

Police Service of Northern Ireland

# PSNI Statistics Branch User Consultation Survey, 2018

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## PSNI Statistics Branch User Survey Conducted in December 2018

### Background

The PSNI's Statistics Branch is the main source of official statistical information on recorded crime, drugs seizures, the security situation, police use of force, police use of stop & search powers, injury road traffic collisions and traffic offences for PSNI. The Branch also has responsibility for co-ordinating all PSNI surveys. The branch is staffed by statisticians from the Northern Ireland Statistics and Research Agency (NISRA) as well as a number of PSNI support staff.

User engagement and satisfaction is one of the key principles of the Code of Practice for Official Statistics. In adherence with the code, the PSNI Statistics Branch regularly survey key users of the statistics in order to inform and improve the service provided, by establishing:

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

### Methodology

Two separate surveys were conducted, one of internal PSNI users of the statistics and another of external users. The surveys were conducted on-line during December 2018, using specially designed software (SNAP). The generic framework from the Statistics Authority's Monitoring Brief 6/2010 'The Use Made of Official Statistics' (16<sup>th</sup> October 2010) was adopted in the questionnaire, which asked users firstly which of our 11 statistical outputs they use. For each one identified, they were asked a series of questions about their satisfaction with various aspects of the statistics (content, presentation, commentary, timeliness, format, overall data quality etc) and how well the statistics meet their needs. They were also asked for suggestions for improvements and to identify 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 PSNI crime statistics).

### Sample

The sample of key users of the statistics was drawn from a variety of sources. They consist of two types of user - internal PSNI users and external users. The internal users are those PSNI officers and staff who use the statistics on a regular basis, identified from Branch contact lists. The external users 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. The external user list has been developed over time and consists of a mix of regular users who receive reports on release, as well as people who asked to join the user email list via the contact button on the internet web page. A total of 342 users were surveyed, comprising 121 external users and 221 internal users.

### Response

Sixty-five key users responded to the survey, giving an overall response rate of 19%. Of the 65 responses 29 were internal and 36 were external.

### Understanding User Needs

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 PSNI statistics user needs 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 Northern Ireland Policing Plan.
2. Oversight bodies & Government - The Northern Ireland Policing Board monitors the PSNI's performance against these policing plan targets and assesses the PSNI's success at addressing key agreed policing priorities. Northern Ireland Departments 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 trends that they are interested in.

### **Main Findings**

Feedback received during the customer survey conducted in December 2018 indicated high levels of user satisfaction across the range of statistics produced by PSNI Statistics Branch and most respondents agreed that the statistics meet their needs. (Table 1)

The main reason identified for using PSNI statistics was for performance monitoring and monitoring effectiveness, followed by policy making and monitoring. Another key use was in support of local community policing needs.

Suggestions for improvements or how the statistics could better meet user needs included a need for more timely data, lower levels of disaggregation and easier access to statistics. The PSNI Statistics Branch response and relevant actions in relation to such issues identified by user consultation have been summarised in the user feedback section on the [Official Statistics](#) page of the PSNI website.

### **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)

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

Key user <b>satisfaction*</b> levels with .....	Crime statistics (n=34)	RTC statistics (n=27)	Security statistics (n=16)	Drugs statistics (n=15)	Domestic Abuse statistics (n= 28)	Hate statistics (n=23)	ASB statistics (n=18)	Stop/ Search statistics (n=12)	Use of Force (n=5)	Motoring Offences (n=11)	PACE Detention (n=4)
a) Content	97%	96%	94%	100%	89%	87%	89%	92%	100%	100%	100%
b) Presentation	91%	96%	88%	93%	93%	87%	89%	92%	100%	100%	100%
c) Commentary	79%	96%	88%	93%	89%	83%	89%	92%	100%	100%	100%
d) Timeliness	77%	89%	94%	87%	93%	91%	83%	92%	100%	100%	100%
e) Format of reports	85%	96%	94%	93%	93%	83%	89%	92%	100%	100%	100%
f) Ease of finding	82%	85%	94%	87%	82%	78%	83%	92%	100%	82%	100%
g) Overall data quality	94%	96%	94%	93%	93%	83%	89%	92%	100%	100%	100%
h) They fully or mostly meet my needs	94%	100%	100%	93%	96%	91%	100%	92%	100%	100%	100%

