

Police Service of Northern Ireland

# PSNI Statistics Branch 2<sup>nd</sup> User Consultation Survey

June 2014

## PSNI Statistics Branch User Survey Conducted in May 2014

### Background

The PSNI's Statistics Branch conducted a survey of key users of our statistics to ascertain;

- how our various statistics are viewed with regard to content, presentation, commentary, timeliness, format of reports, ease of finding & overall data quality
- what improvements users would like to see
- how well our current statistics meet their needs, and
- a better understanding of the types of uses our statistics are used for

### Methodology

Two separate surveys were conducted, one for internal PSNI users of our statistics and another for external users. The surveys were conducted as on-line surveys using specially designed software (SNAP) during April & May 2014. As a result of the recent Statistics Authority's assessment report of police recorded crime statistics in England & Wales, we modified the questionnaire in an attempt to better ascertain our users needs and the full range of uses made of the PSNI's statistics. This was largely based on the Statistics Authority's Monitoring Brief 6/2010 'The Use Made of Official Statistics' 16<sup>th</sup> October 2010 from which we adopted their generic framework in our questionnaire to better understand the needs of PSNI's statistics users.

### Sample

The sample of key users of our statistics was drawn from a variety of sources. They consist of two types; internal PSNI users and external users. The internal users are those PSNI officers and staff that would use our statistics on a regular basis. We have built up well established contact lists over the years and can readily identify these people. The external users would generally include policy colleagues and statisticians from other government departments/ criminal justice agencies as well as academics, members of voluntary organisations, specific interest groups or members of the public. Our external user list has been developed over time and consists of a mix of regular users of our statistics who we copy into particular reports when they are released, or people who have asked to join our user email list via the contact button on our internet web page. We surveyed 122 external users of our statistics and 181 internal users.

### Response

Seventy five key users responded to the survey (25%), 41 from external users (34%) and 34 from internal users (19%).

### Main Findings

Feedback received during our customer survey conducted in May 2014 would indicate that the vast majority of users find our statistics meet their needs (69-98% indicated that they fully/most meet their needs across the 11 statistical outputs). This combined with the fact that we generally get very few requests for improvements or changes to our statistical reports from key users would indicate that our statistics generally meet users' needs.

Table 1 below highlights the main findings for the user survey. A total of 303 users were surveyed and they were able to select from a list of 11 main statistics produced by Statistics Branch to indicate which they used and then for each one, they were asked to rate their satisfaction with a range of aspects of the statistics along with how well they met their needs. A more detailed summary of the key findings is available in Annex 1.

### Understanding User Needs

The Statistics Branch user questionnaire was designed to ask users firstly which of our 11 statistical outputs they use and then for each one identified, they are asked a series of questions about their satisfaction with various aspects of the statistics (content, presentation, commentary, timeliness, format, overall data quality etc), how well the statistics meet their needs along with suggestions for improvements and then we asked users for their main reasons for using the statistics (using an adapted version of the UK Statistics Authority's generic user framework as some of the options were not relevant or were felt to be out of context for users of our crime statistics).

The following generic options were used for respondents to indicate their main reasons for using PSNI statistics:

- Policy making/policy monitoring
- Performance monitoring/effectiveness of policing
- Media related/informing public/public interest
- To facilitate academic research

- To inform public marketing campaigns
- In support of local community policing needs
- Personal interest
- To aid decisions on resource allocation
- Commercial interests
- Other (please state)

More details of user needs of PSNI's statistics are provided in the respective user guide for each statistical output [http://www.psni.police.uk/index/updates/updates\\_statistics.htm](http://www.psni.police.uk/index/updates/updates_statistics.htm) .

The key uses of the PSNI's statistics fall into 3 main categories;

1. Internal – Officers and staff within PSNI rely on the various statistics to track changing trends and to deploy resources accordingly. They also use these to monitor their performance against various targets in the N Ireland Policing Plan.
2. Oversight bodies & Government - The Northern Ireland Policing Board monitors the PSNI's performance against these policing plan targets and to assess the PSNI's success at addressing key agreed policing priorities. Northern Ireland Departments also use PSNI statistics for monitoring the achievement of departmental targets or in support of the NI Executive's Programme for Government. They also use the statistics to inform policy making to monitor policy effectiveness.
3. The wider general public, academia and specific interest groups all use the PSNI's statistics to inform them about crime trends that they are interested in.

