



OUTCOME 2: WE HAVE CONFIDENCE IN POLICING

Indicator 2.1: The level of public confidence in policing

Measure 2.1.1: The number of people in Northern Ireland who are confident that PSNI is accessible, visible, responsive and victim focused

The Northern Ireland Crime Survey has been replaced by the Northern Ireland Safe Community Survey. The last published report is the Department of Justice – Perceptions of Policing and Justice: Findings from the 2017/18 Northern Ireland Crime Survey, issued in May 2019. The results relating to policing are shown in the table below. There has been very little change in the views expressed in the last five year period available.

Perceptions of Policing and Justice: Findings from the 2017/18 Northern Ireland Crime Survey

% saying	2013/14	2014/15	2015/16	2016/17	2017/18
Overall confidence rating	80	81	81	82	81
The police provide an ordinary day-to-day service for all the people of NI	86	85	86	86	86
The police do a very or fairly good job in NI as a whole	72	75	74	77	74
The police treat Catholics and Protestants equally in NI as a whole	81	82	81	83	83
Overall confidence in the local police	67	68	68	71	68
Can be relied on to be there when you need them	54	52	54	57	54
Would treat you with respect if you had contact with them	84	84	85	86	86
Treat everyone fairly regardless of who they are	65	67	68	68	66
Can be relied on to deal with minor crimes	51	52	53	54	52
Understand the issues that affect this community	63	66	67	67	63
Are dealing with the things that matter to this community	52	53	56	55	53
Overall confidence in engagement	41	41	40	41	40
Seek people's views about the ASB and crime issues that matter in this area	40	39	38	39	38
Are dealing with the ASB and crime issues that matter in this area ⁷	42	43	42	43	43

Multi Agency Support Hubs.

Totals from the commencement of each Hub. (Start dates for each Hub differ with H District starting Aug. 2016)

District in order of commencement.	H	L	K	L	G	F	E	D	B	C
Number of Operational Meetings Held	45	35	26	35	13	12	8	8	5	15
Number of Referrals Made	169	90	67	90	30	12	10	12	14	14
Number of Actions completed by PSNI	734	250	440	250	46	86	40	88	71	60
Number of Actions completed by Partners	1421	482	571	482	100	22	26	NK	20	54
Number of Persons Signposted with no need to refer	326	76	373	76	13	2	51	30	33	8

Support Hubs continue to operate as best possible in light of Covid-19 regulations and continue to support the most vulnerable in society.

The 2018/19 Findings report will not be published by the Department of Justice until October 2020¹ and the results of the 2019/20 Safe Community Survey are due to be published in May 2021.

The Deputy Chief Constable has written to the Department of Justice regarding the availability and timeliness of surveys on confidence and satisfaction. With the cessation of the Public Perceptions of the Police, PCSPs, the Northern Ireland Policing Board and the NCA Omnibus Survey in May 2018 there is a lack of confidence data available. Consideration should be given as to how the PSNI and NIPB jointly take this forward in line with the Policing Plan indicator 2.1 The level of public confidence in policing.

The 2020/21 Northern Ireland Safe Community Survey is moving from a face-to-face interview to a telephone survey as a result of the current pandemic. Consequently the questionnaire for 2020/21 has been reduced and will now focus on the following areas:

- experience of crime;
- perceptions of crime and anti-social behaviour;
- confidence in the police and police accountability arrangements;
- overall confidence in the fairness and effectiveness of the Criminal Justice System; and
- perceptions of organised crime.

999 & 101

	May	June	July
Total 999's	14019	14503	15870
999's (10 secs)	93.9%	94.3%	95.3%
999's abandoned	7	5	8
999'S Abandon Rate	0.05%	0.03%	0.04%
999 Average Answer time	00:06	00:06	00:06
Total 101's	39660	39456	41741
101's (30 secs)	79.00%	75.95%	74.87%
101 abandon Rate	3.90%	4.20%	4.01%
101's Abandoned	1556	1656	1673
101 Average Answer time	00:31	00:35	00:35
Total Calls	53,679	53,959	57,611
Total Online Reports	4228	2673	2218

¹ DOJ state that "due to the impact of COVID-19 on the availability of staff to undertake and quality assure the production of the publication it has been necessary to delay release until later in the year."



Narrative – *How well did we do? (Quality)*

101 & 999. The average answer time across the 3 months for someone ringing 999 in Northern Ireland looking for a police response was 6 seconds. We still as an organisation measure our 101 non-emergency calls against a 30 seconds answer time however, there is no national standard for this. Over the three months there was an average of 40000 101 calls a month with an answer rate of approximately 76% within 30 seconds. The average answer time for a 101 was 33 seconds and the longest answer time was 13 minutes. Overall as an organisation we receive approximately 55000 calls for service a month through 999 or 101. Online reports for each month range from 4228 in May to 2218 in July. The reduction in reports can be aligned with the easing of COVID restrictions in the country.

