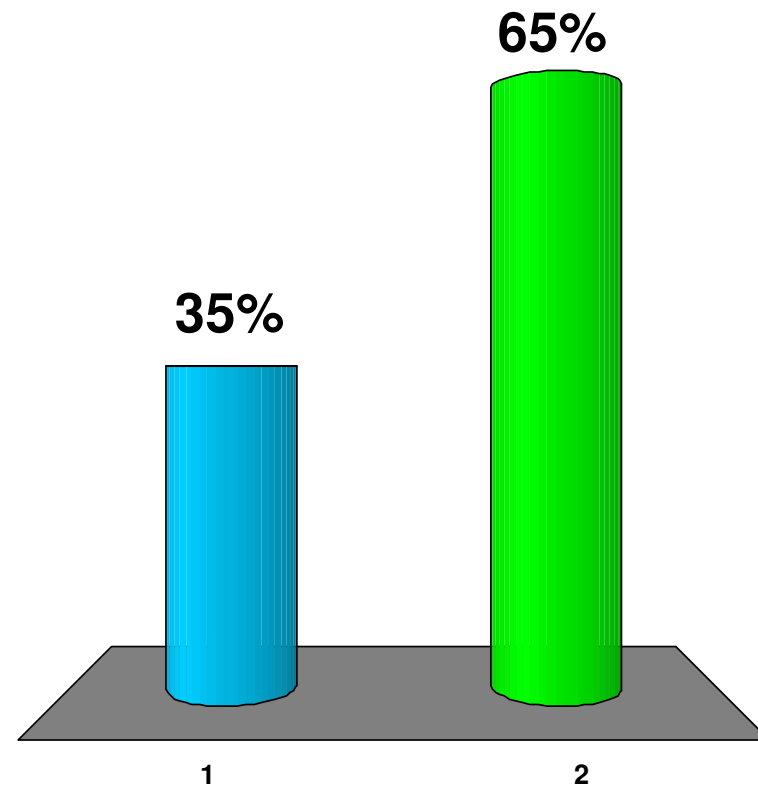
1. Very satisfied
2. Fairly satisfied
3. Neither satisfied not dissatisfied
4. A bit dissatisfied
5. Very dissatisfied



Have the police **come to your home** in the last 12 months? *(Whether invited or not invited)*

