Northern Ireland Policing Board

THE NORTHERN IRELAND POLICING PLAN 2020-2025

COMMUNITY POLICING SURVEY 2024

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Statistics User Feedback

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INTRODUCTION

About the Board

The Northern Ireland Policing Board (the Board) is an independent public body which oversees policing in Northern Ireland. It was set up on 4 November 2001 as a result of the Police (Northern Ireland) Act 2000. The Policing Board operates at arm's length from government and has strong independent powers to carry out its work.

OUTCOME 3: WE HAVE ENGAGED AND SUPPORTIVE COMMUNITIES

Outcome 3 within the Policing Plan is about building the relationship between police and the community.

The Policing Board undertook this research on the experience of individuals in their community, working with the Police Service of Northern Ireland. The survey aimed to assist in informing the Policing Plan, with specific regard to delivery of measure 3.1.3 (assess and evaluate the impact of partnership working with local communities).

The survey also added to the information already gathered by the Board in the 2023 Policing Plan Survey and the 2023 Community Policing Survey.
https://www.nipolicingboard.org.uk/policing-plan-survey

The Data and Methodology

The online survey captured the views of a sample of individuals and organisations. The report is based on a self-selecting sample and therefore it is intended to give an indication of general views for the Board's assessment of Outcome 3 of the Policing Plan.

The survey ran from Monday 8 April to Sunday 30 June 2024, both as an online survey (using NI Direct/Citizen Space) and as a paper version.

The online and paper versions were offered at Board engagement events such as Balmoral Show (15-18 May) and at the PSNI Reference, Engagement and Listening event with representatives from disability groups. It was also issued to the Board's contact list including Consultees, Equality Contacts, PCSP's (who subsequently promoted it through their channels), Independent Custody Visitors, Independent Community Observers. In addition, the PSNI issued it to their community contacts within the Protestant, Unionist, Loyalist, Catholic, Nationalist, Republican, LGBTQIA+ and Ethnic Minority communities. The QR code and links to the survey were also sent to organisations working with children and young people including, Boy's Brigade for NI, Children's Law Centre, Controlled School's Support Council, Council for Catholic Maintained Schools, Early Years, Education Authority NI, Extern, Include Youth, National Society for the Prevention of Cruelty to Children (NSPCC), NI Commissioner for Children & Young People, NI Scout Council, Northern Ireland Youth Forum, Start360, VOYPIC, Youth Action NI and Youth Council for NI.

User Engagement

User engagement is welcomed on the suitability and value of these statistics.
Statistics User Feedback

WHO RESPONDED

The survey asked if respondents were answering on behalf of themselves, a local business, neighbourhood/community group, school or college or youth group, church or charitable organisation. Details of local council, was a required detail. Postcode of respondents was also requested but was optional.

There were a total of 635 responses received of which 387 were from online surveys and 248 from paper copies of the same survey.

Table 1 Respondents by group

	Respondents	**Percent**
Myself	544	86%
Neighbourhood/Community group	35	6%
Charitable organisation	25	4%
Other	20	3%
School/College or Youth Group	6	1%
Local business	5	1%
Total	**635**	**100%**

Some of the groups and individuals who provided their organisation or group name included; women's groups (2), Orange Lodge (2), children and youth groups (4), sporting groups (3), public sector and statutory organisations (6) and others (2).

COUNCIL AREA

All council areas were included in the responses. This was a mandatory field in the online survey. All respondents using the paper version of the survey, included their council area. The majority of responses received were from Belfast City Council (98, 15%) and Armagh, Banbridge and Craigavon Council (86, 14%). There were 14 responses received from Derry City and Strabane Council area, making up 2% of the total.

Table 2 Respondents by council

Council	Responses	Percent
Antrim and Newtownabbey	65	10%
Ards and North Down	68	11%
Armagh, Banbridge and Craigavon	86	14%
Belfast City	98	15%
Causeway Coast and Glens	41	6%
Derry City and Strabane	14	2%
Fermanagh and Omagh	55	9%
Lisburn and Castlereagh	70	11%
Mid and East Antrim	48	8%
Mid Ulster	44	7%
Newry, Mourne and Down	46	7%
Total	**635**	**100%**

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

	Individual Responses	2024 percent	2021 Census
Antrim and Newtownabbey	58	11%	8%
Ards and North Down	65	12%	9%
Armagh, Banbridge and Craigavon	73	13%	11%
Belfast City	71	13%	18%
Causeway Coast and Glens	32	6%	7%
Derry City and Strabane	13	2%	8%
Fermanagh and Omagh	46	8%	6%
Lisburn and Castlereagh	55	10%	8%
Mid and East Antrim	45	8%	7%
Mid Ulster	42	8%	8%
Newry, Mourne and Down	44	8%	10%
Total	**544**	**100%**	**100%**

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

KEY ISSUES

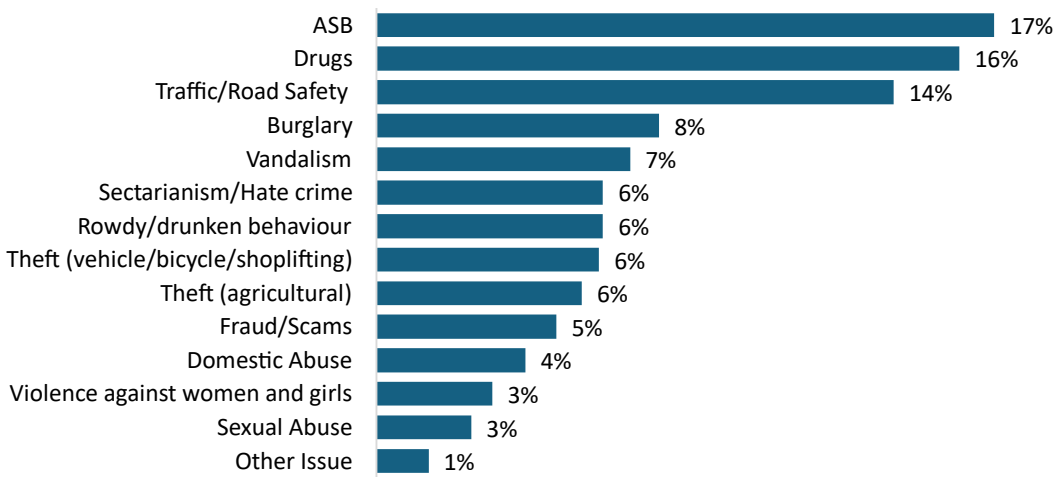
Respondents were asked to choose from a list of the key local issues. More than one option could be selected for this question.

The previous Community Policing Survey which took place in 2023 cited the most frequent issues identified by all respondents as anti-social behaviour (17%), drugs (including use, addiction and dealing) (14%) and traffic issues (10%). Respondents to the 2024 survey have returned again to these three areas as being the key issues for them as either individuals or organisations. This is in keeping with the most recent NI Safe Community Telephone Survey (NISCTS) published in March 2024 with data from 2022/23 (Department of Justice NI), which states that the proportions of respondents who felt crime levels in their local area were either about the same or had fallen remained similar to the 2021/22 survey (2022/23: same 64%, fallen 14%) (2021/22: same 62%, fallen 13%). Northern Ireland Safe Community Telephone Survey 2022/23

In the 2024 survey, one third of those responding as individuals (rather than organisations) selected issues of anti-social behaviour (16%) and drugs (including use, addiction and dealing) (16%). Traffic and road safety made up a further 14% of issues of concern to individuals in Northern Ireland.

Almost half (46%) of respondents providing views on behalf of organisations or businessess selected anti-social behaviour (18%), drugs (use, addiction, dealing) (15%), and traffic or road safety concerns (13%) as their three key issues.

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



Key issues other

In addition to the categories offered in the survey respondents had the opportunity to include additional text within an 'Other issues' field. Other issues made up a small proportion of issues overall (1%). Once analysed, they consisted of comments regarding the presence and engagement of policing in communities, littering/fly tipping, criminality and crimes against groups such as older people, vaping, and the presence of flags.

All council areas were included in the responses and all respondents, whether individuals or organisations, specified a council area of where they lived or worked.

At the Northern Ireland level, the three most frequently selected issues for all respondents were anti-social behaviour, drugs (use, addiction and dealing) and traffic/road safety. These key issues were the same in 2023.