Support Hubs. The Department of Justice survey focusing on Support Hubs closed on 14th August and the follow up workshops are anticipated to take place in mid-September to expand on the feedback provided from the survey. It is anticipated that the survey and subsequent workshops will help to provide evidence of the effectiveness of Support Hubs and the reduction of vulnerability through early intervention mechanisms and support to the most vulnerable in society.

Neighbourhood Policing Delivery Board. The application process to identify the additional 400 officers was completed earlier this year with all initial appointments planned or implemented before the Covid-19 lockdown. Since the resumption of the programme those remaining on select lists have been offered an opportunity to transfer to NPTs in other districts. The Chief Constable has pledged that as part of our commitment to enhancing visibility, accessibility and responsiveness at least one neighbourhood officer would be allocated to every electoral ward in the country. This has already been achieved and everyone in Northern Ireland can now find details of their own Ward Officers on our website.

Go Agile – Ruggedized Laptop Pilot. ‘Digital PSNI’ is an organisation-wide project which examines how our officers and staff can be supported through innovation and technology, by providing the latest software and equipment. This project has already allocated over 2,000 laptops across the service to allow officers and staff to work remotely and off-site. The project has now completed a pilot in North Belfast Neighbourhood with a more robust and rugged laptop for frontline officers, which are designed to withstand the operational policing environment. This means that operational officers will be less reliant on fixed desktop computers and can access and input information quicker and at a time and place they choose; whether this be in a police vehicle, at a community meeting, at the home of a victim or even just at the side of a road.

Child Protection Disclosure Scheme – online. We have launched an online application facility as part of the Child Protection Disclosure Scheme. This will enable anyone with concerns about someone who may be posing a risk to children to find out if they have a criminal record for sexual or violent offences by sharing concerns online via the Police Service of Northern Ireland’s website instead of having to visit a police station to make an application.

Public Protection Branch Call Back Scheme for domestic incidents. With lockdown measures in place, one consequence is an increase of calls to police regarding domestic incidents. In response to this, Public Protection Branch, working in partnership with District Policing, has set up a dedicated team of officers to take part in a call back scheme for domestic incidents.

Non-Emergency Online Reporting Service upgrade. The upgrade is to make it easier for people to report a crime online. With the work we are undertaking, exploiting new technologies to automate some of the processes, we are improving the efficiency of handling online reports. One of the key benefits is that reports made online will be considered in live time, in the same way a call to ‘101’ is.

Online Crime Reporting Our Covid-19 response included the disaggregation of our Call Management Centres (CMC) for business continuity purposes by moving from three main centres to seven locations. In order to help manage the allocation of calls being made to our non-emergency number, 101, ICS introduced the ability for members of the public to report Citizen Covid-19 breaches via an online form. Automatic messaging on our 101 system deflected between 70-79% of such callers onto the website without re-appearing in our 101 call queues. Since its introduction on 13 April 2020, over 5,400 submissions have been made to date. On 27 April 2020, robotic process automation (Bots) was implemented to assist with the handling of the volumes of breaches being reported. Bots have since processed over 3,200 submissions. This technology and functionality has been enhanced further to allow all online incident reporting to be integrated with our ControlWorks system. Over 1,600 incidents have been submitted online, assessed and categorised for call dispatchers to assign to call signs as necessary, without the need for human intervention. Our survey to date tells us that 77% of users rated the online crime and incident report system as good or very good.

Impact – *Is anyone better off? (Effect)*

Support Hubs. Over 500 people have been referred to Support Hubs. The figures show continued collaborative working in terms of Actions Completed by PSNI and Partners as well as 937 persons being signposted without the need for referral into the Support Hub

Go Agile – Ruggedized Laptop Pilot. The Pilot users reported an increase in the time they were able to spend operational on the ground without having to return to the station therefor increasing their visibility and accessibility to the public.

Child Protection Disclosure Scheme – online. The launch of the online scheme has led to an increase in applications to the scheme. 2019 saw 12 applications but there has been 19 applications this year already with 10 out of the last 11 being submitted online.

Public Protection Branch Call Back Scheme for domestic incidents. The scheme provides an opportunity to start a conversation, check on the welfare of the individuals and to ascertain if there has been anything further in terms of the reported incident or any others they now may wish to highlight, as well as discussing referrals and signposting them to support services such as Women's Aid, Men's Advisory Project and Rainbow. The role of the team is not only to assist the victims in these cases, but also to help officers on the ground attending the calls. In order to provide the best possible support to the service. This has resulted in 4,754 contacts and a further 227 referrals for support agencies, 14 cases of further evidence being provided and 11 new crime reports. This is a positive result from the additional call back scheme which is being reviewed in respect of this being maintained post lockdown restrictions having eased.

Non-Emergency Online Reporting Service upgrade

When a report is submitted online, the reporting person will be updated. This will advise the person if police are attending, providing their incident number and key details on victim support available. Our aim is to make reporting an incident or crime online easier and quicker for the public and, in doing so, encourage use of the online system. This will help us to make sure we can prioritise those who need to speak to us the most via 101 telephone service.