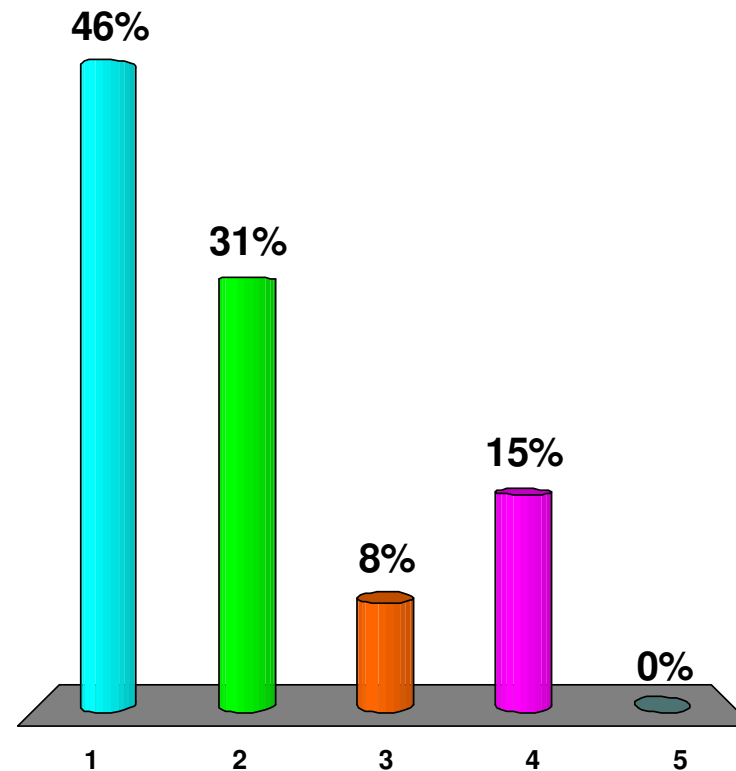
1. Yes

2. No



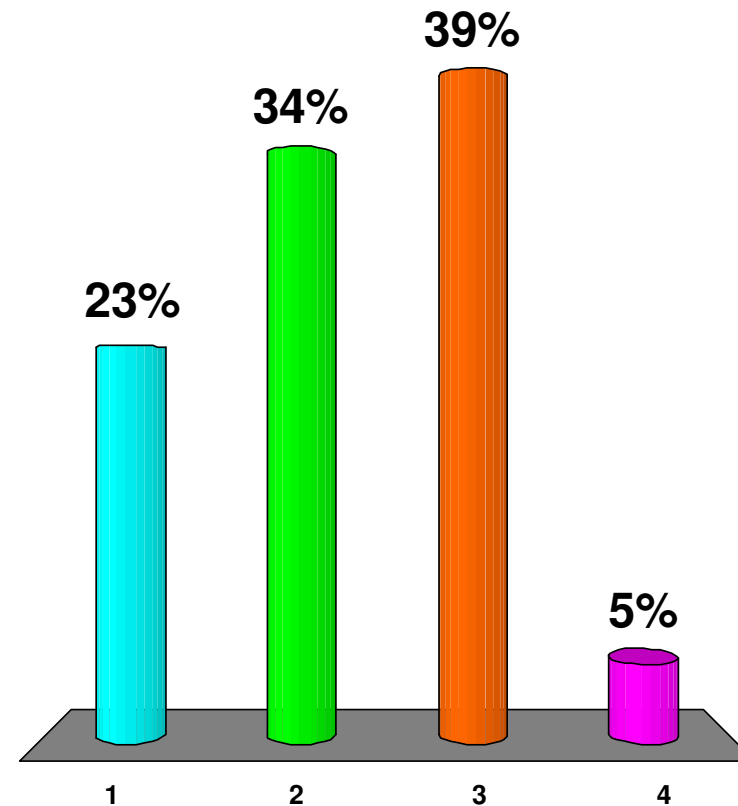
If **police have come to your home in the last 12 months**, how satisfied were you with the way they treated you?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied  
not dissatisfied
4. A bit dissatisfied
5. Very dissatisfied



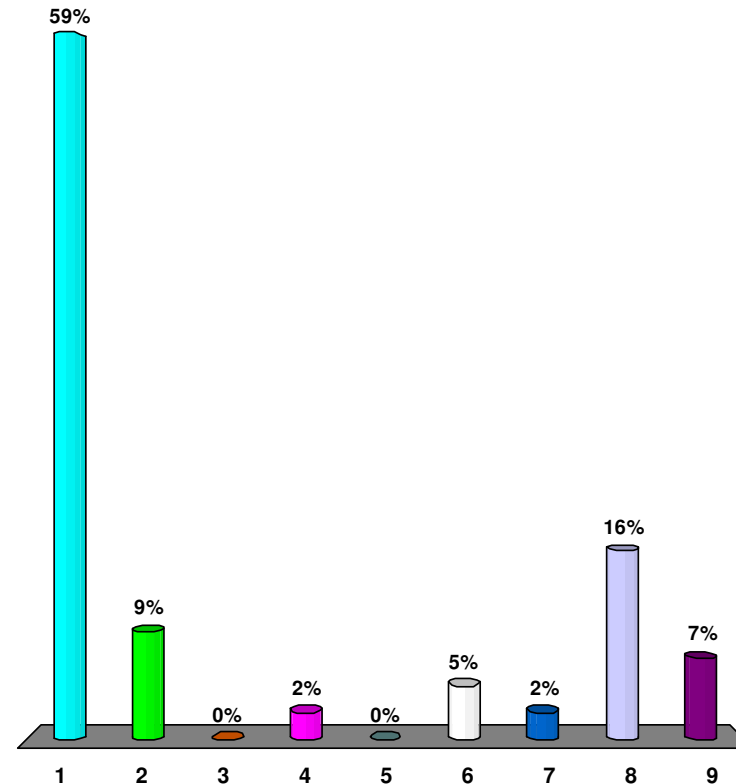
If you needed the police, how confident would you be that they would be there to help you?

