



## 2006/07 QUALITY OF SERVICE SURVEY

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## Introduction

In accordance with Home Office guidelines and in conjunction with the Northern Ireland Policing Board, Central Statistics Unit conducts a quality of service survey of the victims of, Violent Crime, Vehicle Crime, Domestic Burglary, Racist Incidents and Road Traffic Collisions.

The aim of the quality of service survey is to monitor victim/ user satisfaction with the quality of service provided by police in relation to,

- First Contact - Making contact with the police
- Police Actions to deal with the incident
- Follow Up - Being kept informed
- Treatment by police staff
- The whole experience - overall service.

During 2006/07 9,636 questionnaires were posted to a random sample of victims/ users from the above categories. These people were all either victims of crime or involved in a road traffic collision between 1 April 2006 and 31 March 2007. 2,065 questionnaires were returned to Central Statistics Unit, resulting in a response rate of 21.4%.

## Methodology

These quality of service surveys are conducted by means of a postal survey adopting sampling guidelines and the inclusion of core questions as recommended by the Home Office. They are conducted on a quarterly basis in order to ensure that the service experienced by the respondent is within a few months of receipt of the questionnaire.

## Key Findings

- Across the six key questions, there has been **no statistically significant differences in the levels of satisfaction** recorded by respondents in 2006/07 compared with 2005/06.
- Just under four-fifths of respondents (78%) indicated that they were satisfied with the **overall service** provided by the police for 2006/07. This compares with a figure of 81% during 2005/06.
- The vast majority of respondents (91%) stated that they were satisfied with the **ease of contacting someone** who could assist them. In 2005/06 this figure was 90%.
- Overall, 86% of respondents were satisfied with the **time it took for the police to arrive**. In 2005/06 this figure was 85%.
- Three-quarters of respondents (75%) stated that they were satisfied with the **actions taken** by police. In 2005/06 this figure was 77%.
- 70% of respondents who have had further contact with the police were satisfied with how well they were **kept informed of progress**. In 2005/06 this figure was also 70%.
- The vast majority of respondents (87%) stated that they were satisfied with the **way they were treated** by the police officers and staff that dealt with them. In 2005/06 this figure was 88%.

## Statistical Differences

As these surveys are based on samples of the population of all persons who fell into the various victim/user categories during the period in question, the results obtained are subject to sampling error. Therefore, satisfaction levels may appear to differ over time or between the various victim/user groups or across demographic variables, but these variations may not be statistically significant. In order to assist with the interpretation of the report findings, only those differences that are statistically significant are reported throughout this report.

An analysis of the key results by victim/ user category, gender, age, community background and policing area is presented throughout the report. For information, a copy of the questionnaire used can be found in Appendix 3.

## Explanation of the Level of Satisfaction

There are two levels of satisfaction quoted in this report. The first looks at the proportion of respondents who indicated that they were completely, very or fairly satisfied with a particular issue (e.g. In question 9 below the proportion of respondents that ticked boxes 1, 2 or 3). This level of satisfaction is quoted in each of the charts throughout this report and also in the tables in Appendix 1.

The second level of satisfaction (only quoted in the Tables in Appendix 1 and Appendix 2) looks at the proportion of respondents who indicated that they were either completely or very satisfied (boxes 1 or 2 only).

Q9. How satisfied or dissatisfied were you with the time it took for the police to arrive?

Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8

## Anti-Social Behaviour

From the 1<sup>st</sup> April 2006, there has been a new requirement to measure satisfaction levels amongst persons who report anti-social behaviour. Home Office guidelines recommend that the results of this survey are reported separately in order to monitor the impact that this new group would have on overall satisfaction measures. During 2006/07, 2,647 questionnaires were posted to a random sample of persons who had reported anti-social behaviour of which 781 were returned to Central Statistics Unit resulting in a response rate of 29.5%. Of these, 70% of respondents were satisfied with the **overall service** provided by the police. The findings of this survey are presented in Appendix 2.

## Question 21: Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case?

Base: All Respondents (2004/05: N=2,903) (2005/06: N=2,606) (2006/07: N=2,021).

Figure 1: Question 21 – Level of Satisfaction\* by Victim/ User type

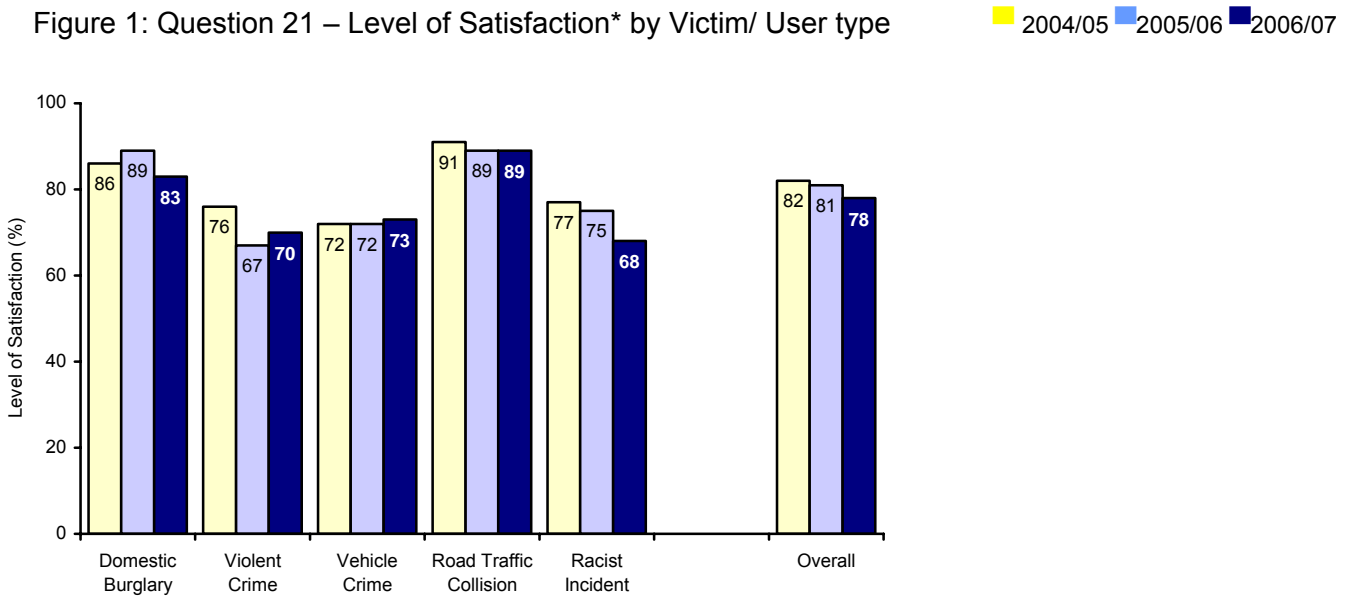
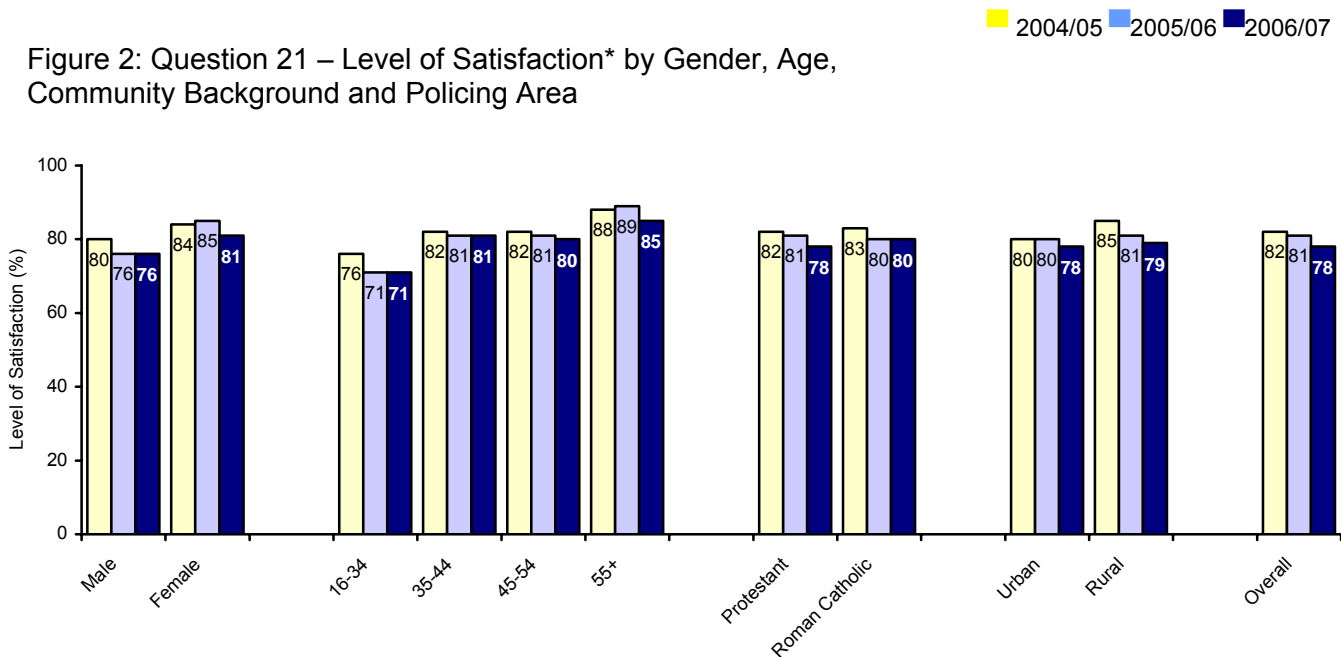