While results from the 2022/23 Northern Ireland Safe Community Telephone Survey (NISCTS), published by Department of Justice NI, indicate that most adults/households did not experience a crime which was asked about in their survey, findings estimated that 5.1% were victims of at least one crime during the 12 months prior to interview, up from 3.8% in 2021/22. An estimated 80,000 incidents of crime occurred during the 12-month recall period for 2022/23. Northern Ireland Safe Community Telephone Survey

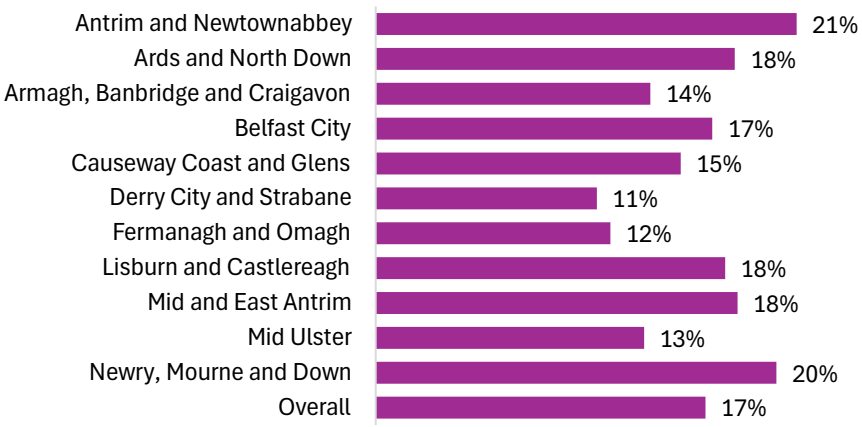
The NIPB Community Policing Survey asked respondents to select key local issues for them and antisocial behaviour has repeatedly appeared as the most frequently selected issue. The severity of this issue was not measured in the survey but there are data available from the NISCTS report for 2022/23 indicating that the proportion of respondents perceiving the level of anti-social behaviour in their local area to be high was 6%. This is based on a composite measure of factors including teenagers hanging around on streets (12%), littering/rubbish (28%), noisy neighbours (6%) and vandalism/graffiti (10%).

Key issue – Antisocial behaviour

PSNI published data for the 12 months from 1 July 2023 to 30 June 2024 show there were 44,099 antisocial behaviour incidents in Northern Ireland, a decrease of 3,940 (-8.2 percentage points) when compared with the previous 12 months. This was the lowest 12-month figure since the data series began in 2006/07. PSNI Antisocial Behaviour Statistics

Antisocial behaviour features as the most frequently cited issue for individuals and organisations in Northern Ireland overall and for all council areas ranging from 11% to 21%. One fifth of respondents in Antrim/Newtownabbey and Newry/Mourne included antisocial behaviour as a key issue for them.

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



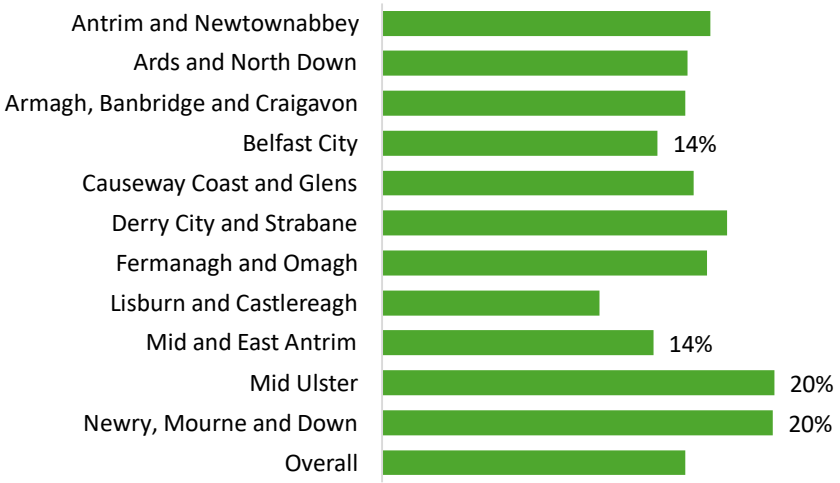
KEY ISSUE 2 - DRUGS (USE, ADDICTION AND DEALING)

PSNI official statistics for recorded crimes (July 2023 to June 2024) show there were a total of 100,779 crimes recorded in Northern Ireland, a decrease of 10,547 (-9.5pp) when compared with the previous 12 months. Of these, total drug offences in the year to June 2024, including dealing and trafficking totalled 8,674, a reduction of 5.7 percentage points (pp) on the previous 12-month period. PSNI Recorded Crime Statistics

According to the NISCTS, next to rubbish or litter lying around (28%), people using/dealing drugs (25%) continued to be considered as being most problematic in the local area.

Respondents to the Board's community policing survey from Mid Ulster council area were more likely to think drugs were a key issue (20%) compared to traffic/road safety (19%) or antisocial behaviour (13%).

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

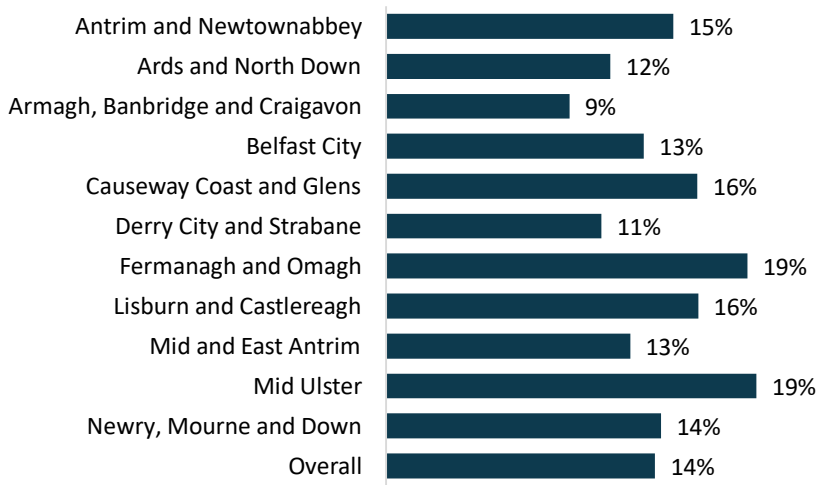


KEY ISSUE 3 - TRAFFIC AND ROAD SAFETY

PSNI official statistics on motoring offences in the year to 31 May 2024 showed there were 38,122 detections for motoring offences in Northern Ireland, of which 97% were dealt with by means of a fixed penalty notice or referral for prosecution. The remaining 3% (1,198) resulted in the completion of a speed awareness or safer driver course. Total detections decreased by 13% compared to the 43,890 detections recorded in the previous 12 months, with a notable reduction in speeding offences, down by 1,597 (23pp). The largest of the motoring offences were for insurance (7,043) and speeding (5,219) which together accounted for one-third of total detections. Motoring Offence Statistics | PSNI

The Board's Community Policing Survey 2024 showed that respondents from Fermanagh/Tyrone and Mid Ulster were more likely to list traffic and road safety as a key issue in their council area, making up 19% of all issues in these areas.

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



In Northern Ireland, beyond these three key issues of antisocial behaviour, drugs and traffic/road safety, the picture at individual council level showed only small variation.

Overall, burglary featured highly in the list of key issues faced by communities. According to PSNI official statistics, there were 3,336 crimes of burglary recorded between July 2023 and June 2024, which showed a 7.4 percentage point reduction on the previous 12-month period.

However, in the council areas of Antrim/Newtownabbey and Ards/North Down sectarianism and hate crime were selected more frequently than burglary. Respondents from Belfast City were more likely to select vandalism (9%) than burglary (6%) as a key issue after anti-social behaviour, drugs and traffic issues.

CONTACT WITH LOCAL POLICE

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

Of the 635 responses received to the survey, 296 respondents said they had contacted the police in the last 12 months and 311 had no contact. There were 28 respondents who did not answer this question.

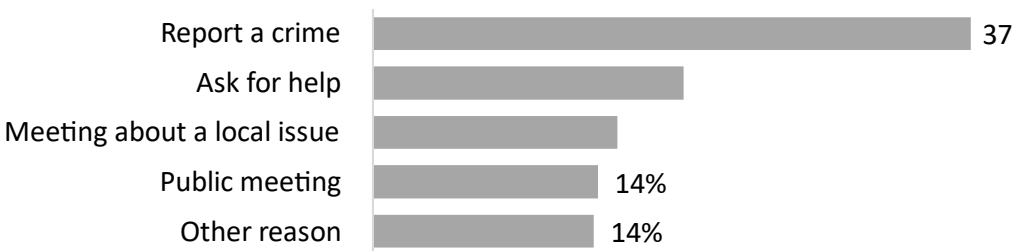
Although it is not possible to ascertain if contacts with PSNI had been through local teams, wider policing teams or support through 101, those who provided a reason for this contact, most frequently selected that they had done so to report a crime, 37%. Asking police for help was selected 19% of the time, a meeting about a local or neighbourhood issue 15% and a public meeting with PSNI 14% of the time.