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident



## Without dialling 999, how would you go about contacting your local police?

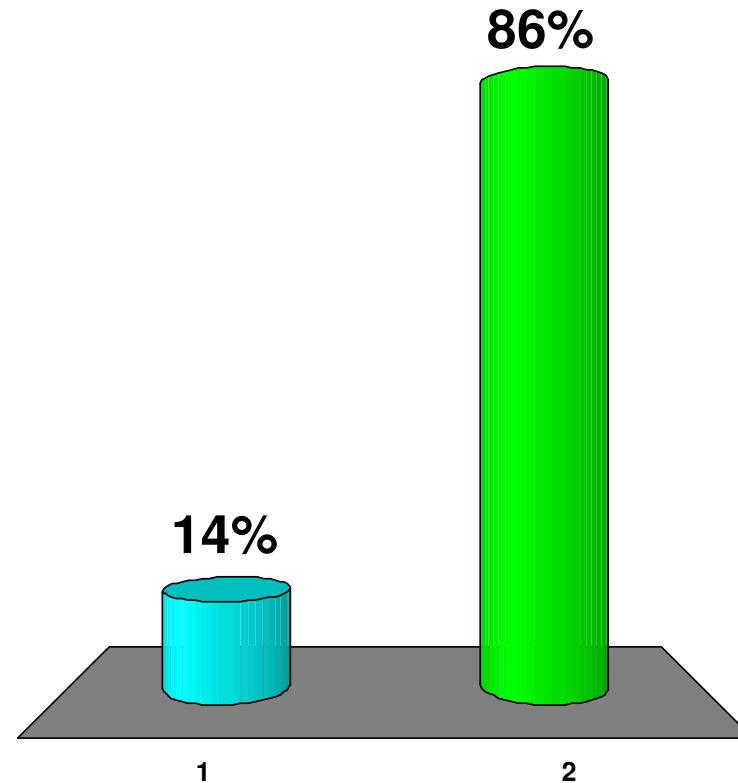
1. Look in the phone book for number of local police station
2. Call in person at local police station
3. Approach a police officer on the street
4. Via an age sector charity
5. Via a local community group
6. Via local councillor
7. Via a solicitor
8. Some other way. Example
9. Don't know