Figure 2: Question 21 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- Just under than four-fifths of respondents (78%) in 2006/07 indicated that they were satisfied with the overall service provided by the police.
- This level of satisfaction was significantly higher among respondents who were victims of road traffic collisions (89%) than all other victim groups.
- Figure 2 shows that the overall level of satisfaction was significantly lower among males (76%) than females (81%). Persons aged 16-34 (71%) also had significantly lower satisfaction compared with other age groups. There was little variation in the level of satisfaction by community background or policing area.

\*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied.

### Question 3: Are you satisfied or dissatisfied with the ease of contacting someone who could assist you?

Base: All Respondents who contacted the police personally (2004/05 N=2,001) (2005/06 N=1,767) (2006/07 N=1,338).

Figure 3: Question 3 – Level of Satisfaction\* by Victim/ User type

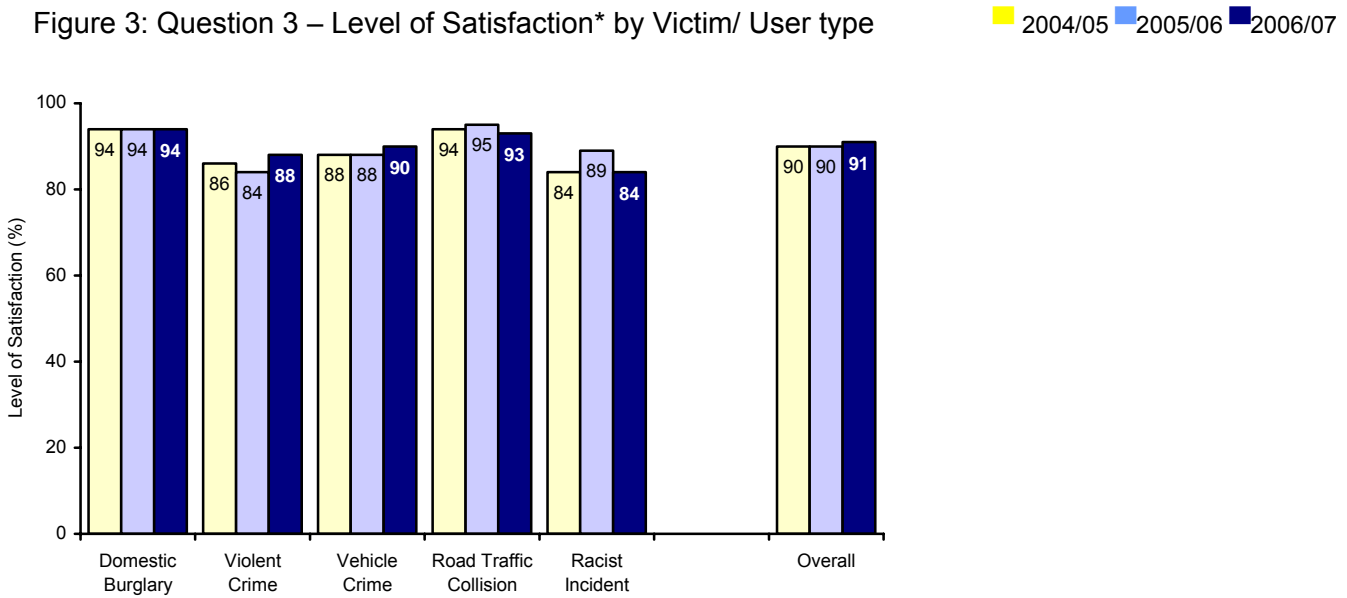
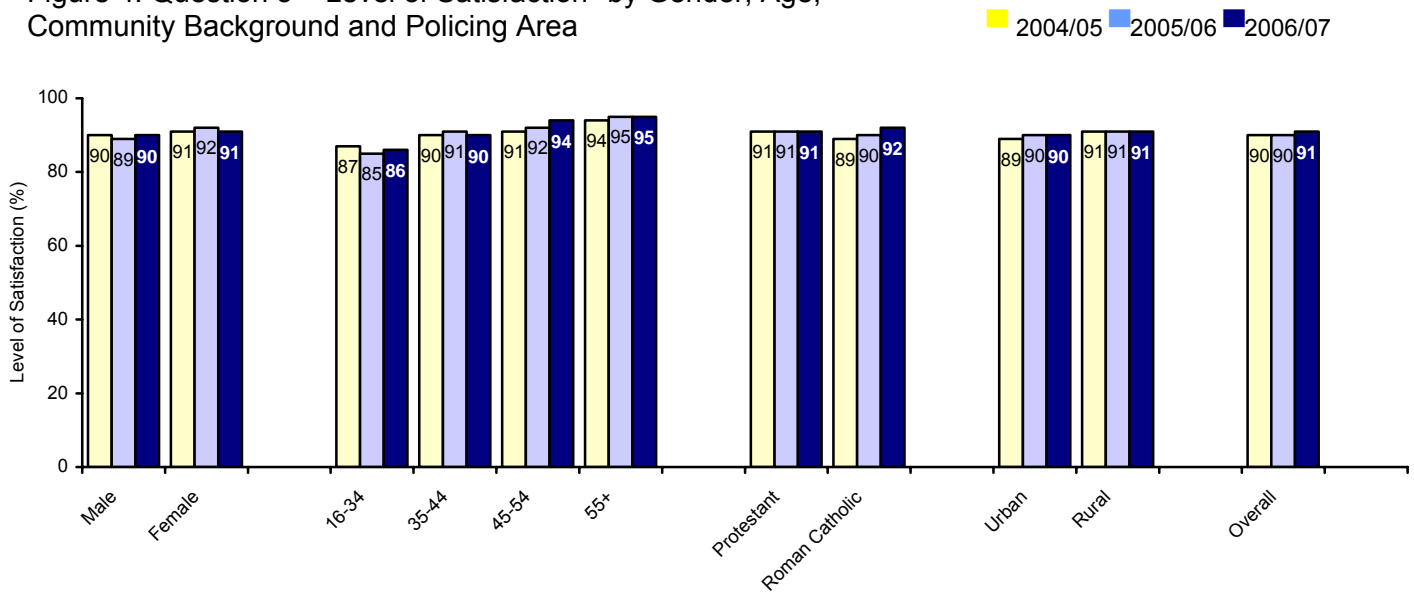


Figure 4: Question 3 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- In 2006/07, the vast majority of respondents (91%) stated that they were satisfied with the ease of contacting someone who could assist them.
- Those respondents who were victims of a racist incident (84%) expressed significantly lower satisfaction with the ease of contacting someone who could assist them than those victims of a domestic burglary (94%) and those involved in a road traffic collision (93%).
- As can be seen from Figure 4, there was little variation in the level of satisfaction by gender, community background or policing area. Satisfaction was significantly lower among those aged 16-34 (86%) compared to the 45-54 (94%) and 55+ (95%) age groups.