### Contact Us

If you have anything to add about the how well PSNI's statistics meet your needs or have any suggestions regarding improvements you would like to see then please contact us at the following email address [statistics@psni.police.uk](mailto:statistics@psni.police.uk)

Principal Statistician  
PSNI Statistics Branch

Updated 30<sup>th</sup> June 2014

**Table 1: User Survey Key Findings – Satisfaction levels for each PSNI Statistical Output**

Key user <b>satisfaction</b> levels with ....	Crime statistics (n=49)	RTC statistics (n=38)	Security statistics (n=28)	Drugs statistics (n=28)	Domestic Abuse statistics (n= 33)	Hate statistics (n=37)	ASB statistics (n=37)	Stop/ Search statistics (n=19)	Use of Force (n=14)	Fixed Penalty Notices for Traffic Offences (n=13)	PACE Detention (n=13)
a) Content	98%	95%	96%	96%	97%	89%	100%	100%	100%	92%	100%
b) Presentation	96%	97%	96%	96%	97%	92%	100%	100%	100%	92%	100%
c) Commentary	92%	92%	96%	93%	94%	87%	95%	100%	100%	85%	100%
d) Timeliness	92%	87%	96%	86%	94%	95%	100%	95%	100%	92%	92%
e) Format of reports	96%	95%	96%	93%	94%	87%	100%	100%	100%	92%	100%
f) Ease of finding	86%	89%	93%	89%	85%	87%	95%	95%	93%	85%	92%
g) Overall data quality	98%	92%	96%	96%	97%	92%	100%	100%	100%	92%	92%
h) They fully or mostly meet my needs	98%	87%	96%	96%	97%	95%	95%	95%	93%	69%	92%

**Table 2: User Survey Key Findings – Dissatisfaction levels for each PSNI Statistical Output**

Key user <b>dissatisfaction</b> levels with ....	Crime statistics (n=49)	RTC statistics (n=38)	Security statistics (n=28)	Drugs statistics (n=28)	Domestic Abuse statistics (n= 33)	Hate statistics (n=37)	ASB statistics (n=37)	Stop/ Search statistics (n=19)	Use of Force (n=14)	Fixed Penalty Notices for Traffic Offences (n=13)	PACE Detention (n=13)
a) Content	0%	5%	0%	0%	0%	3%	0%	0%	0%	0%	0%
b) Presentation	2%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%
c) Commentary	2%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%
d) Timeliness	2%	5%	0%	4%	0%	0%	0%	5%	0%	0%	8%
e) Format of reports	2%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%
f) Ease of finding	4%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%
g) Overall data quality	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%
h) They don't meet my needs at all	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Respondents were also asked to make comments on how the statistics could be improved. These comments are summarised in the User Feedback section of the PSNI Statistics Branch website, which can be found on the [Official Statistics](#) web page.

## ANNEX 1: Detailed User Survey Findings

### a) Crime Statistics: Detailed User Survey Findings

How satisfied were you with each of the following aspects?

#### Content (i.e. topics covered)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	37	75.5	75.5	75.5
Quite satisfied	11	22.4	22.4	98.0
Neither	1	2.0	2.0	100.0
Total	49	100.0	100.0	

#### Presentation of data (i.e. tables & graphs)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	32	65.3	65.3	65.3
Quite satisfied	15	30.6	30.6	95.9
Neither	1	2.0	2.0	98.0
Quite dissatisfied	1	2.0	2.0	100.0
Total	49	100.0	100.0	

#### Commentary (i.e. sufficient detail to aid analysis & interpretation)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	29	59.2	59.2	59.2
Quite satisfied	16	32.7	32.7	91.8
Neither	3	6.1	6.1	98.0
Quite dissatisfied	1	2.0	2.0	100.0
Total	49	100.0	100.0	

#### Timeliness (i.e. how up-to-date the statistics are)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	27	55.1	55.1	55.1
Quite satisfied	18	36.7	36.7	91.8
Neither	3	6.1	6.1	98.0
Quite dissatisfied	1	2.0	2.0	100.0
Total	49	100.0	100.0	

#### Format of reports (i.e. usefulness of Excel or PDF files)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	31	63.3	63.3	63.3
Quite satisfied	16	32.7	32.7	95.9
Neither	1	2.0	2.0	98.0

Quite dissatisfied	1	2.0	2.0	100.0
Total	49	100.0	100.0	

**Ease of finding the relevant statistics on the PSNI website**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	22	44.9	44.9	44.9
Quite satisfied	20	40.8	40.8	85.7
Neither	5	10.2	10.2	95.9
Quite dissatisfied	2	4.1	4.1	100.0
Total	49	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	33	67.3	67.3	67.3
Quite satisfied	15	30.6	30.6	98.0
Neither	1	2.0	2.0	100.0
Total	49	100.0	100.0	

Please rate how the CRIME statistics meet your needs?

**Please rate how the CRIME statistics meet your needs?**

	Frequency	Percent	Valid Percent	Cumulative Percent
They fully meet my needs	29	59.2	59.2	59.2
They mostly meet my needs	19	38.8	38.8	98.0
They partly meet my needs	1	2.0	2.0	100.0
They don't meet my needs	0	0.0	0.0	
Total	49	100.0	100.0	

Please indicate your main reasons for using the PSNI's crime statistics?