Other reasons provided for having contact with local police included through work or in an official capacity, a community initiative, reporting a death or a traffic incident, and there were 9 respondents who said the contact had been initiated by PSNI such as neighbourhood policing visits to local shops and schools.

The Board's Policing Plan Survey 2023 identified that nine in ten respondents felt confident or very confident in contacting the PSNI if they needed to (91%), although there was a statistically significant difference between victims of crime and those who were not a victim of crime. The Policing Plan Survey results showed that victims of crime were more likely to feel not very/not at all confident in contacting PSNI (12%) compared to those who had not been a victim of crime (7.5%).

Given that over one third (37%) of contacts with PSNI, selected by respondents to the Community Policing Survey 2024, were initiated for the purpose of reporting a crime, this is an important area of interface between police both locally or nationally, and the community.

Figure 5 Contact with local police (PSNI)



AWARENESS OF POLICE IN THE LOCAL AREA

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

Two thirds of respondents were aware of police in their local area, either occasionally or often, in a vehicle (62%). Awareness of police on foot in the local area (either occasionally or often) was lower, with less than one fifth (18%) of respondents feeling this was the case. Just over half of those who responded to the question felt they had seen PSNI in the media or on social media (52%). One third of respondents (38%) had seen the PSNI at a community event or meeting.

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

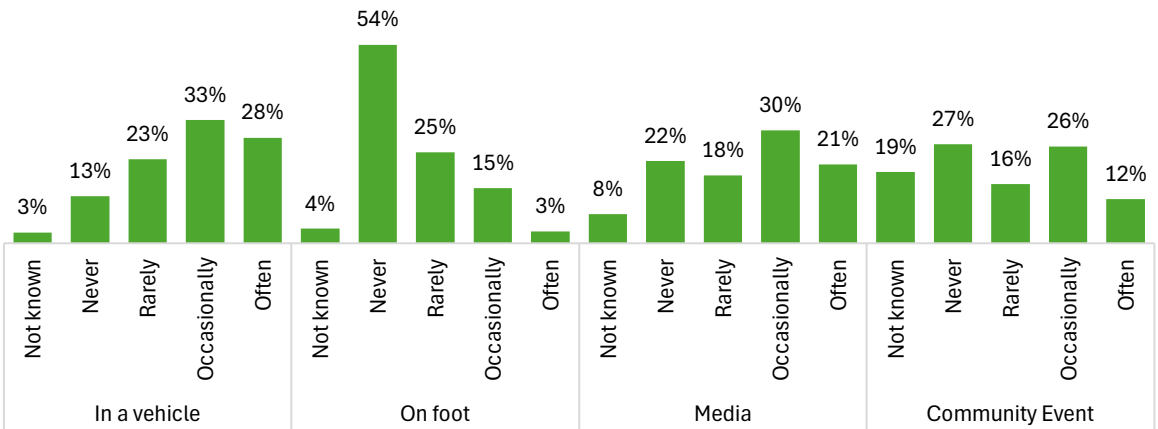


Table 4 Awareness of PSNI officer, local or neighbourhood policing team

In a vehicle	**Number**	**Percent**	**Media**	**Number**	**Percent**
Not known	18	3%	Not known	47	8%
Never	79	13%	Never	133	22%
Rarely	142	23%	Rarely	110	18%
Occasionally	208	33%	Occasionally	183	30%
Often	178	28%	Often	128	21%
On foot	**Number**	**Percent**	**Community Event**	**Number**	**Percent**
Not known	23	4%	Not known	116	19%
Never	322	54%	Never	161	27%
Rarely	147	25%	Rarely	96	16%
Occasionally	89	15%	Occasionally	157	26%
Often	19	3%	Often	72	12%

INVOLVEMENT IN LOCAL ISSUES

Of the 635 resondents who completed the survey, one quarter said they were involved with the PSNI in seeking resolution to community issues (160, 25%). All council areas were represented in the responses received, with at least 10% of responses in each council coming from those who were involved in some way with PSNI in seeking solutions to local issues.

Figure 7 Level of involvement in local issues

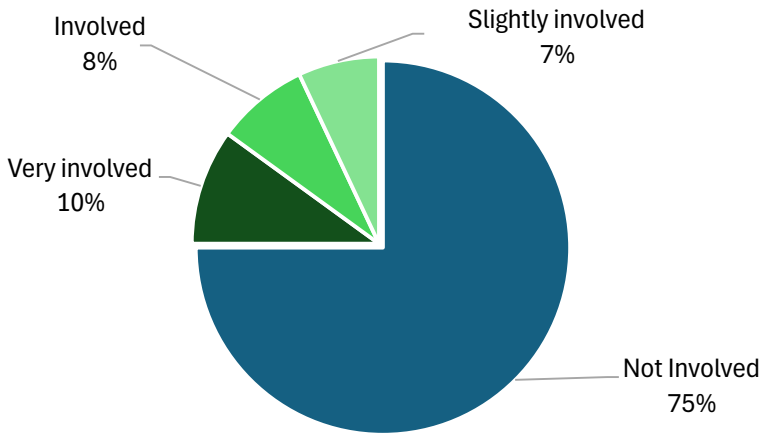


Table 5 Involvement by Council Area (very involved, involved and slightly involved)

	Involvement (number)	Involved (percent)
Antrim and Newtownabbey	19	29%
Ards and North Down	7	10%
Armagh, Banbridge and Craigavon	16	19%
Belfast City	42	43%
Causeway Coast and Glens	11	27%
Derry City and Strabane	5	36%
Fermanagh and Omagh	17	31%
Lisburn and Castlereagh	21	30%
Mid and East Antrim	9	19%
Mid Ulster	6	14%
Newry, Mourne and Down	7	15%

This was a self-selecting survey and therefore, while responses by council showed that the range of respondents who were involved to some degree in seeking solutions to local issues was between 10% and 43%, it is not possible to compare involvement of one council area to another.

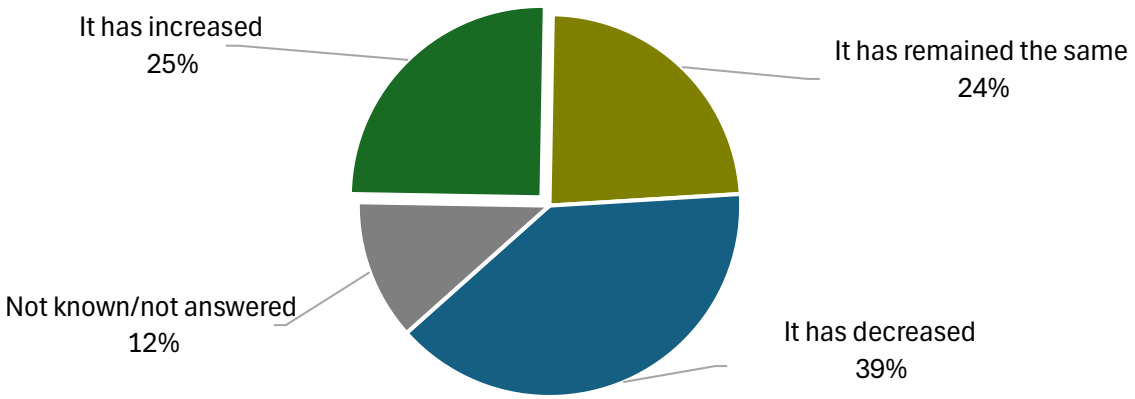
Figure 8 Involvement by category of respondent (number)

The majority of responses regarding involvement in local issues came from individuals (101 out of 160). Organisations such as charities, schools and community organisations made up the remainder (59 out of 160 responses).