\*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied.

## Question 9: How satisfied or dissatisfied were you with the time it took for the police to arrive?

Base: All respondents who contacted the police personally, with an officer or other member of staff visiting home or scene of the incident (2004/05: N=1,516) (2005/06: N=1,361) (2006/07: N=991).

Figure 5: Question 9 – Level of Satisfaction\* by Victim/ User type

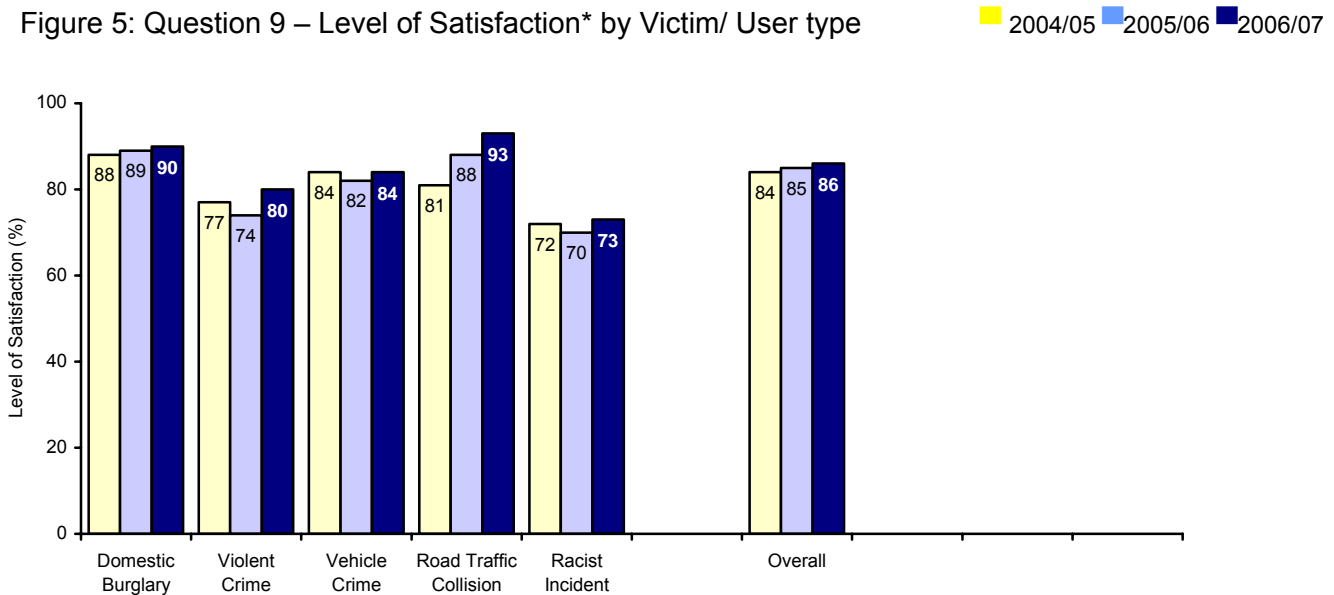
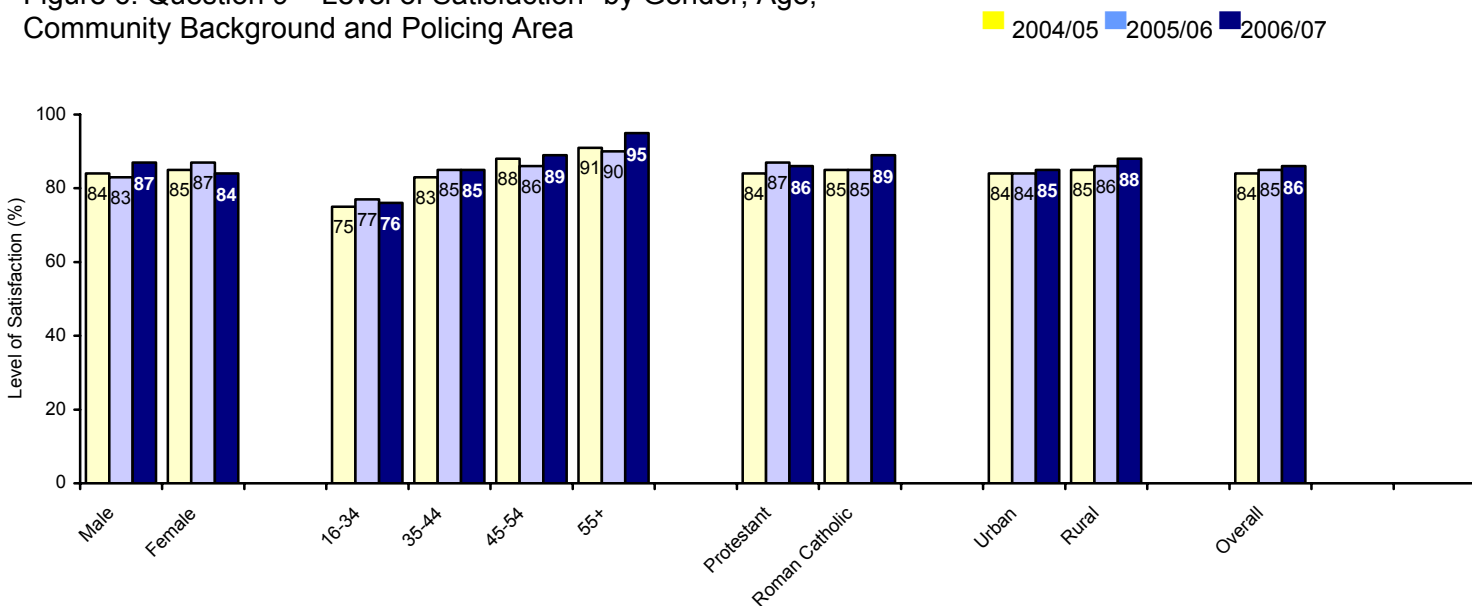


Figure 6: Question 9 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- During 2006/07, 86% of respondents were satisfied with the time it took for the police to arrive.
- Those respondents who were victims of a domestic burglary (90%) and those who were involved in a road traffic collision (93%) expressed significantly higher satisfaction with the time it took for the police to arrive than the other victim groups.
- Those aged 55+ (95%) expressed significantly higher satisfaction than the other age groups. There was no significant difference in the levels of satisfaction reported across gender, community background or policing area.

\*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied.

### Question 11: Are you satisfied or dissatisfied with the actions taken by the police?

Base: All Respondents (2004/05: N=2,908) (2005/06: N=2,596) (2006/07: N=1,529).