	N
Policy making / policy monitoring	23
Performance monitoring / effectiveness of policing	35
Media related / informing public / public interest	15
To facilitate academic research	9
To inform public marketing campaigns	5
In support of local community policing needs	13
Personal interest	6
To aid decisions on resource allocation	14
Other	2

Please give any further details

	Frequency
	45
For preparing briefing papers etc for senior command.	1
Other government Departments	1
Used to produce reports / dashboards for use by ACCs and District Commanders / Senior Management Teams.	1
To assist with funding applications	1
Total	49

## b) Road Traffic Collision Statistics (n=38): Detailed User Survey Findings

### Content (i.e. topics covered)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	23	60.5	60.5	60.5
Quite satisfied	13	34.2	34.2	94.7
Quite dissatisfied	1	2.6	2.6	97.4
Very dissatisfied	1	2.6	2.6	100.0
Total	38	100.0	100.0	

### Presentation of data (i.e. tables & graphs)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	24	63.2	63.2	63.2
Quite satisfied	13	34.2	34.2	97.4
Neither	1	2.6	2.6	100.0
Total	38	100.0	100.0	

### Commentary (i.e. sufficient detail to aid analysis & interpretation)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	20	52.6	52.6	52.6
Quite satisfied	15	39.5	39.5	92.1
Neither	3	7.9	7.9	100.0
Total	38	100.0	100.0	

### Timeliness (i.e. how up-to-date the statistics are)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	17	44.7	44.7	44.7
Quite satisfied	16	42.1	42.1	86.8
Neither	2	5.3	5.3	92.1
Quite dissatisfied	2	5.3	5.3	97.4
Don't know	1	2.6	2.6	100.0
Total	38	100.0	100.0	

### Format of reports (i.e. usefulness of Excel or PDF files)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	19	50.0	50.0	50.0
Quite satisfied	17	44.7	44.7	94.7
Neither	2	5.3	5.3	100.0
Total	38	100.0	100.0	



**Ease of finding the relevant statistics on the PSNI website**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	15	39.5	39.5	39.5
Quite satisfied	19	50.0	50.0	89.5
Neither	3	7.9	7.9	97.4
Quite dissatisfied	1	2.6	2.6	100.0
Total	38	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	23	60.5	60.5	60.5
Quite satisfied	12	31.6	31.6	92.1
Neither	1	2.6	2.6	94.7
Quite dissatisfied	1	2.6	2.6	97.4
Don't know	1	2.6	2.6	100.0
Total	38	100.0	100.0	

**Do you use the daily Road Traffic Collisions fatality spreadsheet?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	19	50.0	50.0	50.0
No	19	50.0	50.0	100.0
Total	38	100.0	100.0	

**Ratings of daily fatality spreadsheet**

**Content**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	12	63.2	63.2	63.2
Quite Satisfied	7	36.8	36.8	100.0
Total	19	100.0	100.0	

**Timeliness (i.e. how up-to-date the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	13	68.4	68.4	68.4
Quite Satisfied	4	21.1	21.1	89.5
Quite dissatisfied	1	5.3	5.3	94.7
Very dissatisfied	1	5.3	5.3	100.0
Total	19	100.0	100.0	

**Format of reports (i.e. usefulness of the Excel file)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	13	68.4	68.4	68.4
Quite Satisfied	5	26.3	26.3	94.7
Neither	1	5.3	5.3	100.0
Total	19	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	14	73.7	73.7	73.7
Quite Satisfied	3	15.8	15.8	89.5
Neither	1	5.3	5.3	94.7
Very dissatisfied	1	5.3	5.3	100.0
Total	19	100.0	100.0	

**Please rate how the PSNI's Road Traffic Collision statistics meet your needs?**

**Please rate how the PSNI's INJURY ROAD TRAFFIC COLLISION ...**

	Frequency	Percent	Valid Percent	Cumulative Percent
They fully meet my needs	22	57.9	57.9	57.9
They mostly meet my needs	11	28.9	28.9	86.8
They partly meet my needs	5	13.2	13.2	100.0
They don't meet my needs	0	0.0	0.0	
Total	38	100.0	100.0	

**Please indicate below your main reason for using the PSNI's Road Traffic Collision stats?**

	N
Policy making / policy monitoring	15
Performance monitoring / effectiveness of policing	20
Media related/ informing public / public interest	14
To facilitate academic research	4
To inform public marketing campaigns	5
In support of local community policing needs	11
Personal interest	5
To aid decisions on resource allocation	7
Other	7

Please give any further details

	Frequency
	29
For aiding work with Roads Service relating to concerns about different road locations	1
For compiling UK aggregate RTC statistic totals	1
Multi agency planning / need	1
Part time PhD student at University	1
Preparing briefing papers for senior command.	1
Road safety education	1
Roads Service use statistics to decide on Collision Remedial measures at specific sites.	1
Statistics combined with GB to give UK figures for an educational project for primary school children.	1
Used to assess Traffic Management needs	1
Total	38

### c) Security Statistics (n=28): Detailed User Survey Findings

How satisfied were you with the following aspects of PSNI's security stats?