\* Very Satisfied and Quite Satisfied responses combined

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

Key user <b>dissatisfaction*</b> levels with .....	Crime statistics (n=34)	RTC statistics (n=27)	Security statistics (n=16)	Drugs statistics (n=15)	Domestic Abuse statistics (n= 28)	Hate statistics (n=23)	ASB statistics (n=18)	Stop/ Search statistics (n=12)	Use of Force (n=5)	Motoring Offences (n=11)	PACE Detention (n=4)
a) Content	0%	0%	0%	0%	4%	4%	0%	8%	0%	0%	0%
b) Presentation	6%	0%	6%	0%	4%	4%	0%	8%	0%	0%	0%
c) Commentary	6%	0%	13%	0%	4%	9%	0%	8%	0%	0%	0%
d) Timeliness	9%	4%	0%	13%	4%	0%	0%	0%	0%	0%	0%
e) Format of reports	3%	0%	0%	0%	4%	9%	0%	8%	0%	0%	0%
f) Ease of finding	9%	4%	6%	0%	4%	0%	0%	0%	0%	0%	0%
g) Overall data quality	0%	0%	0%	0%	0%	4%	0%	8%	0%	0%	0%
h) They don't meet my needs at all	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

\* Quite Dissatisfied and Very Dissatisfied responses combined

## ANNEX 1: Detailed User Survey Findings

### a) Crime Statistics: (n=34): Detailed User Survey Findings

#### How satisfied were you with the following aspects of the crime statistics? (n=34)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	59% (20)	38% (13)	1% (1)	0% (0)	0% (0)	0% (0)
Presentation of data	53% (18)	38% (13)	3% (1)	3% (1)	3% (1)	0% (0)
Commentary	53% (18)	27% (9)	15% (5)	3% (1)	3% (1)	0% (0)
Timeliness	62% (21)	15% (5)	15% (5)	9% (3)	0% (0)	0% (0)
Format of reports	50% (17)	35% (12)	12% (4)	3% (1)	0% (0)	0% (0)
Ease of finding the relevant statistics	53% (18)	29% (10)	6% (2)	9% (3)	0% (0)	3% (1)
Overall data quality	50% (17)	44% (15)	3% (1)	0% (0)	0% (0)	3% (1)

#### Please rate how the crime statistics meet your needs? (n=34)

Response	%	n
They fully meet my needs	44%	15
They mostly meet my needs	50%	17
They partly meet my needs	6%	2
They do not meet my needs at all	0%	0

#### Please indicate your main reasons for using the crime statistics?

Use	n
Policy making / policy monitoring	18
Performance monitoring / effectiveness of	23
Media related/ informing public / public interest	8
To facilitate academic research	1
To inform public marketing campaigns	3
In support of local community policing needs	11
Personal interest	1
To aid decisions on resource allocation	11
Other	3

#### Please give any further details (other):

As Victims Charity we need to show figures relating to how many victims we are supporting based on what's reported to PSNI.
Community Plan

#### Crime Statistics – What suggested improvements would you like to see?

It would be extremely useful if the information was available geographically, and if trend data was presented over a number of years. Thank you for providing an excellent service.
Please, please, restructure the PSNI statistics online. A clearer distinction needs to be made on the webpage between monthly and annual trend data. They just seem to merge into one and you are forever scrolling up and down trying to figure out where you are at. The data are great but they just need to be presented in a more distinct manner.
Timeliness can be a factor but fully understand the need to verify and quality assure the statistics which in turn allows the appropriate weight to be placed on the figures given.
When crime summary tables or access lists are exported into excel there are multiple columns that are merged and need to be deleted before they can be worked on to enable sorting and filtering in excel.