Figure 7: Question 11 – Level of Satisfaction\* by Victim/ User type

2004/05 2005/06 2006/07

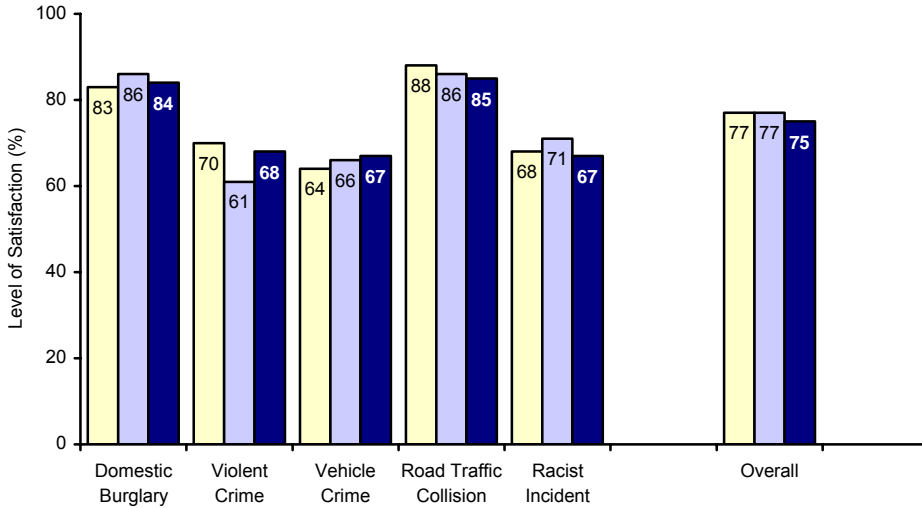
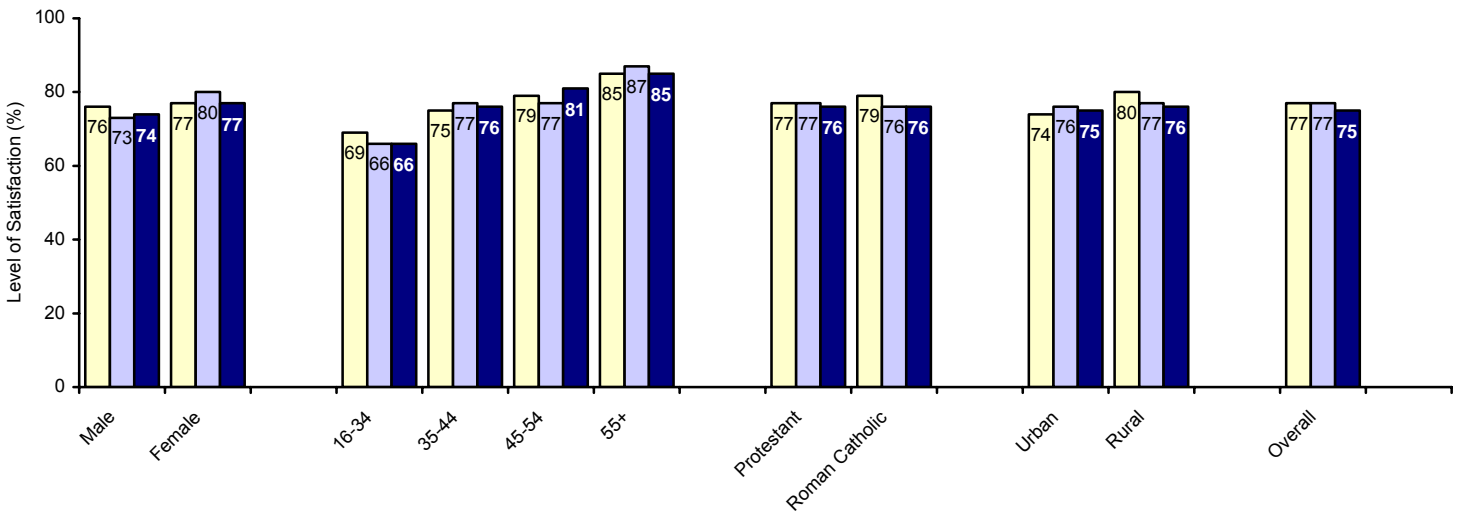


Figure 8: Question 11 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area

2004/05 2005/06 2006/07



- Three-quarters of respondents (75%) stated that they were satisfied with the actions taken by police in 2006/07. This level of satisfaction was significantly higher among respondents who were victims of a domestic burglary (84%) and those who were involved in a road traffic collision (85%) than the other victim groups.
- Those aged 16-34 (66%) expressed significantly lower satisfaction with the actions taken by the police compared with the other age groups.

\*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied.

## Question 17: Are you satisfied or dissatisfied with how well you were kept informed of progress?

Base: All respondents who have had further contact with the police (2004/05: N=1,394) (2005/06: N=1,262) (2006/07: N= 1,077).

Figure 9: Question 17 – Level of Satisfaction\* by Victim/ User type

2004/05 2005/06 2006/07

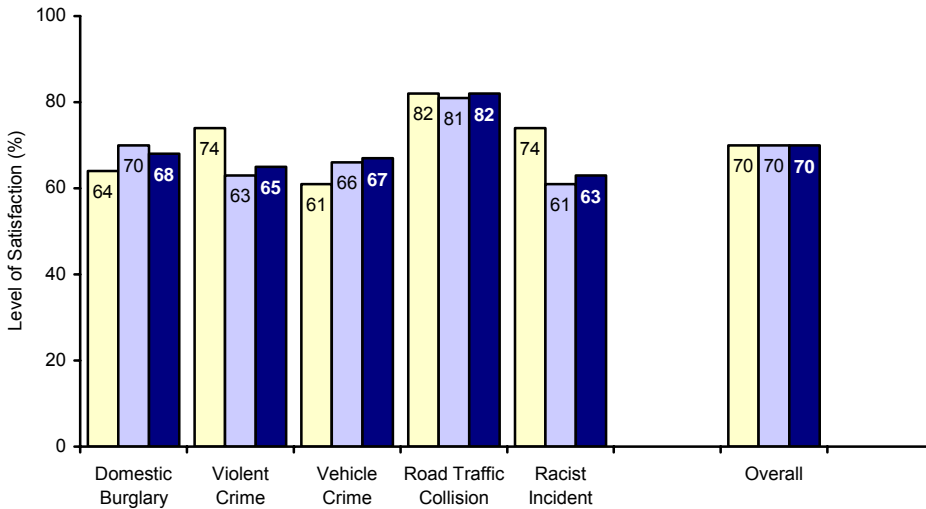
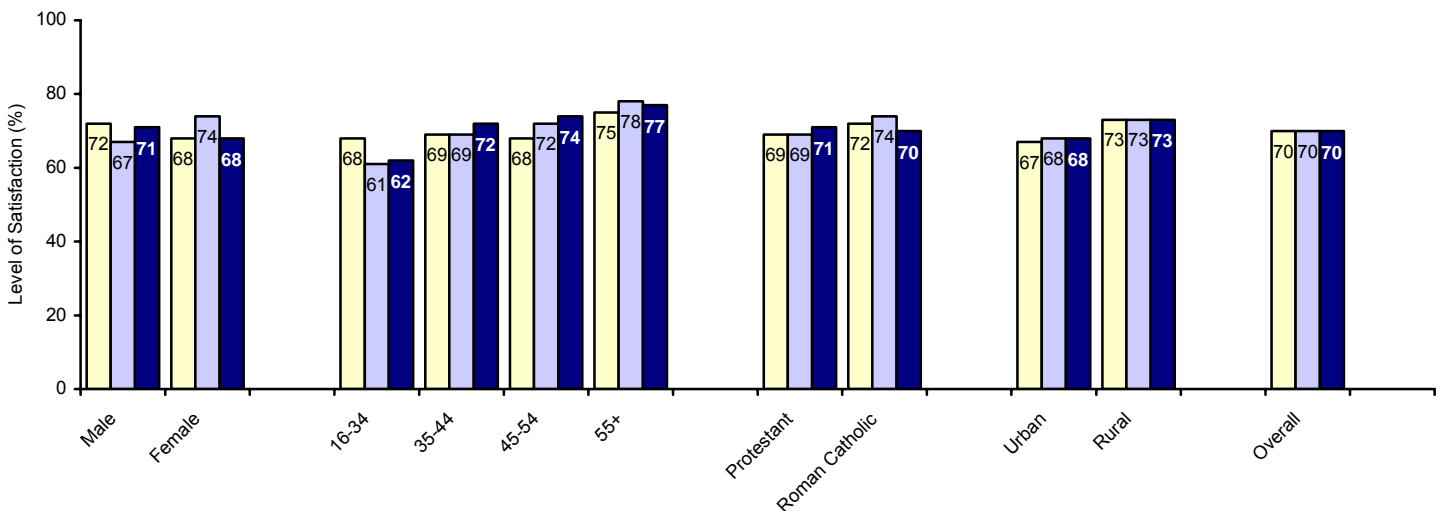