CHANGES IN COMMUNITY INVOLVEMENT

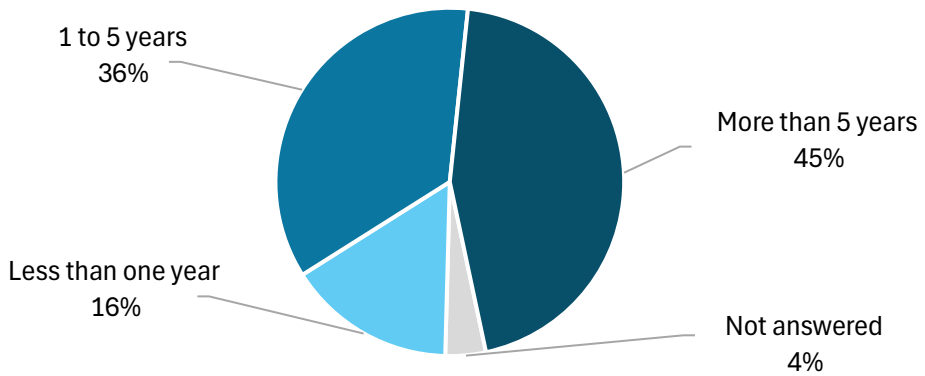
Respondents were asked to think about how their community's involvement with the PSNI in resolving these issues had changed. Of those involved with PSNI in seeking solutions to local issues, one quarter thought community involvement had increased, almost one quarter thought it had remained the same (24%) and over a third thought involvement had decreased (39%).

Figure 9 Change in community involvement



The majority of respondents who were involved in seeking solutions to local issues had been involved in this work for one or more years (81%) and almost half of respondents (45%) had been involved for five years or more. Of responses received, 59 were from organisations, businesses or charities. There were a small number of respondents who did not answer this question (6, 4%).

Figure 10 Involvement over time



Respondents were also given the opportunity to provide some comments in relation to why they felt community involvement had changed. A summary of these comments is provided in Appendix 4.

MUTUALLY SATISFACTORY SOLUTION TO LOCAL ISSUES

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

Overall, two thirds (64%) of respondents thought that there had been a mutually satisfactory solution to local issues (strongly agree, agree or slightly agree). Almost one third (31%) slightly disagreed or disagreed.

Figure 11 Mutually satisfactory solution achieved

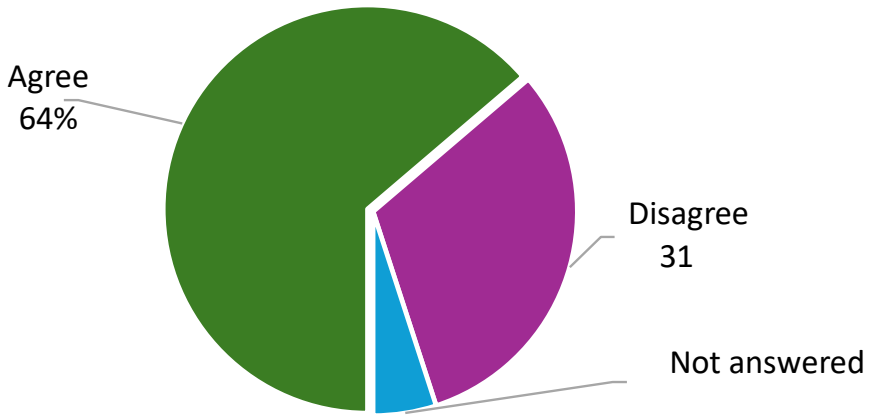


Table 6 Mutually satisfactory solution achieved

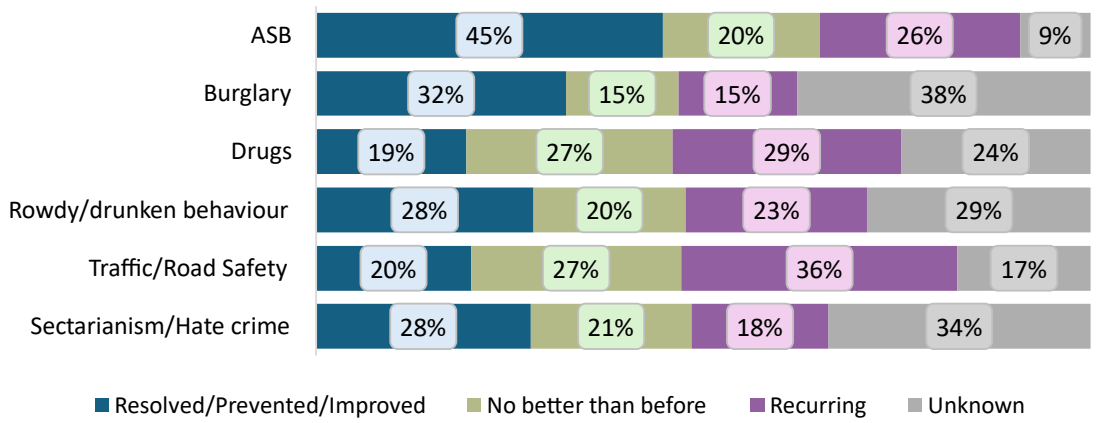
	Number	Percent
Strongly agree	33	21%
Agree	39	24%
Slightly agree	30	19%
Slightly disagree	22	14%
Disagree	28	18%
Not Answered	8	5%
Total	**160**	**100%**

CURRENT STATUS OF THE ISSUES

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

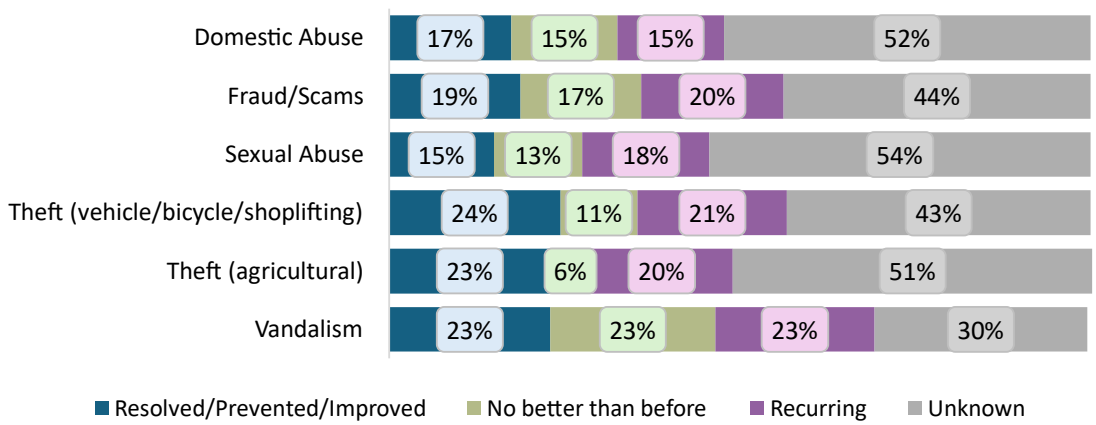
Overall, 160 respondents indicated they were involved in working with PSNI in resolving local issues. This consisted of 101 individuals, 24 community organisation, 6 schools or youth organisations, 14 charitable organisations, 3 businesses and 12 other organisations. The results showed a range of answers depending on the category of issue identified. Of the seven key issues identified, antisocial behaviour was one that respondents felt was most likely to be resolved (including prevented/improved) (45%). The current status of the issue of drugs (including use, addiction and dealing) in the community was most likely to have remained the same (27%) while traffic and road safety issues were seen as the most likely to be recurring.

Figure 12 Current status of selected issues



It would be anticipated that sexual abuse and domestic abuse were the community issues which respondents most likely felt the current status was unknown (54%, 52%). Fraud (44%), agricultural theft (51%), shop/vehicle/bicycle theft (43%) were also issues where respondents were more likely to feel the current status was unknown. In terms of resolution however, one quarter of respondents felt the issues of theft and vandalism had been resolved, prevented or improved.

Figure 13 Current status of selected issues

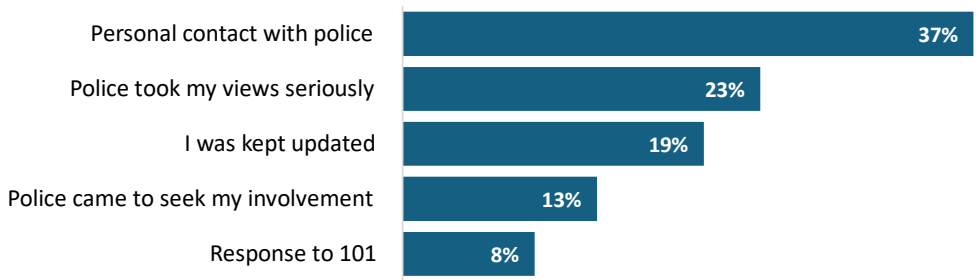


WHAT WORKED WELL AND WHAT COULD BE IMPROVED

This was a new area of questioning for 2024 and aimed to provide some insight and understanding of what worked well and what could be improved in contact with community policing. Respondents who said they were involved with PSNI in seeking solutions to local issues were asked to choose from a list of what they thought worked well. Respondents could select more than one option for this question and a space was also provided for text responses. The most frequently selected options for what worked well related to communication between police and community. 'Personal contact with community police' was selected 91 times, 'police took my views seriously' 57 times and 'I was kept updated' 48 times. Only 21 out of the 160 respondents felt the response to 101 worked well.