## Crime Statistics – How could these statistics better meet your needs?

Additional area statistics below council area level would be useful.
Align outputs into general performance framework (eg dates align - are more incorporated)
If the data was available geographically and presented over a longer period of time it would be even more useful in providing a context to the outcomes we are achieving in our Good Relations Programmes.
Better presented and structured statistics section on website.
Further breakdown of geography, perhaps to District Electoral Area (DEA)
If I could more easily manipulate the data to show victim based reported crime only.
Individual offences within each category eg human trafficking, I had to seek advice on what offences are counted in these categories.
More area specific commentary and breakdown of figures by areas within geographical areas. By that I mean for example - East Belfast then further broken down into areas such as Electoral Wards or estates etc
outcome rates at OPU level
When it does not meet my needs it is usually because I have, as a policy official, a query regarding multi-faceted information that may not normally be published together but is held by PSNI.
While the broad stats are there, very often you have really know what you're looking for within the stats, so sometimes it can be hard to find what you want. Also perhaps something more interactive on playing around with the stats, such as the "dashboard" feature on the Metropolitan Police's website which allows for varying combinations of data to be worked together.

## b) Road Traffic Collision Statistics (n=27): Detailed User Survey Findings

How satisfied were you with the following aspects of the road traffic collision statistics? (n=27)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	56% (15)	41% (11)	4% (1)	0% (0)	0% (0)	0% (0)
Presentation of data	63% (17)	33% (9)	4% (1)	0% (0)	0% (0)	0% (0)
Commentary	59% (16)	37% (10)	4% (1)	0% (0)	0% (0)	0% (0)
Timeliness	52% (14)	37% (10)	7% (2)	4% (1)	0% (0)	0% (0)
Format of reports	63% (17)	33% (9)	4% (1)	0% (0)	0% (0)	0% (0)
Ease of finding the relevant statistics	52% (14)	33% (9)	4% (1)	4% (1)	0% (0)	7% (2)
Overall data quality	63% (17)	33% (9)	4% (1)	0% (0)	0% (0)	0% (0)

Do you use the Road Traffic Fatalities Daily Update spreadsheet?

Response	%	n
Yes	52%	14
No	48%	13
<b>Total</b>	<b>100%</b>	<b>34</b>

How satisfied were you with the following aspects of the Road Traffic Fatalities Daily Update spreadsheet? (n=14)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)
Content	79% (11)	14% (2)	7% (1)	0% (0)	0% (0)
Timeliness	79% (11)	7% (1)	7% (1)	7% (1)	0% (0)
Format of reports	79% (11)	14% (2)	7% (1)	0% (0)	0% (0)
Overall data quality	79% (11)	14% (2)	7% (1)	0% (0)	0% (0)

Please rate how the PSNI's injury road traffic collision statistics meet your needs (n=27):

Response	%	n
They fully meet my needs	59%	16
They mostly meet my needs	41%	11
They partly meet my needs	0%	0
They do not meet my needs at all	0%	0

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

<b>Use</b>	<b>n</b>
Policy making / policy monitoring	12
Performance monitoring / effectiveness of	16
Media related/ informing public / public interest	10
To facilitate academic research	2
To inform public marketing campaigns	7
In support of local community policing needs	8
Personal interest	4
To aid decisions on resource allocation	11
Other	4

**Please give any further details (other):**

I am in the CPU and my Principal is very interested in RTC stats and regularly refers to them in Court.
I deliver the training to officers who are to undertake the role of SIO in serious life changing and fatal collisions
To help our DfI Roads Collision Remedial officers to decide on the most important site to improve with the limited budget made available by Government.

**Road Traffic Statistics – What suggested improvements would you like to see?**

I find the PSNI website is not very user friendly, particularly when I want to look at older reports. I think it would be better to have links on main RTC page take you to a landing page that contains all years (back series) of the report in question.
The RTC spreadsheet is by calendar year rather than FYTD. This period is not in keeping with all other Statistics.

**Road Traffic Statistics – How could these statistics better meet your needs?**

More local area specific data would be useful.
These sheets are probably more important to local Remedial Officers. The Monthly Reports are of use in my dealing with Road Safety Audits to help identify trends.