# Where you live, do you know any police officers well enough to **talk to, or by name?**

1. Yes

2. No





# Your views and your experience...

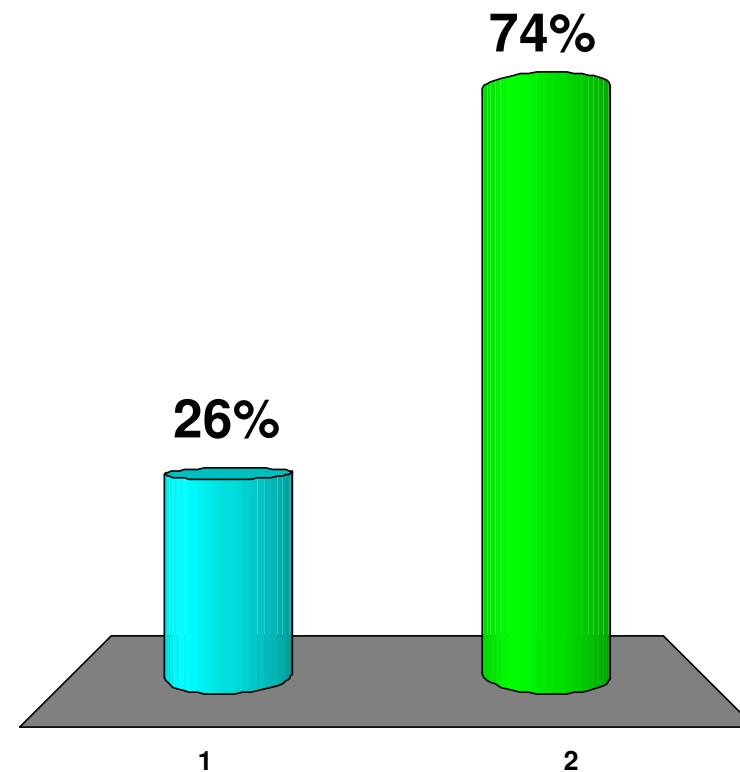


**Victims of crime...**

# Have you been a **victim of crime** in the last 12 months?

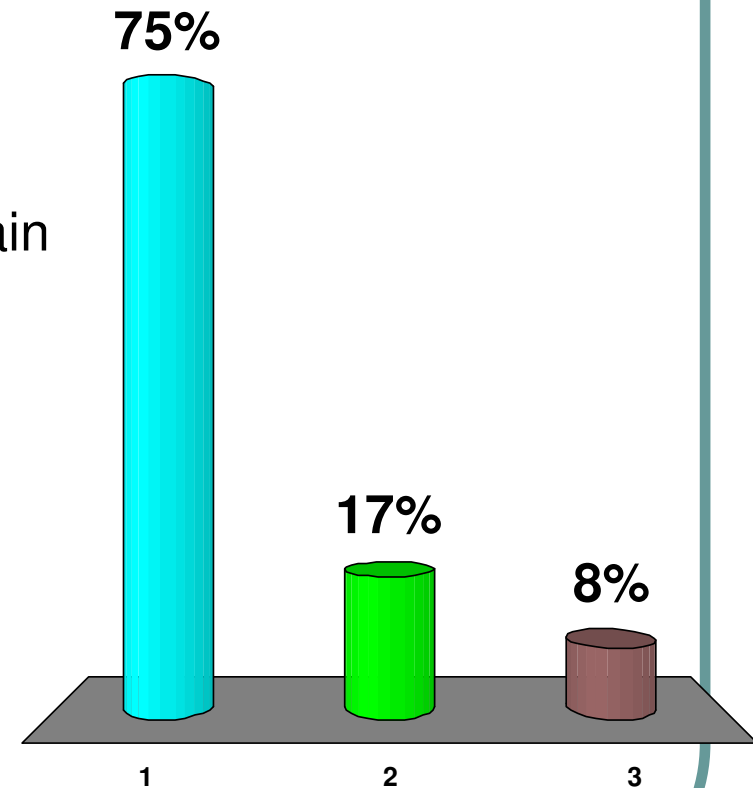
1. Yes

2. No



## If so, **where** were you a **victim of crime** in the last 12 months?

1. The area where you live
2. The area where you work, study or train
3. Somewhere else



Now for a moment, we will gather some views from people who have been a victim of crime..

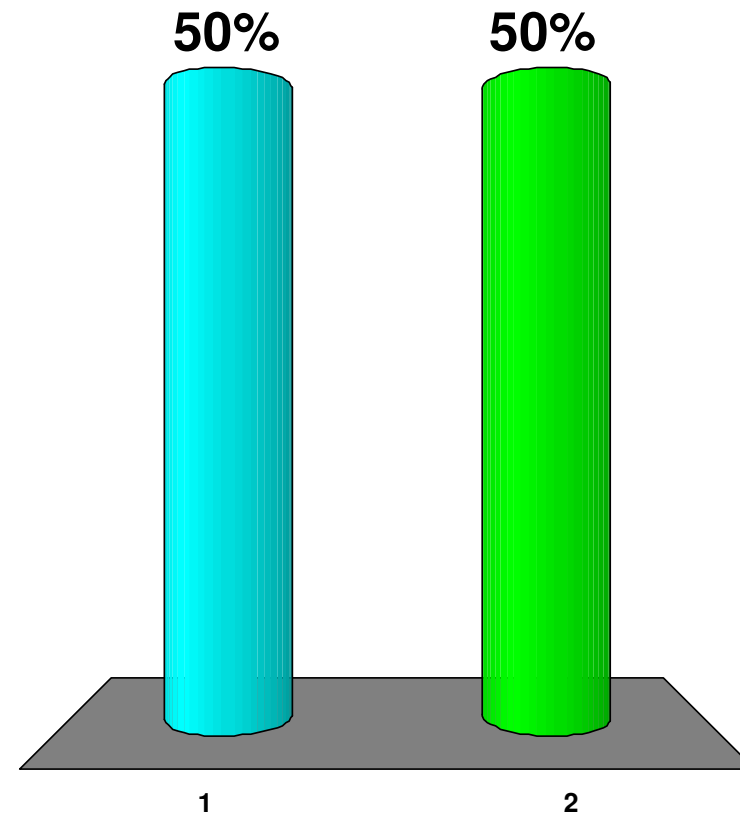


**Your views...**

If you were a **victim of crime** in the last 12 months, did you **report it to the police**?