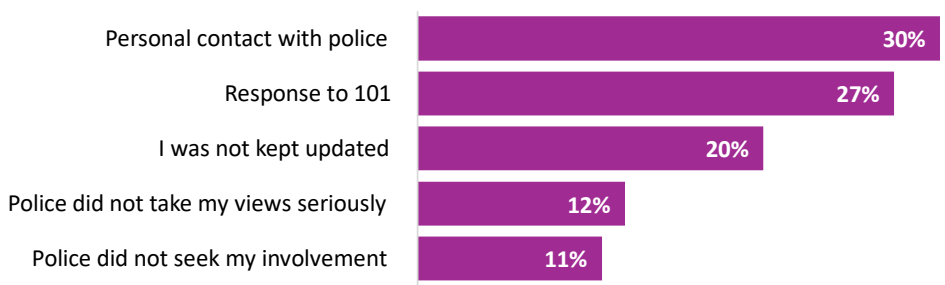
A summary of the text responses are shown in Appendix 5.

Figure 14 What worked well



Not surprisingly, communication with community police featured as the area which respondents felt could be improved. The most frequently selected option was personal contact with community police, selected 68 times by the 160 respondents. This underlines the positive response in the previous question, where personal contact with community police was the most frequently selected option in terms of what worked well (91 times). Respondents felt increased personal contact would improve the experience of working with PSNI in seeking resolution to local issues, as would improvements to being kept updated by PSNI. The second most selected option on what could be improved was the response to 101 (62 times).

Figure 15 What could be improved



APPENDIX 1 KEY ISSUES BY COUNCIL – INDIVIDUALS

The following tables and charts show the key issues identified by respondents, excluding groups and organisations, by council area. There is a common theme overall with antisocial behaviour, burglary, drugs and traffic issues featuring as the most likely to be selected. Respondents could select more than one issue in answer to this question.

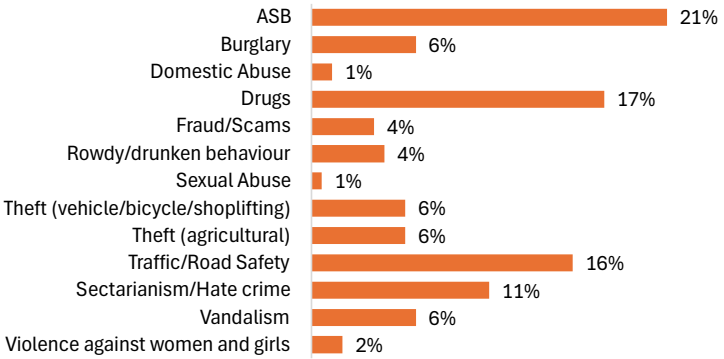
Table 7 Key issues by council - individuals

	Antrim and Newtownabbey	Ards and North Down	Armagh, Banbridge and Craigavon	Belfast City	Causeway Coast and Glens
ASB	34	39	29	41	14
Burglary	10	17	25	18	8
Domestic Abuse	2	5	8	13	5
Drugs	28	32	33	35	17
Fraud/Scams	6	8	14	12	4
Rowdy/drunken behaviour	7	15	17	14	7
Sexual Abuse	1	7	8	5	2
Theft (vehicle/bicycle/shoplifting)	9	8	18	19	9
Theft (agricultural)	9	7	24	1	7
Traffic/Road Safety	25	24	23	32	18
Sectarianism/Hate crime	17	19	8	18	5
Vandalism	10	15	14	22	7
Violence against women and girls	3	8	6	9	1
Total	**161**	**204**	**227**	**239**	**104**

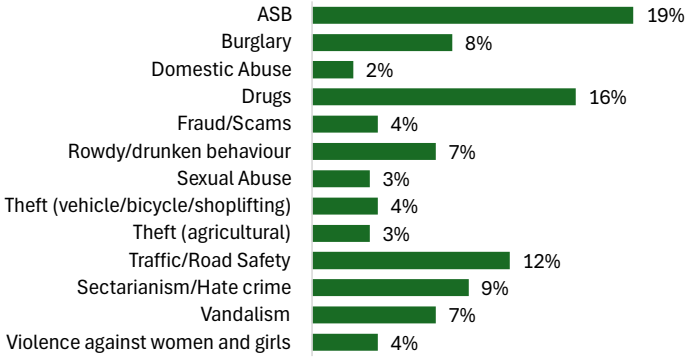
	Derry City and Strabane	Fermanagh and Omagh	Lisburn and Castlereagh	Mid and East Antrim	Mid Ulster	Newry, Mourne and Down
ASB	5	17	27	23	11	25
Burglary	4	7	23	11	2	8
Domestic Abuse	4	6	5	4	5	3
Drugs	8	23	19	18	18	26
Fraud/Scams	2	10	10	7	3	4
Rowdy/drunken behaviour	3	9	7	8	4	10
Sexual Abuse	2	1	5	2	2	2
Theft (vehicle/bicycle/shoplifting)	4	6	14	3	4	6
Theft (agricultural)	3	13	8	11	11	7
Traffic/Road Safety	4	24	26	16	17	18
Sectarianism/Hate crime	1	1	6	11	2	2
Vandalism	2	7	10	8	4	9
Violence against women and girls	1	4	2	4	3	4
Total	**43**	**128**	**162**	**126**	**86**	**124**