#### Content (i.e. topics covered)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	17	60.7	60.7	60.7
Quite satisfied	10	35.7	35.7	96.4
Neither	1	3.6	3.6	100.0
Total	28	100.0	100.0	

#### Presentation of data (i.e. tables & graphs)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	16	57.1	57.1	57.1
Quite satisfied	11	39.3	39.3	96.4
Neither	1	3.6	3.6	100.0
Total	28	100.0	100.0	

#### Commentary (i.e. sufficient detail to aid analysis & interpretation)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	15	53.6	53.6	53.6
Quite satisfied	12	42.9	42.9	96.4
Neither	1	3.6	3.6	100.0
Total	28	100.0	100.0	

#### Timeliness (i.e. how up-to-date the statistics are)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	16	57.1	57.1	57.1
Quite satisfied	11	39.3	39.3	96.4
Neither	1	3.6	3.6	100.0
Total	28	100.0	100.0	

#### Format of reports (i.e. usefulness of Excel or PDF files)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	17	60.7	60.7	60.7
Quite satisfied	10	35.7	35.7	96.4
Neither	1	3.6	3.6	100.0
Total	28	100.0	100.0	

**Ease of finding the relevant statistics on the PSNI website**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	14	50.0	50.0	50.0
Quite satisfied	12	42.9	42.9	92.9
Neither	2	7.1	7.1	100.0
Total	28	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	15	53.6	53.6	53.6
Quite satisfied	12	42.9	42.9	96.4
Neither	1	3.6	3.6	100.0
Total	28	100.0	100.0	

**Please rate how the SECURITY SITUATION statistics meet your needs...**

	Frequency	Percent	Valid Percent	Cumulative Percent
They fully meet my needs	20	71.4	71.4	71.4
They mostly meet my needs	7	25.0	25.0	96.4
They partly meet my needs	1	3.6	3.6	100.0
They don't meet my needs	0	0.0	0.0	
Total	28	100.0	100.0	

**Please indicate your reasons for using the PSNI's Security Stats?**

	Responses	
	N	Percent
Policy making / policy monitoring	13	
Performance monitoring / effectiveness of policing	18	
Media related/ informing public / public interest	6	
To facilitate academic research	4	
To inform public marketing campaigns	1	
In support of local community policing needs	6	
Personal interest	3	
To aid decisions on resource allocation	3	
Other	3	

**Please give any further details**

	Frequency
	26
Preparing briefing papers for senior command.	1
Senior management briefings for NIPB meetings	1
Total	28

**d) Drug seizure Statistics (n=28): Detailed User Survey Findings**

**How satisfied were you with each if the following aspects of the drug seizure statistics?**

**Content (i.e. topics covered)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	19	67.9	67.9	67.9
Quite satisfied	8	28.6	28.6	96.4
Don't know	1	3.6	3.6	100.0
Total	28	100.0	100.0	

**Presentation of data (i.e. tables & graphs)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	19	67.9	67.9	67.9
Quite satisfied	8	28.6	28.6	96.4
Don't know	1	3.6	3.6	100.0
Total	28	100.0	100.0	

**Commentary (i.e. sufficient detail to aid analysis & interpretation)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	16	57.1	57.1	57.1
Quite satisfied	10	35.7	35.7	92.9
Neither	1	3.6	3.6	96.4
Don't know	1	3.6	3.6	100.0
Total	28	100.0	100.0	

**Timeliness (i.e. how up-to-date the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	18	64.3	64.3	64.3
Quite satisfied	6	21.4	21.4	85.7
Neither	2	7.1	7.1	92.9
Quite dissatisfied	1	3.6	3.6	96.4
Don't know	1	3.6	3.6	100.0
Total	28	100.0	100.0	

**Format of reports (i.e. usefulness of Excel or PDF files)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	18	64.3	64.3	64.3
Quite satisfied	8	28.6	28.6	92.9
Neither	1	3.6	3.6	96.4
Don't know	1	3.6	3.6	100.0
Total	28	100.0	100.0	

**Ease of finding the relevant statistics on the PSNI website**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	14	50.0	50.0	50.0
Quite satisfied	11	39.3	39.3	89.3
Neither	2	7.1	7.1	96.4
Don't know	1	3.6	3.6	100.0
Total	28	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	17	60.7	60.7	60.7
Quite satisfied	10	35.7	35.7	96.4
Don't know	1	3.6	3.6	100.0
Total	28	100.0	100.0	

Please rate how the drug seizure statistics meet your needs

**Please rate how the DRUG SEIZURE & ARREST statistics meet...**

	Frequency	Percent	Valid Percent	Cumulative Percent
They fully meet my needs	20	71.4	71.4	71.4
They mostly meet my needs	7	25.0	25.0	96.4
They partly meet my needs	1	3.6	3.6	100.0
They don't meet my needs at all	0	0.0	0.0	
Total	28	100.0	100.0	

**Please indicate your main reasons for using the PSNI's Drug Seizure statistics**

	N
Policy making / policy monitoring	9
Performance monitoring / effectiveness of policing	24
Media related/ informing public / public interest	9
To facilitate academic research	1
To inform public marketing campaigns	2
In support of local community policing needs	10
Personal interest	3
To aid decisions on resource allocation	9
Other	2