Figure 10: Question 17 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area

2004/05 2005/06 2006/07



- Overall, 70% of respondents in 2006/07 who have had further contact with the police were satisfied with how well they were kept informed of progress. Those respondents who were involved in road traffic collisions expressed a significantly higher level of satisfaction (82%) than the other victim groups.
- Figure 10 shows that those aged 16-34 had a lower level of satisfaction than any other age group. No other significant differences in satisfaction with how well people were kept informed was apparent across gender, community background or policing area.

\*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied.

## Question 19: Are you satisfied or dissatisfied with the way you were treated by the police officers and staff who dealt with you?

Base: All Respondents (2004/05: N=2,900) (2005/06: N=2,612) (2006/07: N=2,034).

Figure 11: Question 19 – Level of Satisfaction\* by Victim/ User type

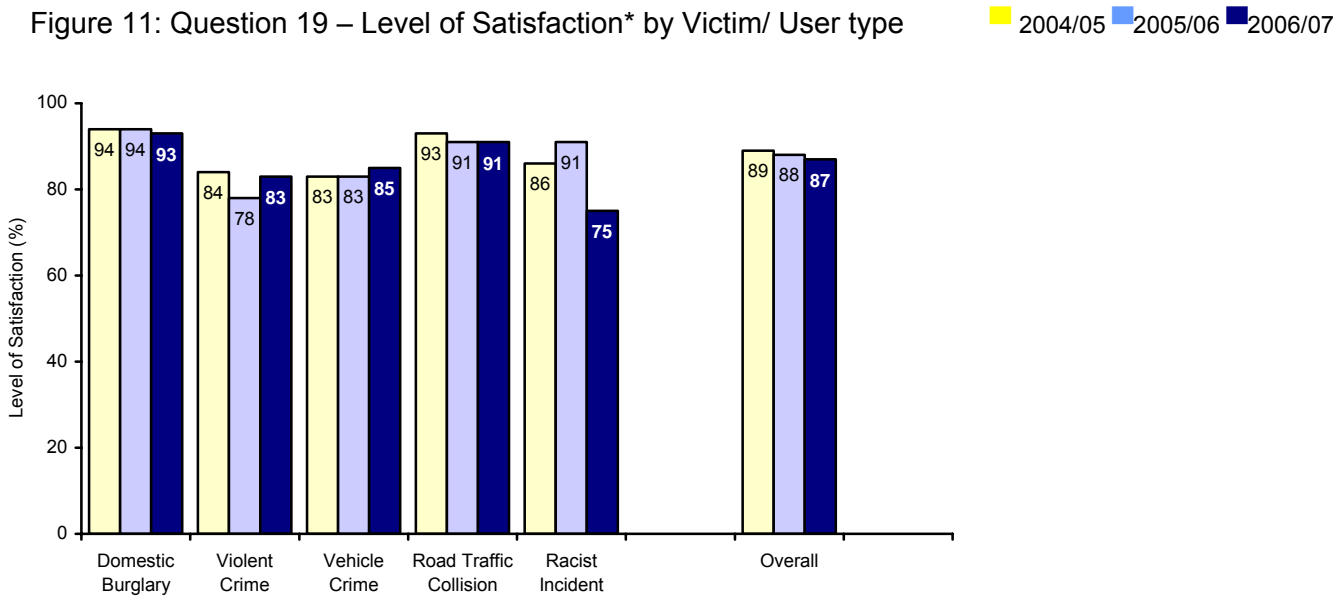
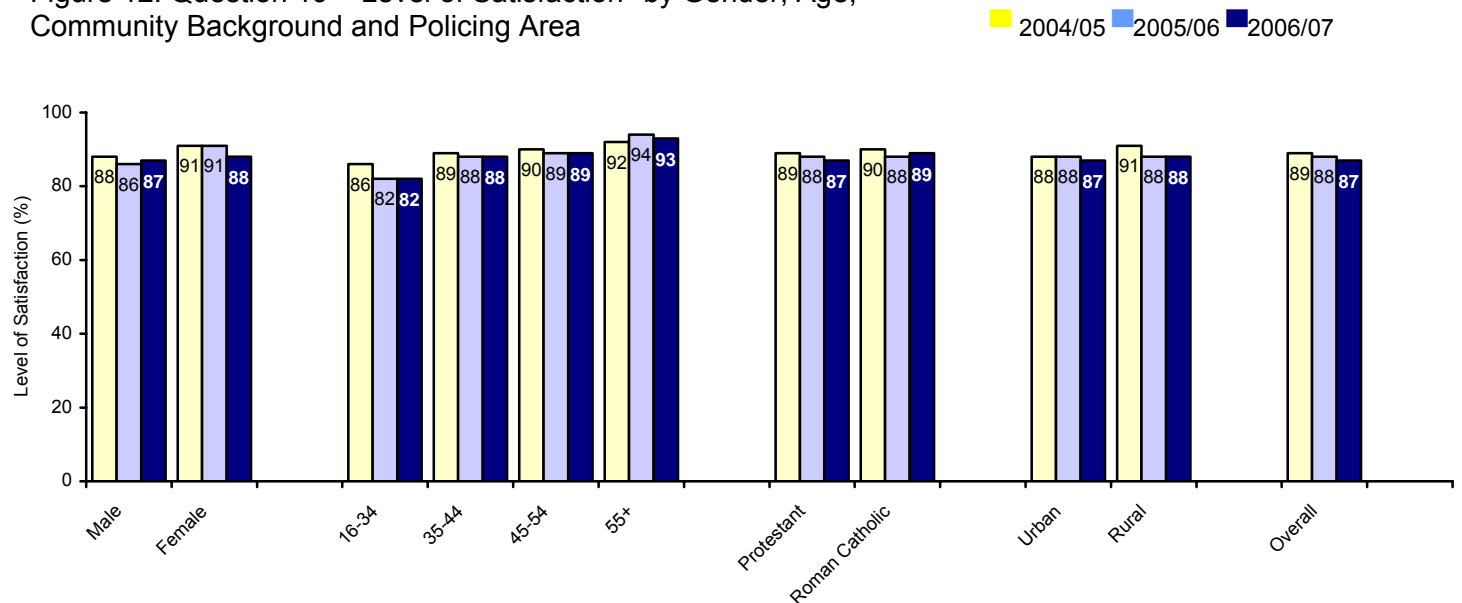


Figure 12: Question 19 – Level of Satisfaction\* by Gender, Age, Community Background and Policing Area



- The vast majority of respondents (87%) in 2006/07 stated that they were satisfied with the way they were treated by the police officers and staff that dealt with them.
- Those respondents who were victims of domestic burglaries (93%) and involved in road traffic collisions (91%) indicated significantly higher satisfaction than those respondents who were victims of a violent crime (83%), vehicle crime (85%) or a racist incident (75%).
- Respondents aged 55 and over (93%) reported significantly higher levels of satisfaction with their treatment by police officers than those aged 16-34 (82%) and 35-44 (88%).