## b) Security Statistics (n=16): Detailed User Survey Findings

### How satisfied were you with the following aspects of PSNI's security stats? (n=16)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	69% (11)	25% (4)	6% (1)	0% (0)	0% (0)	0% (0)
Presentation of data	56% (9)	31% (5)	6% (1)	6% (1)	0% (0)	0% (0)
Commentary	50% (8)	38% (6)	0% (0)	6% (1)	6% (1)	0% (0)
Timeliness	56% (9)	38% (6)	6% (1)	0% (0)	0% (0)	0% (0)
Format of reports	56% (9)	38% (6)	6% (1)	0% (0)	0% (0)	0% (0)
Ease of finding the relevant statistics	56% (9)	38% (6)	0% (0)	6% (1)	0% (0)	0% (0)
Overall data quality	63% (10)	31% (5)	6% (1)	0% (0)	0% (0)	0% (0)

### Please rate how the security situation statistics meet your needs? (n=16)

Response	%	n
They fully meet my needs	69%	11
They mostly meet my needs	31%	5
They partly meet my needs	0%	0
They don't meet my needs at all	0%	0

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

Use	n
Policy making / policy monitoring	9
Performance monitoring / effectiveness of	11
Media related/ informing public / public interest	5
To facilitate academic research	3
To inform public marketing campaigns	1
In support of local community policing needs	6
Personal interest	2
To aid decisions on resource allocation	7
Other	1

### Security Situation Statistics – What suggested improvements would you like to see?

More detailed commentary related to particular key events / operations etc. which may be linked to rises / drops in stats

### Security Situation Statistics – How could these statistics better meet your needs?

An age and gender breakdown of Victims would help. However Statistics Branch has been more than helpful in supplying more detailed information.

### c) Drug seizure Statistics (n=15): Detailed User Survey Findings

#### How satisfied were you with the following aspects of the drug seizure statistics? (n=15)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	53% (8)	47% (7)	0% (0)	0% (0)	0% (0)	0% (0)
Presentation of data	53% (8)	40% (6)	7% (1)	0% (0)	0% (0)	0% (0)
Commentary	53% (8)	40% (6)	7% (1)	0% (0)	0% (0)	0% (0)
Timeliness	53% (8)	33% (5)	0% (0)	13% (2)	0% (0)	0% (0)
Format of reports	53% (8)	40% (6)	7% (1)	0% (0)	0% (0)	0% (0)
Ease of finding the relevant statistics	53% (8)	33% (5)	13% (2)	0% (0)	0% (0)	0% (0)
Overall data quality	60% (9)	33% (5)	7% (1)	0% (0)	0% (0)	0% (0)

#### Please rate how the drug seizure and arrest statistics meet your needs? (n=15)

Response	%	n
They fully meet my needs	53%	8
They mostly meet my needs	40%	6
They partly meet my needs	7%	1
They don't meet my needs at all	0%	0

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

Use	n
Policy making / policy monitoring	6
Performance monitoring / effectiveness of	11
Media related/ informing public / public interest	4
To inform public marketing campaigns	2
In support of local community policing needs	8
Personal interest	2
To aid decisions on resource allocation	9

#### Drug Statistics – What suggested improvements would you like to see?

Localised data would be helpful
Drug stats have been very limited this year, because very few have been received I can't really say too much about them but it is frustrating not to be able to provide drug statistics for the PCSP updated monthly especially when drugs is such a huge problem for society.

#### Drug Statistics – How could these statistics better meet your needs?

If they came out monthly
Providing the data at a lower geographical level, perhaps to District Electoral Area (DEA)

## e) Domestic Abuse Statistics (n=28): Detailed User Survey Findings

How satisfied were you with the following aspects of the domestic abuse statistics? (n=28)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	61% (17)	29% (8)	7% (2)	4% (1)	0% (0)	0% (0)
Presentation of data	57% (16)	36% (10)	4% (1)	4% (1)	0% (0)	0% (0)
Commentary	57% (16)	32% (9)	7% (2)	4% (1)	0% (0)	0% (0)
Timeliness	61% (17)	32% (9)	4% (1)	4% (1)	0% (0)	0% (0)
Format of reports	57% (16)	36% (10)	4% (1)	4% (1)	0% (0)	0% (0)
Ease of finding the relevant statistics	54% (15)	29% (8)	11% (3)	4% (1)	0% (0)	4% (1)
Overall data quality	57% (16)	36% (10)	4% (1)	0% (0)	0% (0)	4% (1)