Please give any further details

	Frequency
	27
Preparing briefing papers for senior command.	1
Total	28

**e) Domestic Abuse Statistics (n=33): Detailed User Survey Findings**

**Content (i.e. topics covered)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	22	66.7	66.7	66.7
Quite satisfied	10	30.3	30.3	97.0
Don't know	1	3.0	3.0	100.0
Total	33	100.0	100.0	

**Presentation of data (i.e. tables & graphs)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	22	66.7	66.7	66.7
Quite satisfied	10	30.3	30.3	97.0
Don't know	1	3.0	3.0	100.0
Total	33	100.0	100.0	

**Commentary (i.e. sufficient detail to aid analysis & interpretation)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	20	60.6	60.6	60.6
Quite satisfied	11	33.3	33.3	93.9
Neither	1	3.0	3.0	97.0
Don't know	1	3.0	3.0	100.0
Total	33	100.0	100.0	

**Timeliness (i.e. how up-to-date the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	21	63.6	63.6	63.6
Quite satisfied	10	30.3	30.3	93.9
Neither	1	3.0	3.0	97.0
Don't know	1	3.0	3.0	100.0
Total	33	100.0	100.0	

**Format of reports (i.e. usefulness of Excel or PDF files)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	22	66.7	66.7	66.7
Quite satisfied	9	27.3	27.3	93.9
Neither	1	3.0	3.0	97.0
Don't know	1	3.0	3.0	100.0
Total	33	100.0	100.0	



**Ease of finding the relevant statistics on the PSNI website**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	18	54.5	54.5	54.5
Quite satisfied	10	30.3	30.3	84.8
Neither	4	12.1	12.1	97.0
Don't know	1	3.0	3.0	100.0
Total	33	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	23	69.7	69.7	69.7
Quite satisfied	9	27.3	27.3	97.0
Don't know	1	3.0	3.0	100.0
Total	33	100.0	100.0	

**How well do the PSNI's domestic abuse statistics meet your needs?**

	Frequency	Percent	Valid Percent
They fully meet my needs	22	66.7	66.7
They mostly meet my needs	10	30.3	30.3
They partly meet my needs	1	3.0	3.0
They don't meet my needs at all	0	0.0	0.0
Total	33	100.0	100.0

**Please indicate your main reasons for using the PSNI's domestic abuse statistics?**

	N
Policy making / policy monitoring	15
Performance monitoring / effectiveness of policing	28
Media related/ informing public / public interest	11
To facilitate academic research	3
To inform public marketing campaigns	4
In support of local community policing needs	11
Personal interest	2
To aid decisions on resource allocation	9
Other	4

**Please give any further details**

	Frequency
Valid	30
For informing staff of the prevalence of Domestic Violence.	1
Multi-agency planning and need	1
Preparing briefing papers for senior command.	1
Total	33

**f) Hate Crime Statistics (n=37): Detailed User Survey Findings**

**Content (i.e. topics covered)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	22	59.5	59.5	59.5
Quite satisfied	11	29.7	29.7	89.2
Neither	2	5.4	5.4	94.6
Quite dissatisfied	1	2.7	2.7	97.3
Don't know	1	2.7	2.7	100.0
Total	37	100.0	100.0	

**Presentation of data (i.e. tables & graphs)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	21	56.8	56.8	56.8
Quite satisfied	13	35.1	35.1	91.9
Neither	1	2.7	2.7	94.6
Quite dissatisfied	1	2.7	2.7	97.3
Don't know	1	2.7	2.7	100.0
Total	37	100.0	100.0	

**Commentary (i.e. sufficient detail to aid analysis & interpretation)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	21	56.8	56.8	56.8
Quite satisfied	11	29.7	29.7	86.5
Neither	3	8.1	8.1	94.6
Quite dissatisfied	1	2.7	2.7	97.3
Don't know	1	2.7	2.7	100.0
Total	37	100.0	100.0	

**Timeliness (i.e. how up-to-date the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	21	56.8	56.8	56.8
Quite satisfied	14	37.8	37.8	94.6
Neither	1	2.7	2.7	97.3
Don't know	1	2.7	2.7	100.0
Total	37	100.0	100.0	

**Format of reports (i.e. usefulness of Excel or PDF files)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	20	54.1	54.1	54.1
Quite satisfied	12	32.4	32.4	86.5
Neither	3	8.1	8.1	94.6
Quite dissatisfied	1	2.7	2.7	97.3
Don't know	1	2.7	2.7	100.0
Total	37	100.0	100.0	

**Ease of finding the relevant statistics on the PSNI website**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	19	51.4	51.4	51.4
Quite satisfied	13	35.1	35.1	86.5
Neither	4	10.8	10.8	97.3
Don't know	1	2.7	2.7	100.0
Total	37	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	22	59.5	59.5	59.5
Quite satisfied	12	32.4	32.4	91.9
Neither	2	5.4	5.4	97.3
Don't know	1	2.7	2.7	100.0
Total	37	100.0	100.0	

Please rate how the hate statistics meet your needs?

