

# Police Service of Northern Ireland

## Statistics Branch

### Customer Service and Engagement Statement

The Statistics Branch within the Police Service of Northern Ireland provides accurate, timely, user friendly and easily accessible National and Official Statistics.

#### Customer Service Commitment

The Police Service of Northern Ireland will publish timely, relevant, high quality statistics in line with the Code of Practice for Official and National Statistics. Our commitment to the customers of our statistics is:

- a) To publish our statistics on the time and date pre-announced;
- b) To publish all statistics in line with the Code of Practice for Official Statistics;
- c) To be transparent when we are unable to meet any of these commitments;
- d) To give open and easy-to-use routes to allow customers to supply us with their views and opinions;
- e) To respond quickly and accurately to questions and enquiries from our customers;
- f) To consult with customers on developments and changes to our statistics methodologies; publications or publication processes;
- g) To respond in a timely manner to any complaints from customers.

#### Customer Engagement Policy

Our customers can be categorised as being from the following groups:

- Police officers, the NI Policing Board and members of District Policing Partnerships
- Ministers and policy makers within the Department of Justice;
- Policy makers within Government;
- Academics & schools;
- Expert external special interest and pressure groups;
- Media and commentators;
- the public

Our engagement policy recognises that these customers will have different needs and in the case of internal customers within the PSNI this is through direct contact. However, our engagement strategy is set out to ensure that on key developments to our statistics, there are transparent and clear processes allowing for views from both internal and external customers.

Access to our statistics and engagement with our customers is usually through the statistics section of the PSNI website. However, we recognise the differing needs of different users:

- some users simply require quick and easy **access** to the latest statistics;
- for some users, their requirement is to be **informed** of the publication of the latest statistics and **developments** to them;
- other users wish to be fully **consulted** on developments in our statistics either in terms of **methodology, publication or use**;
- finally some users wish to be **fully involved** in steering the statistical work programme and ensuring their needs are met by the programme of work.

Our customer engagement policy recognises all these different needs and seeks to establish ways of engaging users which recognises all their different needs. The primary mode for providing information to customers will continue to be the PSNI website. However, we are now inviting users to join an email distribution list which will supply users with all the latest information relating to PSNI Statistics.

You can join by emailing your name and email address to [statistics@psni.police.uk](mailto:statistics@psni.police.uk)

The main method for customers to contact the PSNI's Statistics Branch is also by email to this address.

Contact telephone numbers for specific releases are provided on each statistical release.

### **Access to statistics – routine publications**

Routinely produced statistics are available free of charge on the PSNI website at [http://www.psni.police.uk/index/updates/updates\\_statistics.htm](http://www.psni.police.uk/index/updates/updates_statistics.htm). In accordance with the code of practice we will announce the month of release of these statistics at least 12 months in advance and the exact date at least 4 weeks in advance. All published statistics are published at 9.30am on the scheduled day unless otherwise announced.

Our Statistics will be published in a timely manner and in line with:

- The PSNI Statement of Compliance on Pre-Release Access
- The PSNI Statistical Revisions Policy

These are all available on the Official Statistics page of the PSNI website [www.psni.police.uk](http://www.psni.police.uk)

Publications will normally be made available in Adobe Acrobat (pdf file) and some may also have associated Microsoft Excel files with pivot tables to enable users to make better use of the data. Requests for the information in different formats may be able to be made available on request from: [statistics@psni.police.uk](mailto:statistics@psni.police.uk). A charge may apply for formats not routinely used; individuals will be made aware of any charges and asked to confirm their willingness to pay prior to commencement of the work.

### **Access to information not in scheduled publications**

All statistical publications will contain a contact email address and contact telephone numbers. Media enquiries regarding the contacts of a specific release should be directed to the PSNI's Corporate Communications Department. All other users should use the statistical contact details provided below:

PSNI's Statistics Branch  
Police Service of Northern Ireland  
Lisnasharragh  
42 Montgomery Road  
BELFAST  
BT6 9LD  
Tel 028 90650222 ext. 24135  
Fax: 028 90922998  
Email: [statistics@psni.police.uk](mailto:statistics@psni.police.uk)

Telephone numbers will not relate to a specific individual in order to provide a full service when named individuals are not available. Enquiries will be covered on these numbers Monday to Friday 9am to 5pm (excluding Public Holidays).