Please rate how the domestic crime and incident statistics meet your needs? (n=28)

Response	%	n
They fully meet my needs	57%	16
They mostly meet my needs	39%	11
They partly meet my needs	4%	1
They don't meet my needs at all	0%	0

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

Use	n
Policy making / policy monitoring	16
Performance monitoring / effectiveness of	16
Media related/ informing public / public interest	11
To facilitate academic research	2
To inform public marketing campaigns	3
In support of local community policing needs	8
Personal interest	2
To aid decisions on resource allocation	8
Other	1

Domestic Abuse Statistics – What suggested improvements would you like to see?

Commentary on specific trends linked to current organisational / operational issues which may cause rises / falls in some measures
It would be useful to know what percentage of the 29,913 recorded domestic incidents were from MALE victims of domestic abuse

Domestic Abuse Statistics – How could these statistics better meet your needs?

The stats make it hard to filter for the information I need
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## f) Hate Crime Statistics (n=23): Detailed User Survey Findings

### How satisfied were you with the following aspects of the hate crime statistics? (n=23)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	52% (12)	35% (8)	9% (2)	4% (1)	0% (0)	0% (0)
Presentation of data	52% (12)	35% (8)	9% (2)	4% (1)	0% (0)	0% (0)
Commentary	48% (11)	35% (8)	9% (2)	9% (2)	0% (0)	0% (0)
Timeliness	52% (12)	39% (9)	9% (2)	0% (0)	0% (0)	0% (0)
Format of reports	52% (12)	30% (7)	9% (2)	9% (2)	0% (0)	0% (0)
Ease of finding the relevant statistics	48% (11)	30% (7)	13% (3)	0% (0)	0% (0)	9% (2)
Overall data quality	52% (12)	30% (7)	9% (2)	4% (1)	0% (0)	4% (1)

### Please rate how the hate crime and incident statistics meet your needs? (n=23)

Response	%	n
They fully meet my needs	57%	13
They mostly meet my needs	35%	8
They partly meet my needs	9%	2
They don't meet my needs at all	0%	0

### Please indicate your main reasons for using the PSNI's Hate Crime statistics?

Use	n
Policy making / policy monitoring	10
Performance monitoring / effectiveness of	13
Media related/ informing public / public interest	5
To facilitate academic research	2
To inform public marketing campaigns	2
In support of local community policing needs	9
Personal interest	2
To aid decisions on resource allocation	8
Other	2

### Hate Crime Statistics – What suggested improvements would you like to see?

A report showing hate crimes and incidents for each of the 4 areas in Belfast.
Details on individual attacks - without names obviously, but details on linking in with actual events.
Format of reports is very confusing, unsure what different formats offer in terms of data and commentary.
Need for much more detailed breakdowns of hate crime to finer levels of granularity. Of course not to such fine levels as to potentially identify victims etc., but at present broad geographic designations don't really tell us anything.

### Hate Crime Statistics – How could these statistics better meet your needs?

Aware many hate crime and incidents aren't reported so statistics only over those which are.
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## g) Anti-Social Behaviour Statistics (n=18): Detailed User Survey Findings

### How satisfied were you with the following aspects of PSNI's ASB stats? (n=18)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	56% (10)	33% (6)	6% (1)	0% (0)	0% (0)	6% (1)
Presentation of data	56% (10)	33% (6)	6% (1)	0% (0)	0% (0)	6% (1)
Commentary	44% (8)	44% (8)	6% (1)	0% (0)	0% (0)	6% (1)
Timeliness	50% (9)	33% (6)	6% (1)	0% (0)	0% (0)	6% (1)
Format of reports	56% (10)	33% (6)	6% (1)	0% (0)	0% (0)	6% (1)
Ease of finding the relevant statistics	50% (9)	33% (6)	11% (2)	0% (0)	0% (0)	6% (1)
Overall data quality	61% (11)	28% (5)	6% (1)	0% (0)	0% (0)	6% (1)