**Please rate how the HATE CRIME & INCIDENT statistics meet...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid They fully meet my needs	20	54.1	54.1	54.1
They mostly meet my needs	15	40.5	40.5	94.6
They partly meet my needs	2	5.4	5.4	100.0
They don't meet my needs at all	0	0.0	0.0	
Total	37	100.0	100.0	

**Please indicate your main reasons for using the PSNI's hate statistics**

	N
Policy making / policy monitoring	8
Performance monitoring / effectiveness of policing	21
Media related/ informing public / public interest	8
To inform public marketing campaigns	2
In support of local community policing needs	10
Personal interest	2
To aid decisions on resource allocation	6
Other	2

**Please give any further details**

	Frequency
Valid	34
Multi-agency planning and need	1
Preparing briefing papers for senior command.	1
To inform Heads of Branches	1
Total	37

### g) ASB Statistics (n=37): Detailed User Survey Findings

How satisfied were you with each of the following aspects of PSNI's ASB stats?

#### Content (i.e. topics covered)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	25	67.6	67.6	67.6
Quite satisfied	12	32.4	32.4	100.0
Total	37	100.0	100.0	

#### Presentation of data (i.e. tables & graphs)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	26	70.3	70.3	70.3
Quite satisfied	11	29.7	29.7	100.0
Total	37	100.0	100.0	

#### Commentary (i.e. sufficient detail to aid analysis & interpretation)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	24	64.9	64.9	64.9
Quite satisfied	11	29.7	29.7	94.6
Neither	2	5.4	5.4	100.0
Total	37	100.0	100.0	

#### Timeliness (i.e. how up-to-date the statistics are)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	24	64.9	64.9	64.9
Quite satisfied	13	35.1	35.1	100.0
Total	37	100.0	100.0	

#### Format of reports (i.e. usefulness of Excel or PDF files)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	24	64.9	64.9	64.9
Quite satisfied	13	35.1	35.1	100.0
Total	37	100.0	100.0	

#### Ease of finding the relevant statistics on the PSNI website

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	20	54.1	54.1	54.1
Quite satisfied	15	40.5	40.5	94.6
Neither	2	5.4	5.4	100.0
Total	37	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	24	64.9	64.9	64.9
Quite satisfied	13	35.1	35.1	100.0
Total	37	100.0	100.0	

Please rate how the ASB stats meet your needs?

**Please rate how the ANTI SOCIAL BEHAVIOUR statistics meet...**

	Frequency	Percent	Valid Percent	Cumulative Percent
They fully meet my needs	22	59.5	59.5	59.5
They mostly meet my needs	13	35.1	35.1	94.6
They partly meet my needs	2	5.4	5.4	100.0
They don't meet my needs at all	0	0.0	0.0	
Total	37	100.0	100.0	

**Please indicate you main reasons for using PSNI's ASB statistics**

	N
Policy making / policy monitoring	14
Performance monitoring / effectiveness of policing	25
Media related/ informing public / public interest	10
To facilitate academic research	3
To inform public marketing campaigns	5
In support of local community policing needs	11
Personal interest	2
To aid decisions on resource allocation	8
Other	3
Total	81

Please give any further details

	Frequency
	33
It is used on a regular basis to produce reports for the ACCs and District Senior Management Teams.	1
Multi agency planning	1
Preparing briefing papers for senior command.	1
To assist with funding applications	1
Total	37

## h) Stop & Search Statistics (n=19): Detailed User Survey Findings

How satisfied were you with the following aspects of the stop & search stats?

### Content (i.e. topics covered)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	13	68.4	68.4	68.4
Quite satisfied	6	31.6	31.6	100.0
Total	19	100.0	100.0	

### Presentation of data (i.e. tables & graphs)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	13	68.4	68.4	68.4
Quite satisfied	6	31.6	31.6	100.0
Total	19	100.0	100.0	

### Commentary (i.e. sufficient detail to aid analysis & interpretation)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	11	57.9	57.9	57.9
Quite satisfied	8	42.1	42.1	100.0
Total	19	100.0	100.0	

### Timeliness (i.e. how up-to-date the statistics are)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	11	57.9	57.9	57.9
Quite satisfied	7	36.8	36.8	94.7
Quite dissatisfied	1	5.3	5.3	100.0
Total	19	100.0	100.0	

### Format of reports (i.e. usefulness of Excel or PDF files)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	13	68.4	68.4	68.4
Quite satisfied	6	31.6	31.6	100.0
Total	19	100.0	100.0	

### Ease of finding the relevant statistics on the PSNI website

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	11	57.9	57.9	57.9
Quite satisfied	7	36.8	36.8	94.7
Neither	1	5.3	5.3	100.0
Total	19	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	12	63.2	63.2	63.2
Quite satisfied	7	36.8	36.8	100.0
Total	19	100.0	100.0	