When users require statistics not contained in existing PSNI statistical publications, such requests will be acknowledged within three working days and we will then consider each such request on a case by case basis. Where the information is available we will attempt to provide a response as soon as possible dependent on other work commitments and on the availability of suitable resources. Where the information requested is not available or does not exist, then the PSNI Statistics Branch will inform the requestor of this as soon as possible. Requests for data that are held by other branches within the PSNI, will be passed on to the branch responsible for them to provided a response directly to the requestor.

### **FOI Requests**

Requests for information under the Freedom of Information Act can also be made. Such enquires should be made via the following link;

### **Information on and developments to statistics**

The primary vehicle will remain the statistical pages of PSNI's website. However, users can also be kept up-to-date and notified of developments to our statistics by joining our email distribution list, which will give regular information details on the latest statistics, new consultations, updates to the publication schedule, changes to our policies and procedures.

Any user can join by sending your name and email address to [statistics@psni.police.uk](mailto:statistics@psni.police.uk)

Your details will remain confidential personal only to the compiler of the regular updates and will not be used by the PSNI for any other purpose, nor passed on to any other authority without your explicit and informed consent.

### **Consulting on the annual statistical work plan**

The PSNI, in line with the Code of Practice for Official Statistics, will consult regularly with users on our statistical work output. Under the Code of Practice it is the duty of the Chief Statistician to undertake the following considerations

- to publish statistical reports according to a published timetable that takes account of user needs
- to investigate and document the needs of users of official statistics, the use made of existing statistics and the types of decision they inform
- to balance the needs of customers with the cost and burden on suppliers.

### **Responding on consultations**

The PSNI will respond to every consultation providing a summary of all responses; the way forward which will be taken and the rationale for the decisions on the way forward.

The PSNI response to all consultations on statistics will be published on the statistics pages of the PSNI website. Users who have subscribed to the email notification service will receive updates through regular information mails.

### **Complaints**

If for any reason you feel that the service you receive from the PSNI has fallen below the standards you expect; or has not lived up to the statements made in our policies and procedures, then please contact us so we can investigate. Complaints should be addressed initially to the Principal Statistician in the PSNI. Where the nature of the complaint relates to information provided under the Freedom of Information Act, the PSNI will review and respond in line with the internal review process set out under the Freedom of Information Act.

If however, your complaint relates to any other aspect of service, then the Principal Statistician will send confirmation of the receipt of your complaint within five working days and aim to provide a full response within twenty working days. If you are still not satisfied, and the issues relates to the Code of Practice for Official Statistics, then you can refer your complaint to the UK Statistics Authority.

If it is not possible to provide a full response within these time periods you will be advised accordingly. On receipt of a complaint we will:-

- regard it seriously;
- treat it in confidence;
- deal with it independently and without favour;
- resolve it promptly;

Complaints can be made in writing, by fax or email. Please provide as much relevant information as possible to ensure that it is dealt with promptly and accurately.

**To:**

The Principal Statistician  
Police Service of Northern Ireland  
Lisnasharragh  
42 Montgomery Road  
BELFAST  
BT6 9LD  
Tel 0845 600 8000 ext. 24135  
Fax: 028 90922998  
Email: [statistics@psni.police.uk](mailto:statistics@psni.police.uk)

If you are not satisfied with the initial response you receive, or the way in which your complaint has been handled by the Head of Statistics Branch, you can ask for your complaint to be referred to the Assistant Chief Constable Operational Support Department.

ACC Operational Support Dept.  
PSNI Police Headquarters  
Brooklyn  
65 Knock Road  
BELFAST  
BT5 6LE

If you are not satisfied with the response, and the issue is of a statistical nature, you can then refer your complaint to the Head of Profession for Government Statistics in Northern Ireland.

The address for the Head of Profession in Northern Ireland is:

Dr. Norman Caven  
NISRA  
McAuley House  
2-14 Castle Street  
Belfast  
BT1 1SA

Principal Statistician  
PSNI's Statistics Branch  
Tel 0845 600 8000 Ext. 24135  
[statistics@psni.police.uk](mailto:statistics@psni.police.uk)

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