APPENDIX 1 KEY ISSUES BY COUNCIL – INDIVIDUALS

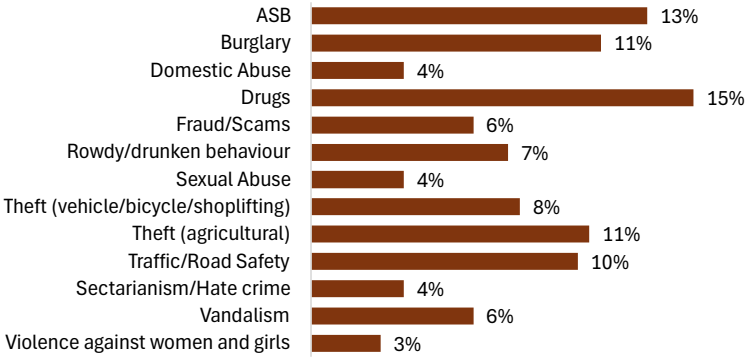
Antrim and Newtownabbey



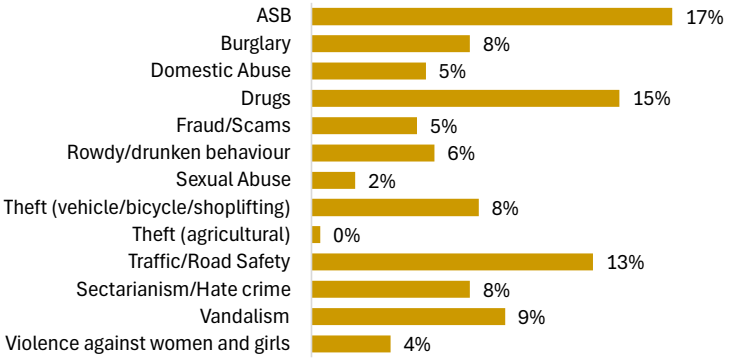
Ards and North Down



Armagh, Banbridge and Craigavon

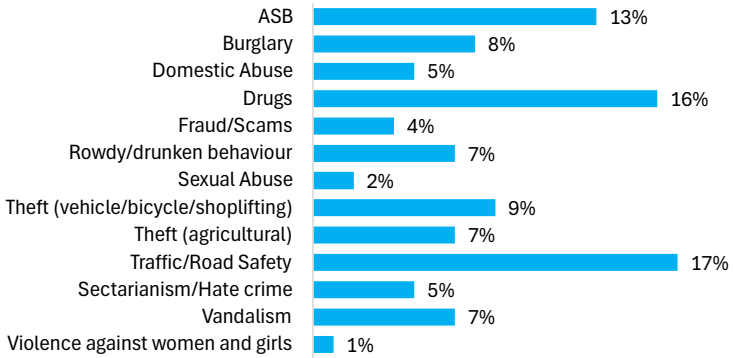


Belfast City

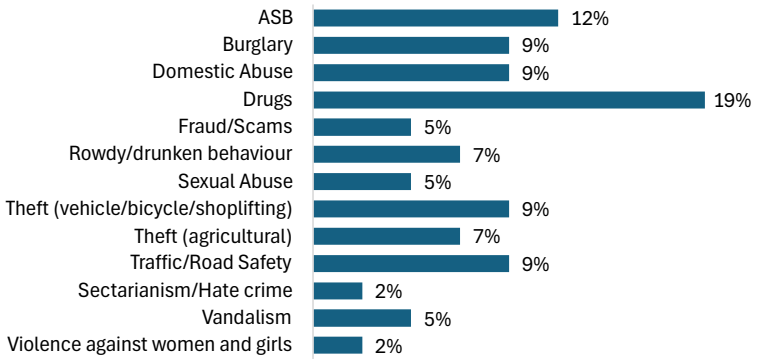


APPENDIX 1 KEY ISSUES BY COUNCIL - INDIVIDUALS

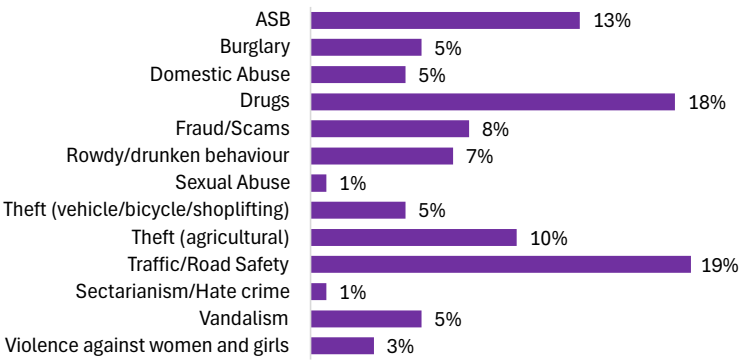
Causeway Coast and Glens



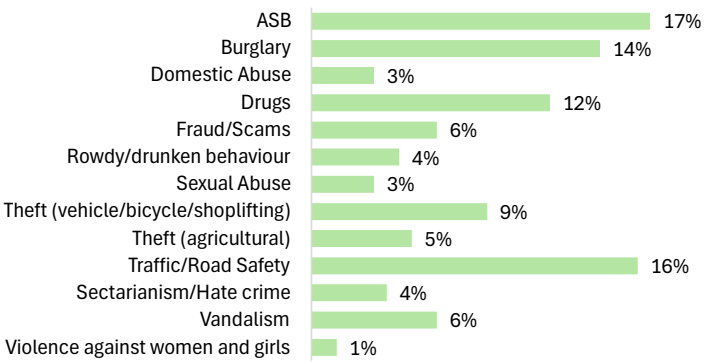
Derry City and Strabane



Fermanagh and Omagh

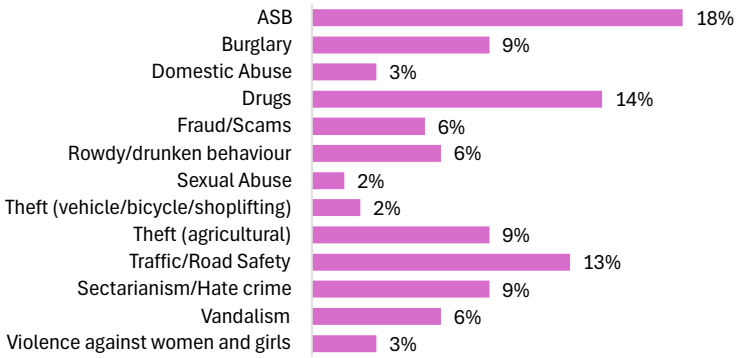


Lisburn and Castlereagh



APPENDIX 1 KEY ISSUES BY COUNCIL - INDIVIDUALS

Mid and East Antrim



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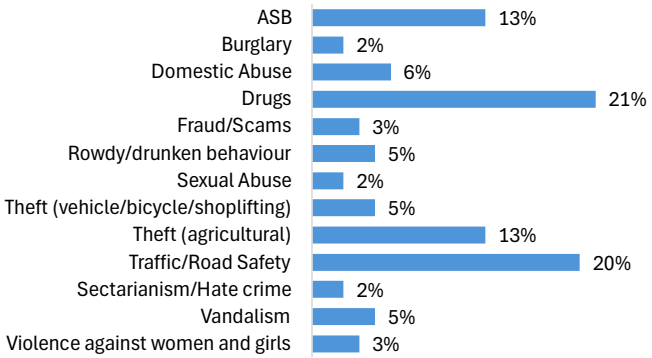
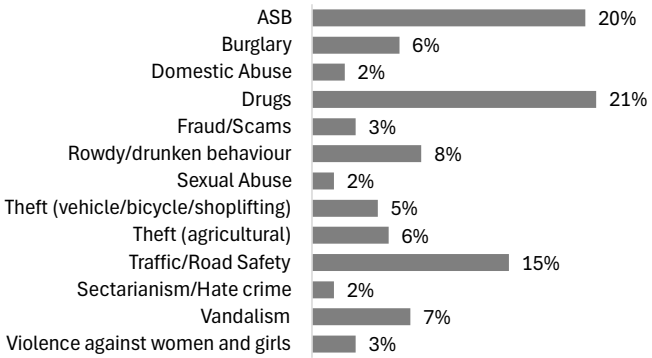


Newry, Mourne and Down



APPENDIX 2 KEY ISSUES BY COUNCIL – ALL RESPONDENTS

The following tables and charts show the key issues identified by all respondents to the survey, by council area. Respondents could select more than one issue in answer to this question.

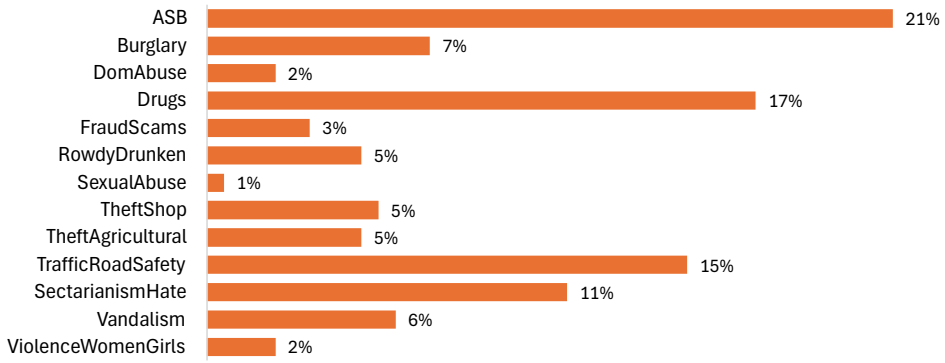
Table 9 Key issues by council – all respondents

	Antrim and Newtownabbey	Ards and North Down	Armagh, Banbridge and Craigavon	Belfast City	Causeway Coast and Glens
ASB	40	39	38	56	21
Burglary	13	17	26	19	9
DomAbuse	4	5	11	21	6
Drugs	32	34	43	47	22
FraudScams	6	9	16	14	5
RowdyDrunken	9	16	20	17	9
SexualAbuse	1	7	10	11	3
TheftShop	10	8	19	23	12
TheftAgricultural	9	7	25	1	7
TrafficRoadSafety	28	25	26	44	22
SectarianismHate	21	22	10	27	8
Vandalism	11	16	19	29	9
ViolenceWomenGirls	4	8	8	17	2
Total	**188**	**213**	**271**	**326**	**135**

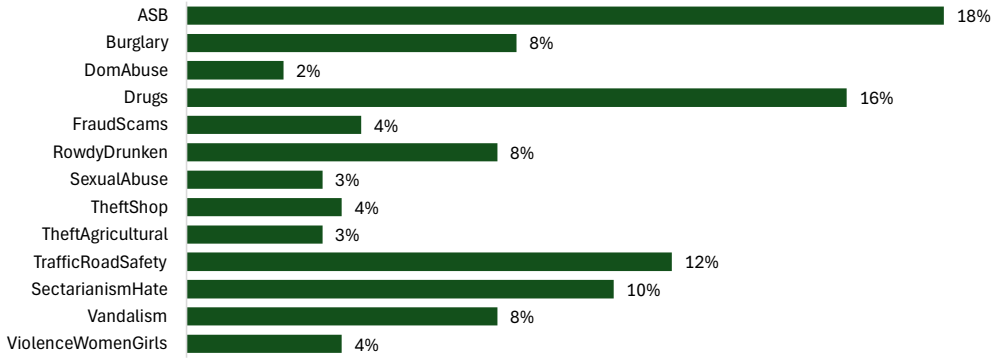
	Derry City and Strabane	Fermanagh and Omagh	Lisburn and Castlereagh	Mid and East Antrim	Mid Ulster	Newry, Mourne and Down
ASB	5	19	36	26	12	27
Burglary	4	10	26	11	2	9
DomAbuse	4	7	6	5	5	3
Drugs	8	27	23	20	18	27
FraudScams	2	14	12	8	3	4
RowdyDrunken	3	10	10	9	4	10
SexualAbuse	2	2	6	3	2	2
TheftShop	4	8	17	3	4	7
TheftAgricultural	3	15	10	11	11	7
TrafficRoadSafety	5	30	33	18	17	19
SectarianismHate	1	2	8	12	2	4
Vandalism	2	8	14	9	5	9
ViolenceWomenGirls	1	6	2	5	3	4
Total	**44**	**158**	**203**	**140**	**88**	**132**