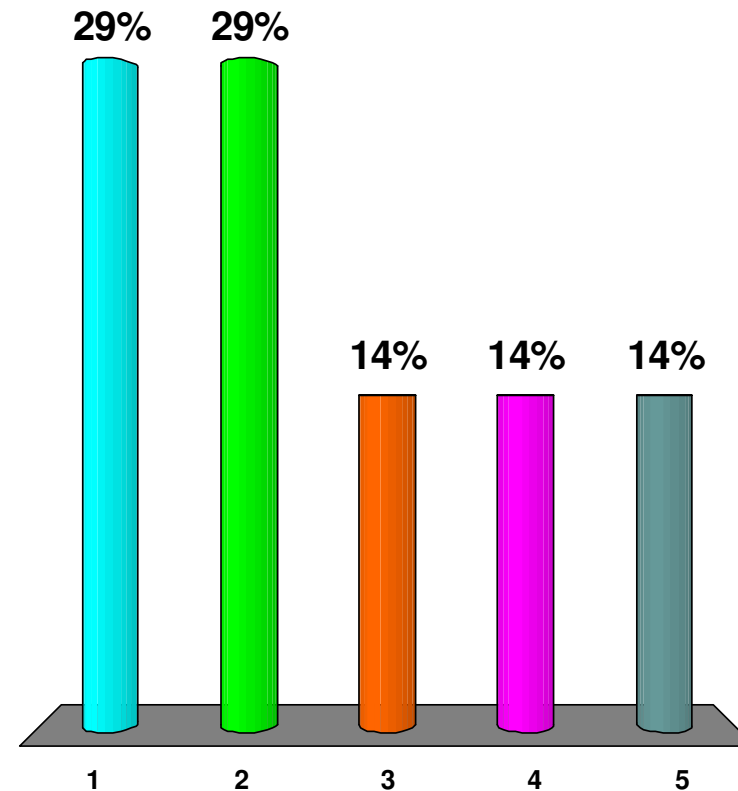
1. Yes

2. No



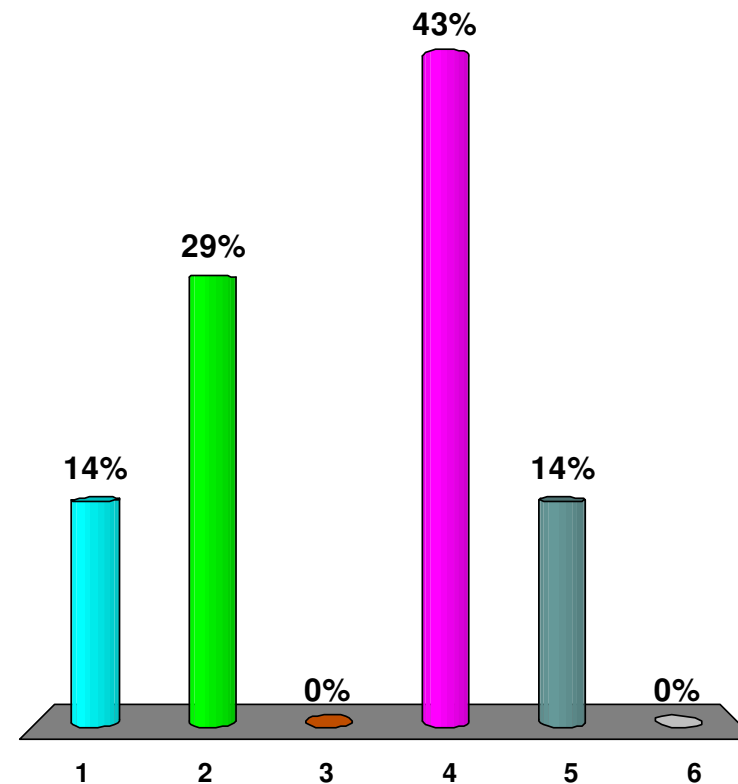
If you were a **victim of crime** in the last 12 months, and you **did report it to the police**, how **satisfied** were you with the way the police treated you?

1. Very satisfied
2. Fairly satisfied
3. Neither
4. A bit dissatisfied
5. Very dissatisfied



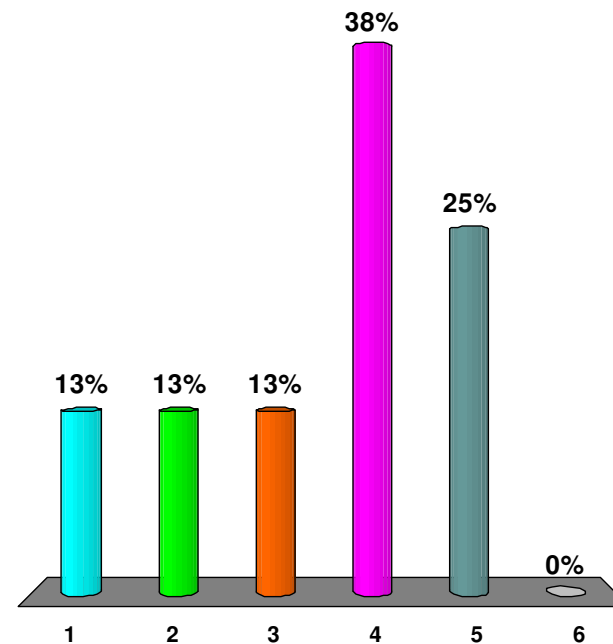
If you were a **victim of crime** in the last 12 months, and you **did report it to the police**, how **satisfied** were you with the way the police dealt with your problem/concern?