**Please rate how the stop & search statistics meet your needs?**

**Please rate how the STOP & SEARCH statistics meet your ne...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid They fully meet my needs	11	57.9	57.9	57.9
They mostly meet my needs	7	36.8	36.8	94.7
They partly meet my needs	1	5.3	5.3	100.0
They don't meet my needs at all	0	0.0	0.0	
Total	19	100.0	100.0	

**Please indicate your main reasons for using the PSNI's Stop/Search statistics?**

	N
Policy making / policy monitoring	8
Performance monitoring / effectiveness of policing	17
Media related/ informing public / public interest	9
To facilitate academic research	1
To inform public marketing campaigns	1
In support of local community policing needs	7
Personal interest	2
To aid decisions on resource allocation	6
Other	2

**Please give any further details**

	Frequency
	18
Preparing briefing papers for senior PSNI command.	1
Total	19



## i) Use of Force Statistics (n=14): Detailed User Survey Findings

How satisfied were you with each of the following aspects of the use of force statistics?

### Content (i.e. topics covered)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	11	78.6	78.6	78.6
Quite satisfied	3	21.4	21.4	100.0
Total	14	100.0	100.0	

### Presentation of data (i.e. tables & graphs)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	11	78.6	78.6	78.6
Quite satisfied	3	21.4	21.4	100.0
Total	14	100.0	100.0	

### Commentary (i.e. sufficient detail to aid analysis & interpretation)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	11	78.6	78.6	78.6
Quite satisfied	3	21.4	21.4	100.0
Total	14	100.0	100.0	

### Timeliness (i.e. how up-to-date the statistics are)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	11	78.6	78.6	78.6
Quite satisfied	3	21.4	21.4	100.0
Total	14	100.0	100.0	

### Format of reports (i.e. usefulness of Excel or PDF files)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	11	78.6	78.6	78.6
Quite satisfied	3	21.4	21.4	100.0
Total	14	100.0	100.0	

### Ease of finding the relevant statistics on the PSNI website

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	9	64.3	64.3	64.3
Quite satisfied	4	28.6	28.6	92.9
Neither	1	7.1	7.1	100.0
Total	14	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	11	78.6	78.6	78.6
Quite satisfied	3	21.4	21.4	100.0
Total	14	100.0	100.0	

Please rate how the PSNI's use of force statistics meet your needs?

**Please rate how USE OF FORCE statistics meet your needs?**

	Frequency	Percent	Valid Percent	Cumulative Percent
They fully meet my needs	11	78.6	78.6	78.6
They mostly meet my needs	2	14.3	14.3	92.9
They partly meet my needs	1	7.1	7.1	100.0
They don't meet my needs at all	0	0.0	0.0	
Total	14	100.0	100.0	

**Please indicate your main reasons for using the PSNI's use of force stats?**

	N
Policy making / policy monitoring	6
Performance monitoring / effectiveness of policing	10
Media related/ informing public / public interest	5
To facilitate academic research	2
To inform public marketing campaigns	1
In support of local community policing needs	4
Personal interest	2
To aid decisions on resource allocation	1
Other	3

Please give any further details?

	Frequency
	12
Preparing briefing papers for senior PSNI command.	1
Reports to NIPB and other oversight bodies	1
Total	14

## j) Fixed Penalty Notices for Traffic Offences (n=13): Detailed User Survey Findings

How satisfied were you with the following aspects of the FPN reports?

### Content (i.e. topics covered)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	7	53.8	53.8	53.8
Quite satisfied	5	38.5	38.5	92.3
Neither	1	7.7	7.7	100.0
Total	13	100.0	100.0	

### Presentation of data (i.e. tables & graphs)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	7	53.8	53.8	53.8
Quite satisfied	5	38.5	38.5	92.3
Neither	1	7.7	7.7	100.0
Total	13	100.0	100.0	

### Commentary (i.e. sufficient detail to aid analysis & interpretation)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	6	46.2	46.2	46.2
Quite satisfied	5	38.5	38.5	84.6
Neither	2	15.4	15.4	100.0
Total	13	100.0	100.0	

### Timeliness (i.e. how up-to-date the statistics are)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	7	53.8	53.8	53.8
Quite satisfied	5	38.5	38.5	92.3
Neither	1	7.7	7.7	100.0
Total	13	100.0	100.0	

### Format of reports (i.e. usefulness of Excel or PDF files)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	6	46.2	46.2	46.2
Quite satisfied	6	46.2	46.2	92.3
Neither	1	7.7	7.7	100.0
Total	13	100.0	100.0	

**Ease of finding the relevant statistics on the PSNI website**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	4	30.8	30.8	30.8
Quite satisfied	7	53.8	53.8	84.6
Neither	2	15.4	15.4	100.0
Total	13	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	7	53.8	53.8	53.8
Quite satisfied	5	38.5	38.5	92.3
Neither	1	7.7	7.7	100.0
Total	13	100.0	100.0	

**Please rate how the FPN stats meet your needs?**

	Frequency	Percent
They fully meet my needs	6	46.2
They mostly meet my needs	3	23.1
They partly meet my needs	4	30.8
They don't meet my needs at all	0	0.0
Total	13	100.0

**Please indicate your main reasons for using the PSNI's FPN statistics?**

	N
Policy making / policy monitoring	6
Performance monitoring / effectiveness of policing	9
Media related/ informing public / public interest	6
To inform public marketing campaigns	3
In support of local community policing needs	5
Personal interest	2
To aid decisions on resource allocation	3
Other	2

**Please give any further details**

	Frequency
	12
Establishing community concern sites for the safety camera van-	1
Total	13

### k) PACE Detention Statistics (n=13): Detailed User Survey Findings

How satisfied were you with each of the following aspects of the PACE detention stats?