APPENDIX 2 KEY ISSUES BY COUNCIL – ALL RESPONDENTS

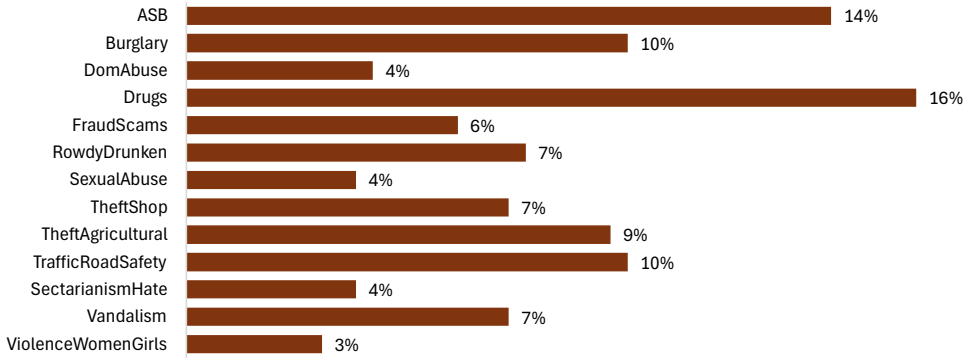
Antrim and Newtownabbey



Ards and North Down



Armagh, Banbridge and Craigavon



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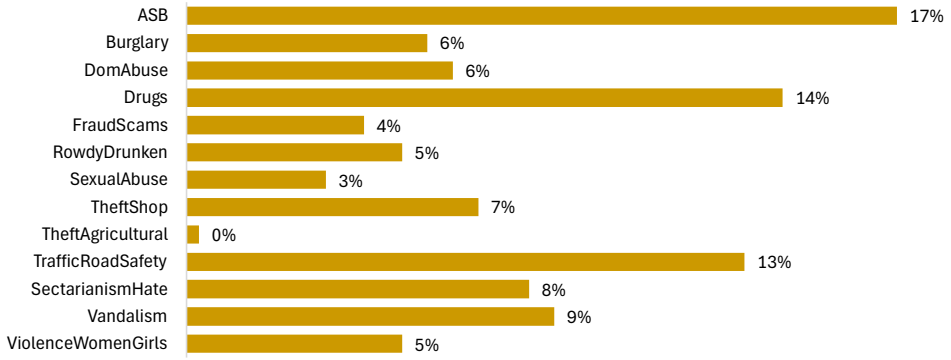
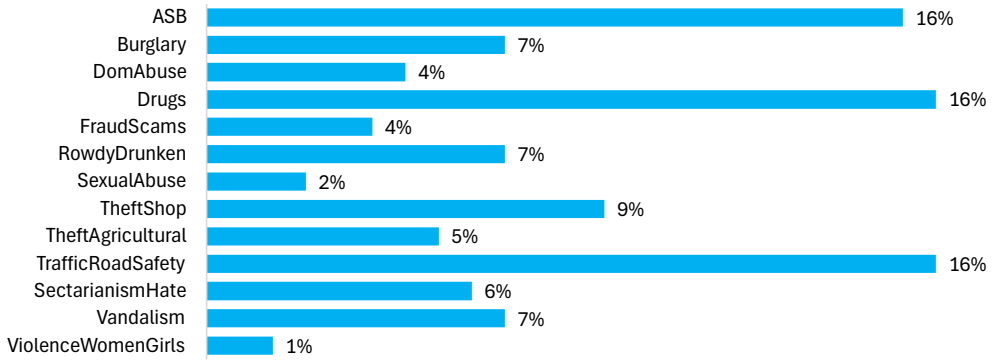
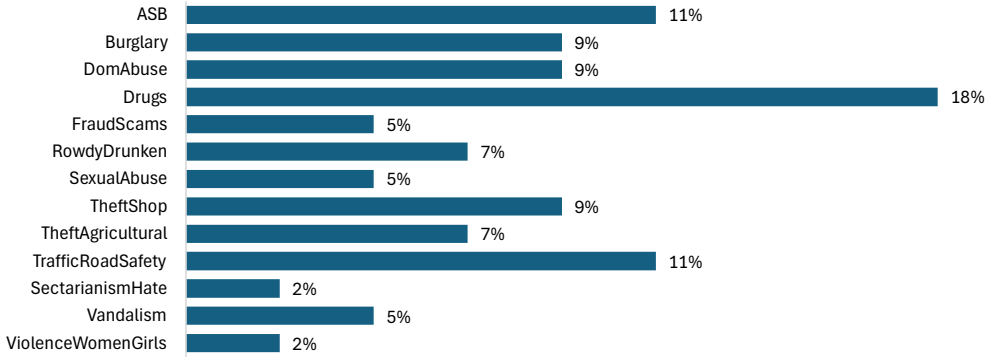