1. Very satisfied
2. Fairly satisfied
3. Neither
4. A bit dissatisfied
5. Very dissatisfied
6. Too early to say



If you were a **victim of crime** in the last 12 months, and you **did report it to the police**, how **satisfied** were you with the way police kept you informed about what was happening?

1. Very satisfied
2. Fairly satisfied
3. Neither
4. A bit dissatisfied
5. Very dissatisfied
6. Too early to say





Now let's hear from people who have been a victim of crime in the last 12 months but did NOT report it to the police...

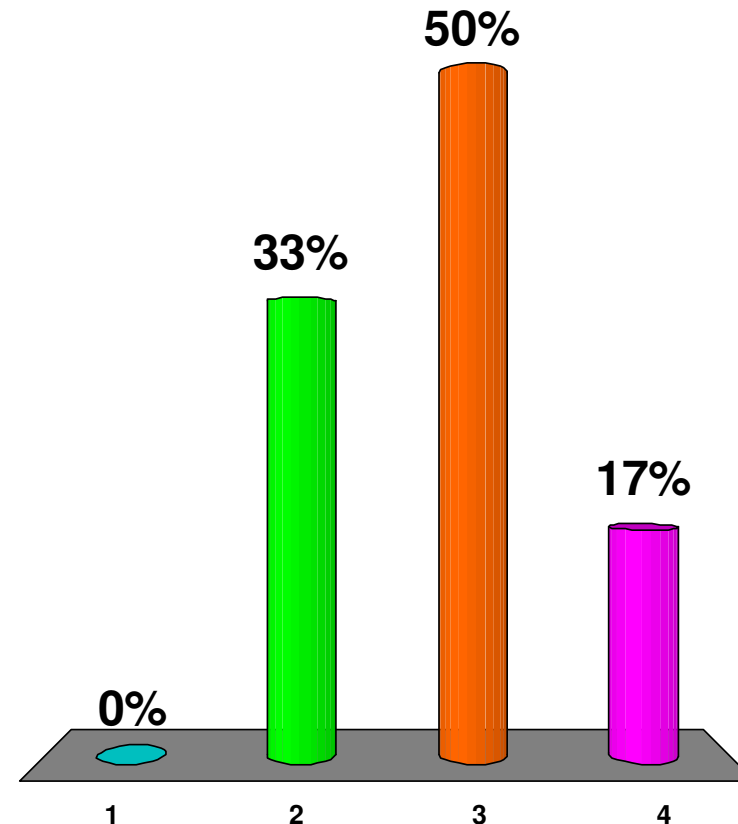


**Your views...**

If you were a **victim of crime** in the last 12 months, and you **did not report it to the police**?

What was your **main reason** for not doing so. (Please choose ONE)

1. Thought the police would **not believe me** or take me seriously
2. Thought there was **no point**, that police would not investigate it
3. **Fear**, afraid that reporting the crime would leave me vulnerable to further crime / attack
4. **Some other reason.**



**Your thoughts on today !**



How satisfied were you with how clearly the information was presented today...

1. Very Satisfied
2. Satisfied
3. Neutral
4. Dissatisfied
5. Very Dissatisfied

How **relevant** did you think the questions were?

1. Very Relevant
2. Relevant
3. Neutral
4. Not very relevant
5. Not at all relevant

## How helpful did you find the digital voting...

1. Very Helpful
2. Helpful
3. Neutral
4. Unhelpful
5. Very unhelpful



How **comfortable** are you with this type of consultation...

1. Very comfortable
2. Comfortable
3. Neutral
4. A bit uncomfortable
5. Very uncomfortable

## How willing would you be to participate in future consultations ...

1. Very willing
2. Willing
3. Neutral
4. Not very willing
5. Not at all willing



# Thank you!



**Social Research Centre**

Independence Integrity Excellence

[www.srcentre.co.uk](http://www.srcentre.co.uk)