#### Content (i.e. topics covered)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	9	69.2	69.2	69.2
Quite satisfied	4	30.8	30.8	100.0
Total	13	100.0	100.0	

#### Presentation of data (i.e. tables & graphs)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	10	76.9	76.9	76.9
Quite satisfied	3	23.1	23.1	100.0
Total	13	100.0	100.0	

#### Commentary (i.e. sufficient detail to aid analysis & interpretation)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	9	69.2	69.2	69.2
Quite satisfied	4	30.8	30.8	100.0
Total	13	100.0	100.0	

#### Timeliness (i.e. how up-to-date the statistics are)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	10	76.9	76.9	76.9
Quite satisfied	2	15.4	15.4	92.3
Quite dissatisfied	1	7.7	7.7	100.0
Total	13	100.0	100.0	

#### Format of reports (i.e. usefulness of Excel or PDF files)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	10	76.9	76.9	76.9
Quite satisfied	3	23.1	23.1	100.0
Total	13	100.0	100.0	

#### Ease of finding the relevant statistics on the PSNI website

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	8	61.5	61.5	61.5
Quite satisfied	4	30.8	30.8	92.3
Don't know	1	7.7	7.7	100.0
Total	13	100.0	100.0	

**Overall data quality (i.e. how reliable the statistics are)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Very satisfied	10	76.9	76.9	76.9
Quite satisfied	2	15.4	15.4	92.3
Neither	1	7.7	7.7	100.0
Total	13	100.0	100.0	

**How well do the PACE detention statistics meet your needs?**

	Frequency	Percent
They fully meet my needs	9	69.2
They mostly meet my needs	3	23.1
They partly meet my needs	1	7.7
They don't meet my needs at all	0	0.0
Total	13	100.0

**What are your main reasons for using the PSNI's PACE detention stats?**

	N
Policy making / policy monitoring	6
Performance monitoring / effectiveness of policing	11
Media related/ informing public / public interest	4
To facilitate academic research	1
To inform public marketing campaigns	1
In support of local community policing needs	1
Personal interest	2
To aid decisions on resource allocation	1
Other	2
Total	29

**Please give any further details**

	Frequency
	12
Using detention rates to monitor trends across custody suites	1
Total	13

**L) Satisfaction with PSNI Statistics Branch Staff (responses of not applicable/don't knows excluded)**

This last section relates to responses given by users about their level of satisfaction in their dealings with PSNI Statistics Branch staff. Where users indicated that this wasn't applicable, they were excluded from the valid responses.

**Satisfaction with PSNI Statistics Branch staff in relation to the following:**

**Politeness & Courtesy**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	65	86.7	91.5	91.5
	Quite Satisfied	6	8.0	8.5	100.0
	Total	71	94.7	100.0	
Missing	Don't Know / Not Applicable	4	5.3		
Total		75	100.0		

**Knowledge**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	64	85.3	90.1	90.1
	Quite Satisfied	7	9.3	9.9	100.0
	Total	71	94.7	100.0	
Missing	Don't Know / Not Applicable	4	5.3		
Total		75	100.0		

**Professionalism**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	65	86.7	91.5	91.5
	Quite Satisfied	6	8.0	8.5	100.0
	Total	71	94.7	100.0	
Missing	Don't Know / Not Applicable	4	5.3		
Total		75	100.0		

**Overall Service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	61	81.3	85.9	85.9
	Quite Satisfied	10	13.3	14.1	100.0
	Total	71	94.7	100.0	
Missing	Don't Know / Not Applicable	4	5.3		
Total		75	100.0		

## Comments made by users about the quality of service provided by the PSNI's Statistics Branch

I am very satisfied with the service I receive. Thanks
I find Stats Branch staff extremely helpful and knowledgeable.
I find the statistical branch in PSNI to be really helpful and the reports themselves to be comprehensive and well presented.
Very satisfied overall with the statistics provided by PSNI Statistics Branch.
Found all staff extremely helpful and information provided suited requirements
The staff are very helpful and the data presentation is fantastic
The PSNI Central Statistics Branch have been more than helpful to me. They provide clarity when something is unclear to me, they explain the data to a non-stats person in a succinct way and I am very grateful for all their help.
The statistics staff are always helpful, interested and mindful of how best to present information. A premier service!