\*The level of satisfaction is the proportion of respondents stating that they were completely/ very/ fairly satisfied.

# **APPENDIX 1: TABULAR RESULTS**

## Question 21: Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case?

Base: All Respondents (2004/05: N=2,903) (2005/06: N=2,606) (2006/07: N=2,021).

Table 1: Question 21 – Levels of Satisfaction by Victim/ User type

Victim/ User Group	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
Domestic Burglary	86%	89%	83%	64%	69%	64%
Violent Crime	76%	67%	70%	50%	45%	51%
Vehicle Crime	72%	72%	73%	49%	54%	51%
Road Traffic Collision	91%	89%	89%	77%	74%	72%
Racist Incident	77%	75%	68%	55%	48%	51%
<b>Overall</b>	<b>82%</b>	<b>81%</b>	<b>78%</b>	<b>60%</b>	<b>61%</b>	<b>59%</b>

Table 2: Question 21 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
Male	80%	76%	76%	58%	57%	57%
Female	84%	85%	81%	63%	66%	61%
16-34	76%	71%	71%	52%	47%	49%
35-44	82%	81%	81%	61%	58%	58%
45-54	82%	81%	80%	60%	66%	62%
55+	88%	89%	85%	70%	76%	71%
Protestant	82%	81%	78%	61%	61%	59%
Roman Catholic	83%	80%	80%	61%	62%	60%
Urban	80%	80%	78%	57%	60%	58%
Rural	85%	81%	79%	64%	63%	60%
<b>Overall</b>	<b>82%</b>	<b>81%</b>	<b>78%</b>	<b>60%</b>	<b>61%</b>	<b>59%</b>

## Question 3: Are you satisfied or dissatisfied with the ease of contacting someone who could assist you?

Base: All Respondents who contacted the police personally (2004/05 N=2,001) (2005/06 N=1,767) (2006/07 N=1,338).

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Victim/ User Group	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
Domestic Burglary	94%	94%	94%	75%	80%	81%
Violent Crime	86%	84%	88%	63%	61%	59%
Vehicle Crime	88%	88%	90%	64%	68%	69%
Road Traffic Collision	94%	95%	93%	76%	79%	76%
Racist Incident	84%	89%	84%	56%	59%	58%
<b>Overall</b>	<b>90%</b>	<b>90%</b>	<b>91%</b>	<b>69%</b>	<b>73%</b>	<b>70%</b>

Table 4: Question 3 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
Male	90%	89%	90%	66%	69%	70%
Female	91%	92%	91%	73%	76%	70%
16-34	87%	85%	86%	62%	62%	62%
35-44	90%	91%	90%	68%	69%	66%
45-54	91%	92%	94%	73%	73%	76%
55+	94%	95%	95%	78%	86%	82%
Protestant	91%	91%	91%	70%	74%	72%
Roman Catholic	89%	90%	92%	69%	74%	70%
Urban	89%	90%	90%	69%	72%	70%
Rural	91%	91%	91%	70%	73%	71%
<b>Overall</b>	<b>90%</b>	<b>90%</b>	<b>91%</b>	<b>69%</b>	<b>73%</b>	<b>70%</b>

## Question 9: How satisfied or dissatisfied were you with the time it took for the police to arrive?

Base: All respondents who contacted the police personally, with an officer or other member of staff visiting home or scene of the incident (2004/05: N=1,516) (2005/06: N=1,361) (2006/07: N=991).

Table 5: Question 9 – Level of Satisfaction\* by Victim/ User type

Victim/ User Group	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
	Domestic Burglary	88%	89%	90%	64%	71%
Violent Crime	77%	74%	80%	55%	50%	58%
Vehicle Crime	84%	82%	84%	61%	58%	63%
Road Traffic Collision	81%	88%	93%	57%	65%	63%
Racist Incident	72%	70%	73%	53%	32%	49%
<b>Overall</b>	<b>84%</b>	<b>85%</b>	<b>86%</b>	<b>61%</b>	<b>64%</b>	<b>64%</b>

Table 6: Question 9 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
	Male	84%	83%	87%	60%	60%
Female	85%	87%	84%	62%	66%	61%
16-34	75%	77%	76%	48%	51%	50%
35-44	83%	85%	85%	59%	58%	62%
45-54	88%	86%	89%	65%	66%	66%
55+	91%	90%	95%	71%	75%	78%
Protestant	84%	87%	86%	60%	67%	65%
Roman Catholic	85%	85%	89%	64%	62%	64%
Urban	84%	84%	85%	63%	62%	62%
Rural	85%	86%	88%	59%	66%	67%
<b>Overall</b>	<b>84%</b>	<b>85%</b>	<b>86%</b>	<b>61%</b>	<b>64%</b>	<b>64%</b>

## Question 11: Are you satisfied or dissatisfied with the actions taken by the police?

Base: All Respondents (2004/05: N=2,908) (2005/06: N=2,596) (2006/07: N=1,529).

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Victim/ User Group	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
	Domestic Burglary	83%	86%	84%	63%	68%
Violent Crime	70%	61%	68%	45%	42%	49%
Vehicle Crime	64%	66%	67%	43%	46%	47%
Road Traffic Collision	88%	86%	85%	71%	72%	67%
Racist Incident	68%	71%	67%	47%	40%	51%
<b>Overall</b>	<b>77%</b>	<b>77%</b>	<b>75%</b>	<b>56%</b>	<b>58%</b>	<b>57%</b>

Table 8: Question 11 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
	Male	76%	73%	74%	54%	54%
Female	77%	80%	77%	57%	63%	58%
16-34	69%	66%	66%	44%	44%	46%
35-44	75%	77%	76%	55%	56%	54%
45-54	79%	77%	81%	61%	59%	62%
55+	85%	87%	85%	68%	74%	71%
Protestant	77%	77%	76%	56%	60%	57%
Roman Catholic	79%	76%	76%	58%	57%	58%
Urban	74%	76%	75%	53%	58%	56%
Rural	80%	77%	76%	59%	59%	59%
<b>Overall</b>	<b>77%</b>	<b>77%</b>	<b>75%</b>	<b>56%</b>	<b>58%</b>	<b>57%</b>

## Question 17: Are you satisfied or dissatisfied with how well you were kept informed of progress?

Base: All respondents who have had further contact with the police (2004/05: N=1,394) (2005/06: N=1,262) (2006/07: N= 1,077).

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	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
Domestic Burglary	64%	70%	68%	43%	46%	47%
Violent Crime	74%	63%	65%	40%	41%	43%
Vehicle Crime	61%	66%	67%	41%	46%	50%
Road Traffic Collision	82%	81%	82%	64%	59%	64%
Racist Incident	74%	61%	63%	50%	33%	34%
<b>Overall</b>	<b>70%</b>	<b>70%</b>	<b>70%</b>	<b>47%</b>	<b>47%</b>	<b>50%</b>

Table 10: Question 17 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied			Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied		
	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
Male	72%	67%	71%	47%	45%	49%
Female	68%	74%	68%	47%	50%	50%
16-34	68%	61%	62%	43%	37%	39%
35-44	69%	69%	72%	45%	43%	51%
45-54	68%	72%	74%	45%	45%	56%
55+	75%	78%	77%	57%	62%	61%
Protestant	69%	69%	71%	47%	48%	53%
Roman Catholic	72%	74%	70%	48%	47%	49%
Urban	67%	68%	68%	44%	47%	50%
Rural	73%	73%	73%	51%	47%	50%
<b>Overall</b>	<b>70%</b>	<b>70%</b>	<b>70%</b>	<b>47%</b>	<b>47%</b>	<b>50%</b>

## Question 19: Are you satisfied or dissatisfied with the way you were treated by the police officers and staff who dealt with you?