APPENDIX 2 KEY ISSUES BY COUNCIL – ALL RESPONDENTS

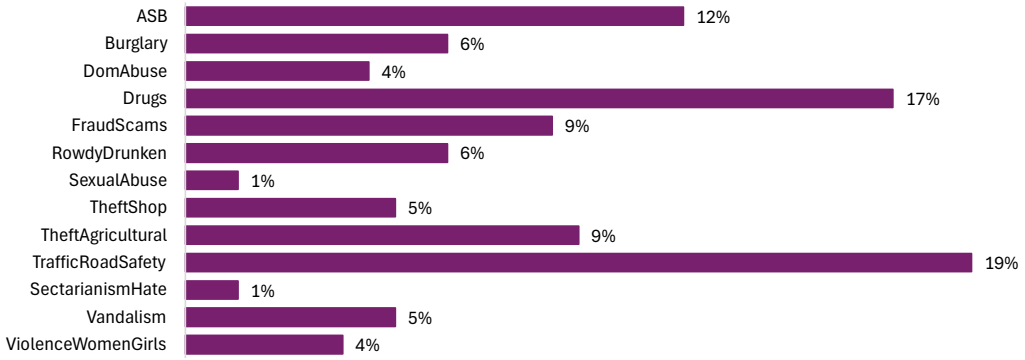
Causeway Coast and Glens



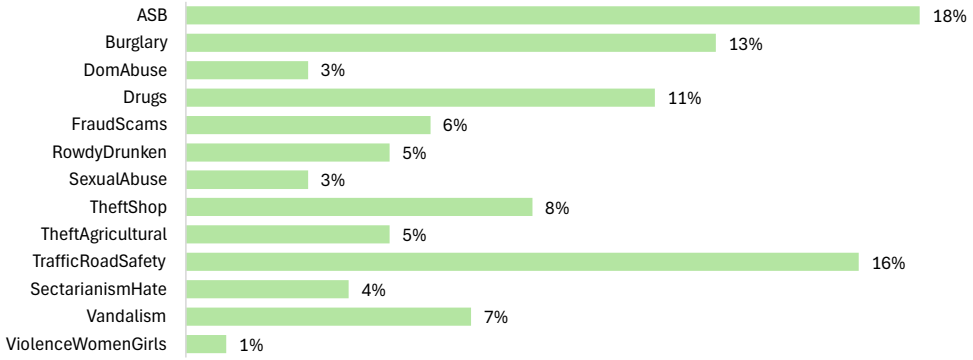
Derry City and Strabane



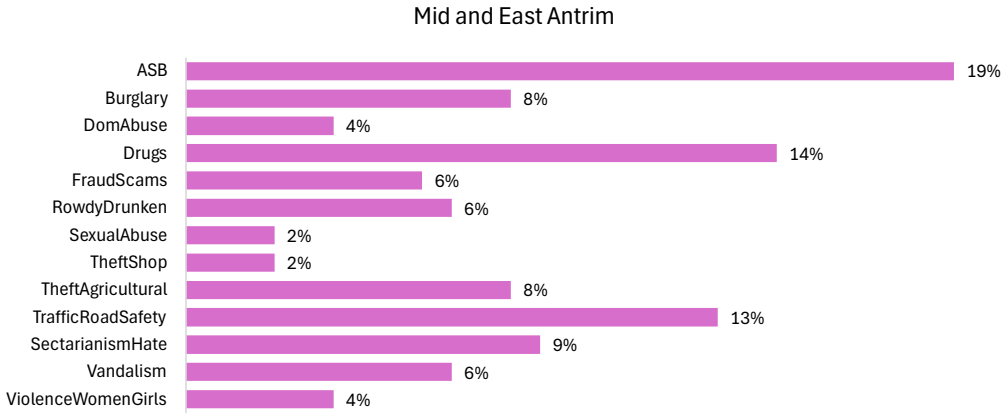
Fermanagh and Omagh

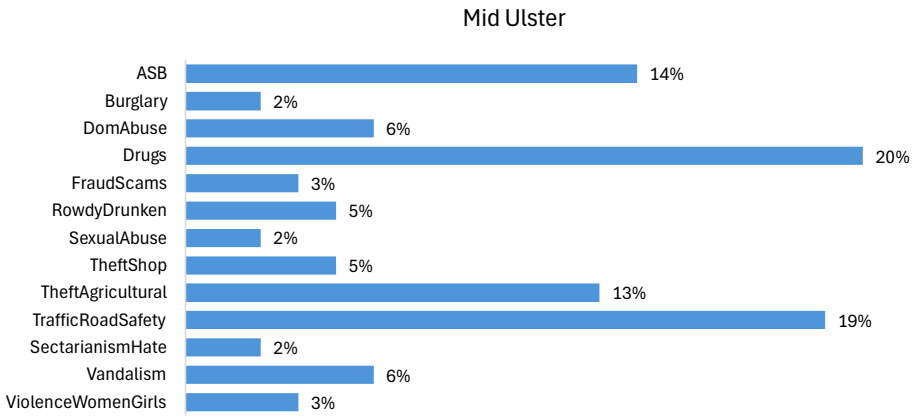


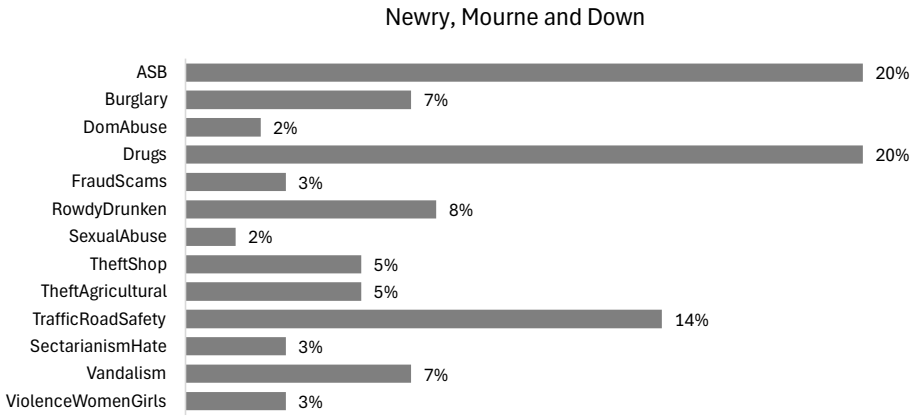
Lisburn and Castlereagh



APPENDIX 2 KEY ISSUES BY COUNCIL – ALL RESPONDENTS







APPENDIX 3 KEY ISSUES FOR ORGANISATIONS

The following charts show the key issues identified by groups or organisations. There were 91 organisations, businesses and other groups who responded to the survey.

Excluding businesses, organisations had a common theme with antisocial behaviour and drugs featuring as the two key issues most likely to be selected. Community groups and charitable organisations felt traffic and road safety was another key issue while youth groups, including schools, felt vandalism was the third most important key issue.

Businessess were equally concerned with antisocial behaviour, rowdy/drunken behaviour, theft including shoplifting and vandalism.

Table 8 Key issues by council - organisations

	Community	Youth	Charity	Business	Other	Total	Percent
ASB	21	4	13	3	13	**54**	**18%**
Burglary	5	0	3	1	4	**13**	**4%**
Domestic Abuse	5	2	5	0	5	**17**	**6%**
Drugs	17	4	10	2	11	**44**	**15%**
Fraud/Scams	5	0	5	0	3	**13**	**4%**
Rowdy/drunken behaviour	8	1	2	3	2	**16**	**5%**
Sexual Abuse	2	0	4	0	6	**12**	**4%**
Theft (vehicle/bicycle/shop)	0	1	7	3	4	**15**	**5%**
Theft (agricultural)	3	0	1	0	1	**5**	**2%**
Traffic/Road Safety	15	2	14	1	8	**40**	**13%**
Sectarianism/Hate crime	7	2	9	0	9	**27**	**9%**
Vandalism	10	3	4	3	3	**23**	**8%**
Violence against women and girls	2	2	5	0	6	**15**	**5%**
Other	2	0	2	0	3	**7**	**2%**
Total	**102**	**21**	**84**	**16**	**78**	**301**	

	Community	Youth	Charity	Business	Other
ASB	21%	19%	15%	19%	17%
Burglary	5%	0%	4%	6%	5%
Domestic Abuse	5%	10%	6%	0%	6%
Drugs	17%	19%	12%	13%	14%
Fraud/Scams	5%	0%	6%	0%	4%
Rowdy/drunken behaviour	8%	5%	2%	19%	3%
Sexual Abuse	2%	0%	5%	0%	8%
Theft (vehicle/bicycle/shoplifting)	0%	5%	8%	19%	5%
Theft (agricultural)	3%	0%	1%	0%	1%
Traffic/Road Safety	15%	10%	17%	6%	10%
Sectarianism/Hate crime	7%	10%	11%	0%	12%
Vandalism	10%	14%	5%	19%	4%
Violence against women and girls	2%	10%	6%	0%	8%
Other	2%	0%	2%	0%	4%
Total	**100%**	**100%**	**100%**	**100%**	**100%**

APPENDIX 4 – COMMENTS: CHANGE IN COMMUNITY INVOLVEMENT

Comments on what has changed in community involvement (Figure 10)

- PSNI resourcing to tackle problems.
- Local police officers more familiar with the local community and this builds confidence and trust.
- PSNI more involved with third parties in their response to domestic and sexual abuse which increases awareness from the victim's perspective and supports the organisations working in this area.
- PCSPs engaging with the community and hosting local events, bringing community groups together and launching projects to address issues.
- Police don't engage with the nationalist community to gain trust beyond soundbites.
- Officers not acting because custody suites are outside of their catchment area.
- Community want to improve the society they live in.
- Neighbourhood policing team are consistently seeking to improve policing in our neighbourhood.
- NPT supporting other policing roles thus reducing their community contact.
- Not enough officers in neighbourhood policing teams.

APPENDIX 5 – COMMENTS: WHAT WORKED WELL OR COULD BE IMPROVED

Comments on what worked well (Figure 14)

- Working with community police helps but there was frustration at the courts system and resulting impact on individuals' desire to report crime.
- Assistance offered by police officers however variability in outcomes following reporting.
- Community police listen to concern but are limited by staffing and delays in response.
- District support teams worked well with the community.
- Community meeting updates worked well.
- Regular briefings on social media.
- Referrals for restorative interventions.
- Police turned up, despite what else was going on at the time.
- PCSPs working well.
- PSNI take time to inform the community and take their views seriously.

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

- Fewer police means increased crime.
- Had to persist in seeking communication.
- Nothing worked well.

Comments on what could be improved (Figure 15)

- Assistance for victims and those whose first language is not English or are unfamiliar with how to access the system.
- Even a police presence doesn't put people off.
- More community police officers, who are interested in helping the community.
- Increased resources for appropriate manpower, both numbers and time.
- Training in dealing with a variety of mental health issues, hate crime, domestic and sexual abuse including signposting to relevant support services.
- Improve response to local matters and police patrols.
- Strengthen partnerships with others and allow PSNI to focus on core policing.
- Expand PCSP model with the development of a "Citizens in Policing" strategy.
- Visible engagement between NIPB and PCSP's (particularly independent members), maximise structures, transition concept to next level.
- Improve communication with local leaders to allow them to provide updates or make arrangements.
- Recognition community police are doing their best.

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