### Please rate how the anti-social behaviour statistics meet your needs? (n=18)

Response	%	n
They fully meet my needs	44%	8
They mostly meet my needs	56%	10
They partly meet my needs	0%	0
They don't meet my needs at all	0%	0

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

Use	n
Policy making / policy monitoring	5
Performance monitoring / effectiveness of	13
Media related/ informing public / public interest	6
To inform public marketing campaigns	3
In support of local community policing needs	8
Personal interest	2
To aid decisions on resource allocation	8
Other	2

### Anti-Social Behaviour Statistics – What suggested improvements would you like to see?

In the explore function it would be better if FYTD and PFYTD could be compared and grouped like in the explore function.
Would be even better if these stats could be broken down into District Electoral Area (DEA).

### Anti-Social Behaviour Statistics – How could these statistics better meet your needs?

Data provided at a lower geographic level, perhaps to District Electoral Area (DEA).
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## h) Stop & Search Statistics (n=12): Detailed User Survey Findings

How satisfied were you with the following aspects of PSNI's stop and search stats? (n=12)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	58% (7)	33% (4)	0% (0)	8% (1)	0% (0)	0% (0)
Presentation of data	58% (7)	33% (4)	0% (0)	8% (1)	0% (0)	0% (0)
Commentary	58% (7)	33% (4)	0% (0)	0% (0)	8% (1)	0% (0)
Timeliness	50% (6)	42% (5)	8% (1)	0% (0)	0% (0)	0% (0)
Format of reports	58% (7)	33% (4)	0% (0)	8% (1)	0% (0)	0% (0)
Ease of finding the relevant statistics	58% (7)	33% (4)	8% (1)	0% (0)	0% (0)	0% (0)
Overall data quality	58% (7)	33% (4)	0% (0)	8% (1)	0% (0)	0% (0)

Please rate how the stop and search statistics meet your needs? (n=12)

Response	%	n
They fully meet my needs	67%	8
They mostly meet my needs	25%	3
They partly meet my needs	8%	1
They don't meet my needs at all	0%	0

Please indicate your main reasons for using the PSNI's stop and search statistics?

Use	n
Policy making / policy monitoring	8
Performance monitoring / effectiveness of	11
Media related/ informing public / public interest	4
To facilitate academic research	2
To inform public marketing campaigns	2
In support of local community policing needs	4
Personal interest	2
To aid decisions on resource allocation	2

Stop and Search Statistics – What suggested improvements would you like to see?

In general S&S stats are not well presented. There are problems with conflation of overall stop and search with PACE/MDA and security in terms of % stops and searches related to age, for example. Claiming that X% of stop and search were on u18s set against ALL S&S - when of course most children are not stop and search under JSA/TA. This artificially skews figures. Also the overall presentation - unless you know what you're looking for in the stats, they can be hard to decipher in terms of trends within / between PACE/MDA. Plus recent research from QUB NI Life and Times Survey clearly demonstrates that significantly more stop and search is happening than is officially recorded / problems with recording. Therefore, the stats are not an accurate empirical record - as with all recorded crime.

Stop and Search Statistics – How could these statistics better meet your needs?

No comments.

## i) Use of Force Statistics (n=5): Detailed User Survey Findings

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

(n=5)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	40% (2)	60% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Presentation of data	40% (2)	60% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Commentary	60% (3)	40% (2)	0% (0)	0% (0)	0% (0)	0% (0)
Timeliness	20% (1)	80% (4)	0% (0)	0% (0)	0% (0)	0% (0)
Format of reports	40% (2)	60% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Ease of finding the relevant statistics	40% (2)	60% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Overall data quality	40% (2)	60% (3)	0% (0)	0% (0)	0% (0)	0% (0)

Please rate how the use of force statistics meet your needs? (n=5)

Response	%	n
They fully meet my needs	60%	3
They mostly meet my needs	40%	2
They partly meet my needs	0%	0
They don't meet my needs at all	0%	0

Please indicate your main reasons for using the PSNI's Use of Force statistics?