Base: All Respondents (2004/05: N=2,900) (2005/06: N=2,612) (2006/07: N=2,034).

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	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
Domestic Burglary	94%	94%	93%	80%	84%	81%
Violent Crime	84%	78%	83%	63%	60%	65%
Vehicle Crime	83%	83%	85%	64%	67%	68%
Road Traffic Collision	93%	91%	91%	80%	81%	77%
Racist Incident	86%	91%	75%	62%	64%	62%
<b>Overall</b>	<b>89%</b>	<b>88%</b>	<b>87%</b>	<b>72%</b>	<b>74%</b>	<b>72%</b>

Table 12: Question 19 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

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	2004/05	2005/06	2006/07	2004/05	2005/06	2006/07
Male	88%	86%	87%	71%	71%	72%
Female	91%	91%	88%	74%	78%	72%
16-34	86%	82%	82%	65%	64%	64%
35-44	89%	88%	88%	71%	72%	69%
45-54	90%	89%	89%	76%	77%	76%
55+	92%	94%	93%	80%	85%	84%
Protestant	89%	88%	87%	73%	75%	73%
Roman Catholic	90%	88%	89%	74%	74%	74%
Urban	88%	88%	87%	70%	74%	71%
Rural	91%	88%	88%	76%	74%	74%
<b>Overall</b>	<b>89%</b>	<b>88%</b>	<b>87%</b>	<b>72%</b>	<b>74%</b>	<b>72%</b>

# **APPENDIX 2: TABULAR RESULTS FOR ANTI-SOCIAL BEHAVIOUR SURVEY**

## Anti-Social Behaviour

### Question 20: Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case?

Base: All Respondents (2006/07: N=755)

Table 13: Question 20 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
	2006/07	2006/07
Male	69%	48%
Female	71%	54%
16-34	68%	48%
35-44	69%	47%
45-54	64%	52%
55+	75%	56%
Protestant	70%	50%
Roman Catholic	73%	56%
Urban	69%	48%
Rural	71%	55%
<b>Overall</b>	<b>70%</b>	<b>52%</b>

### Question 4: Are you satisfied or dissatisfied with the ease of contacting the police?

Base: All Respondents who contacted the police personally about the incident (2006/07: N=736)

Table 14: Question 4 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
	2006/07	2006/07
Male	88%	64%
Female	92%	71%
16-34	87%	64%
35-44	85%	64%
45-54	91%	65%
55+	93%	74%
Protestant	92%	69%
Roman Catholic	88%	70%
Urban	89%	66%
Rural	91%	70%
<b>Overall</b>	<b>90%</b>	<b>68%</b>

### Question 11: Are you satisfied or dissatisfied with the actions taken by the police?

Base: All respondents (2006/07: N=763)

Table 15: Question 11 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
	2006/07	2006/07
Male	61%	42%
Female	67%	47%
16-34	60%	40%
35-44	64%	41%
45-54	63%	43%
55+	69%	51%
Protestant	64%	45%
Roman Catholic	68%	48%
Urban	64%	41%
Rural	65%	48%
<b>Overall</b>	<b>65%</b>	<b>45%</b>

## Question 15: Are you satisfied or dissatisfied with how well you were kept informed of progress by the police?

Base: Base: All respondents who have had further contact with the police (2006/07: N=721)

Table 16: Question 15 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
	2006/07	2006/07
Male	47%	33%
Female	47%	34%
16-34	41%	30%
35-44	42%	32%
45-54	45%	30%
55+	53%	38%
Protestant	46%	32%
Roman Catholic	51%	38%
Urban	43%	28%
Rural	50%	38%
<b>Overall</b>	<b>47%</b>	<b>33%</b>

## Question 18: Are you satisfied or dissatisfied with how well you were treated by the police officers and staff who dealt with you?

Base: All Respondents (2006/07: N=754)

Table 17: Question 18 – Levels of Satisfaction by Gender, Age, Community Background and Policing Area

	Level of Satisfaction 1 Proportion of respondents Completely/ Very/ Fairly Satisfied	Level of Satisfaction 2 Proportion of respondents Completely/ Very Satisfied
	2006/07	2006/07
Male	78%	58%
Female	79%	64%
16-34	78%	57%
35-44	74%	54%
45-54	77%	59%
55+	82%	68%
Protestant	80%	60%
Roman Catholic	79%	65%
Urban	79%	61%
Rural	78%	62%
<b>Overall</b>	<b>79%</b>	<b>61%</b>

### Key Findings – Anti-Social Behaviour

- Over two-thirds of respondents (70%) indicated that they were satisfied with the **overall service** provided by the police for 2006/07. Those aged 55 and over (75%) expressed significantly higher satisfaction than the 45-54 (64%) age group.
- The vast majority of respondents (90%) stated that they were satisfied with the **ease of contacting someone** who could assist them. Females (92%) indicated significantly higher satisfaction than males (88%) for this question while those aged 35-44 (85%) reported significantly lower satisfaction than the 55+ age group (93%).
- Approximately, two-thirds of respondents (65%) stated that they were satisfied with the **actions taken** by police.
- 47% of all respondents who have had further contact with the police were satisfied with how well they were **kept informed of progress**. Those aged over 55 were significantly more satisfied than the 16-34 and 35-44 age group. Respondents from a rural area (50%) were also significantly more satisfied than urban respondents (43%).
- Almost four-fifths of respondents (79%) stated that they were satisfied with the **way they were treated** by the police officers and staff that dealt with them.

## **APPENDIX 3: QUESTIONNAIRE**

POLICE SERVICE OF NORTHERN IRELAND

BURGLARY VICTIM SURVEY

PLEASE MARK YOUR ANSWERS BY TICKING THE APPROPRIATE BOX LIKE THIS

**SECTION ONE: FIRST CONTACT – How you first contacted the police**

Q1. Did you contact the police yourself about the burglary?

- Yes 1
- No 2 (Please go to Q10)

Q2. How did you contact the police about the burglary?

- By telephone call (not 999) 1
- By personal visit to a police station 2
- By 999 call 3
- Direct to a police officer 4
- The police contacted you 5 (Please go to Q10)
- Another method (please specify below) 6  
.....

Q3. Are you satisfied or dissatisfied with the ease of contacting someone who could assist you?

- |                            |                            |                            |                                    |                            |                            |                            |                            |
|----------------------------|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Completely satisfied       | Very satisfied             | Fairly satisfied           | Neither satisfied nor dissatisfied | Fairly dissatisfied        | Very dissatisfied          | Completely dissatisfied    | Don't know                 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4         | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 | <input type="checkbox"/> 8 |

Q4. What, if anything, could the police have done to make it easier for you to contact them?

Q5. After you had reported the details, how was your incident dealt with?

- Entirely over the phone 1 (Please go to Q10)
- By an officer or other member of police staff visiting your home or the scene of the crime 2 (Please go to Q6)
- At the police station 3 (Please go to Q10)
- By another method (please specify below) 4 (Please go to Q10)  
.....

Q6. Were you told when you reported the burglary how long it would be before someone would attend?

- Yes 1
- No 2 (Please go to Q9)
- Don't know 3 (Please go to Q9)

Q7. How long were you told it would take for an officer or other member of police staff to arrive?

- As soon as they could 1
- Within 10 minutes 2
- Within 1 hour 3
- Within 4 hours 4
- At an agreed time later the same day 5
- At an agreed time on another day 6
- Don't know/can't remember 7 (Please go to Q9)

Q8. How long did it take for them to arrive?

- Within 10 minutes 1
- Within 1 hour 2
- Within 4 hours 3
- At the agreed appointment time 4
- Later than the agreed appointment time 5
- Earlier than the agreed appointment time 6
- Never arrived 7
- Don't know or can't remember 8

Q9. How satisfied or dissatisfied were you with the time it took for the police to arrive?

- |                            |                            |                            |                                    |                            |                            |                            |                            |
|----------------------------|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Completely satisfied       | Very satisfied             | Fairly satisfied           | Neither satisfied nor dissatisfied | Fairly dissatisfied        | Very dissatisfied          | Completely dissatisfied    | Don't know                 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4         | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 | <input type="checkbox"/> 8 |

## SECTION TWO: POLICE ACTIONS TO DEAL WITH THE INCIDENT

Q10. Please think about the actions taken by the police officers and staff who dealt with your incident once they had been given the initial details. This could have been over the phone, at the station or at the scene. It could have been over more than one contact, or all at the same time. Did they:

- |  | Yes                        | No                         | Don't know                 | Not applicable             |
|--|----------------------------|----------------------------|----------------------------|----------------------------|
| a. Explain what was going to happen and why?   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| b. Arrange for an investigation of the scene of the crime (e.g. fingerprints), or examination of items recovered from the scene? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| c. Provide you with a reference number?  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| d. Provide you with contact details for someone dealing with your case?  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| e. Offer contact details for Victim Support?   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| f. Offer advice (including any advice on crime prevention)?  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
| g. Make further visits (e.g. to take fingerprints or statements, or to visit you)?   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

Thinking about what the police did after they had been given the initial details:

Q11. Are you satisfied or dissatisfied with the actions taken by the police?

- |                            |                            |                            |                                    |                            |                            |                            |                            |
|----------------------------|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Completely satisfied       | Very satisfied             | Fairly satisfied           | Neither satisfied nor dissatisfied | Fairly dissatisfied        | Very dissatisfied          | Completely dissatisfied    | Don't know                 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4         | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 | <input type="checkbox"/> 8 |

Q12. Please explain your answer to question 11:

**SECTION THREE: FOLLOW UP – Being kept informed**

Q13. Have you had any contact with the police about this incident since your report and the initial police response? (This contact could have been over the phone, face-to-face, by letter or by other means.)

- Yes <sub>1</sub> (Please go to Q16)  
No <sub>2</sub> (Please go to Q14)

Q14. Did you want further contact from the police?

- Yes <sub>1</sub> (Please go to Q15)  
No <sub>2</sub> (Please go to Q17)

Q15. What did you want the police to do?

NOW PLEASE GO TO Q17

Q16. Have the police told you at any point that: (please tick all that apply)

- a. Somebody has been arrested in connection with the case <sub>1</sub>
  - b. The police have recovered some or all of your property <sub>1</sub>
  - c. A person has been charged with or is being reported for the offence <sub>1</sub>
  - d. Lines of enquiry are still being pursued <sub>1</sub>
  - e. No further police action is being taken at this time due to insufficient evidence <sub>1</sub>
  - f. You are required to attend court as a witness <sub>1</sub>
  - g. Court proceedings have been finalised and the outcome of these proceedings <sub>1</sub>
  - h. The offender has been dealt with by police as an alternative to court <sub>1</sub>
  - i. Anything else? (please specify below) <sub>1</sub>
- .....

Q17. Are you satisfied or dissatisfied with how well you were kept informed of progress?

- |                                       |                                       |                                       |                                       |                                       |                                       |                                       |                                       |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Completely satisfied                  | Very satisfied                        | Fairly satisfied                      | Neither satisfied nor dissatisfied    | Fairly dissatisfied                   | Very dissatisfied                     | Completely dissatisfied               | Don't know                            |
| <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> | <input type="checkbox"/> <sub>6</sub> | <input type="checkbox"/> <sub>7</sub> | <input type="checkbox"/> <sub>8</sub> |

## SECTION FOUR: TREATMENT

Q18. Please think about how you were treated by the police officers and other staff who dealt with you. If more than one person was involved, please give an overall impression of how you were treated. Did they:

	Yes	No	Don't know	Not applicable
a. Listen to what you had to say?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
b. Deal with you sympathetically?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
c. Appear interested in what you told them?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
d. Treat you politely?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
e. Make the effort to understand the nature of your enquiry?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
f. Appear to take the matter seriously?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>
g. Try to discourage you from reporting the incident?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>

Q19. Are you satisfied or dissatisfied with the way you were treated by the police officers and staff who dealt with you?

Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>

Q20. Please explain your answer to question 19:

## SECTION FIVE: THE WHOLE EXPERIENCE – Your overall feelings about how the police handled this matter

Q21. Taking the whole experience into account, are you satisfied or dissatisfied with the service provided by the police in this case?

Completely satisfied	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Completely dissatisfied	Don't know
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>8</sub>

Q22. Prior to this experience what was your overall opinion of the police?

Generally High <sub>1</sub>      Mixed <sub>2</sub>      Generally Low <sub>3</sub>      No opinion <sub>4</sub>

Q23. As a result of your contact with the police on this occasion, do you have

- A better opinion of the police <sub>1</sub>  
 A worse opinion of the police <sub>2</sub>  
 No change in your opinion of the police <sub>3</sub>

Q24. What, if anything, could the police have done to improve their service to you on this occasion?

## SECTION SIX: QUESTIONS ABOUT YOU

The following details enable us to monitor any differences in satisfaction between different groups of people.

Q25. Are you....? Male 1 Female 2

Q26. What is your age group?

16 – 24 1      25 – 34 2      35 – 44 3      45 – 54 4  
55 – 64 5      65 – 74 6      75 and over 7

Q27. What is your marital status?

Married 1      Living with Partner 2      Single (never married) 3  
Separated/ divorced 4      Widowed 5

Q28. Please indicate your community background.

I have a Protestant community background 1  
I have a Roman Catholic community background 2  
I have neither a Protestant nor a Roman Catholic community background 3

Q29. What is your ethnic group?

White	<input type="checkbox"/> 1	Black Caribbean	<input type="checkbox"/> 7
Irish Traveller	<input type="checkbox"/> 2	Black African	<input type="checkbox"/> 8
Indian	<input type="checkbox"/> 3	Other Black	<input type="checkbox"/> 9
Pakistani	<input type="checkbox"/> 4	Chinese	<input type="checkbox"/> 10
Bangladeshi	<input type="checkbox"/> 5	Mixed	<input type="checkbox"/> 11
Other Asian	<input type="checkbox"/> 6	Other Ethnic Group	<input type="checkbox"/> 12

Q30. Do you consider yourself to have a disability?

*By disability we mean any physical or mental impairment that has a substantial and long-term adverse impact on your ability to carry out normal day-to-day activities.*

Yes 1  
No 2

Q31. Do you have any dependants?

*By dependants we mean whether you have primary responsibility for the care of a child (aged 16 or under), for the care of a person with a disability or for the care of an elderly person.*

Yes 1  
No 2

## SECTION SEVEN: TAKING PART IN FURTHER CONSULTATION

The Police Service of Northern Ireland are constantly looking for new and better ways to talk to and understand the needs of the people who use our services. If you would like to take part in future consultation exercises, please complete your details below. All information provided is treated in the strictest confidence.

NAME .....

ADDRESS .....

.....

.....POST CODE

TELEPHONE .....(day time).....(evening)

Thank you for completing this questionnaire.

All information will be treated in the strictest confidence.

Please return it in the pre-paid envelope provided (no stamp required).