Use	n
Policy making / policy monitoring	3
Performance monitoring / effectiveness of	5
Media related/ informing public / public interest	2
To inform public marketing campaigns	1
In support of local community policing needs	1
Personal interest	1
To aid decisions on resource allocation	2

Use of Force Statistics – What suggested improvements would you like to see?

No comments.

Use of Force Statistics – How could these statistics better meet your needs?

No comments.

## j) Motoring Offences statistics (n=11): Detailed User Survey Findings

How satisfied were you with the following aspects of the motoring offences statistics? (n=11)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	55% (6)	46% (5)	0% (0)	0% (0)	0% (0)	0% (0)
Presentation of data	73% (8)	27% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Commentary	73% (8)	27% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Timeliness	55% (6)	46% (5)	0% (0)	0% (0)	0% (0)	0% (0)
Format of reports	73% (8)	27% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Ease of finding the relevant statistics	55% (6)	27% (3)	9% (1)	0% (0)	0% (0)	9% (1)
Overall data quality	73% (8)	27% (3)	0% (0)	0% (0)	0% (0)	0% (0)

Please rate how the motoring offences statistics meet your needs? (n=11)

Response	%	n
They fully meet my needs	55%	6
They mostly meet my needs	46%	5
They partly meet my needs	0%	0
They don't meet my needs at all	0%	0

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

Use	n
Policy making / policy monitoring	5
Performance monitoring / effectiveness of	11
Media related/ informing public / public interest	3
To inform public marketing campaigns	3
In support of local community policing needs	5
Personal interest	1
To aid decisions on resource allocation	4

Motoring offences statistics – What suggested improvements would you like to see?  
No comments.

Motoring offences statistics – How could these statistics better meet your needs?

Sub-division of categories to identify particular offences.....but this is probably not within CSU's balliwick!
The issues are probably more with the FPPC data and Niche that would allow categories of offences to be sub-divided and reported upon.



## k) PACE Detention Statistics (n=4): Detailed User Survey Findings

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

(n=4)

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)	Don't know % (n)
Content	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Presentation of data	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Commentary	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Timeliness	0% (0)	100% (4)	0% (0)	0% (0)	0% (0)	0% (0)
Format of reports	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Ease of finding the relevant statistics	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	0% (0)
Overall data quality	25% (1)	75% (3)	0% (0)	0% (0)	0% (0)	0% (0)

Please rate how the PACE statistics meet your needs? (n=4)

Response	%	n
They fully meet my needs	50%	2
They mostly meet my needs	50%	2
They partly meet my needs	0%	0
They don't meet my needs at all	0%	0

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

Use	n
Policy making / policy monitoring	2
Performance monitoring / effectiveness of	4
Media related/ informing public / public interest	1
To inform public marketing campaigns	1
In support of local community policing needs	1
To aid decisions on resource allocation	2

PACE Detention Statistics – What suggested improvements would you like to see?

No comments.

PACE Detention Statistics – How could these statistics better meet your needs?

No comments.

## I) Satisfaction with PSNI Statistics Branch Staff (responses of not applicable/don't known have been 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 (n=57):

	Very satisfied % (n)	Quite satisfied % (n)	Neither % (n)	Quite dissatisfied % (n)	Very dissatisfied % (n)
Politeness and courtesy	88% (50)	9% (5)	4% (2)	0% (0)	0% (0)
Knowledge	88% (50)	7% (4)	4% (2)	0% (0)	2% (1)
Professionalism	88% (50)	9% (5)	4% (2)	0% (0)	0% (0)
Overall service	84% (48)	12% (7)	4% (2)	0% (0)	0% (0)

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

Navigating data on external website is not great and difficult to find what's available reporting outcome rate at OPU level and showing victim and non-victim based separate would be useful
The time delay for some statistics, whilst understandable, can be frustrating. For example, use of force stats only being released every 6 months.
I have no suggestions to make. The service from Stats Branch is of a very high quality.
The staff within the Stats Branch are always extremely helpful and take time to explain and go over any details that I not sure of. I am always very grateful for their help and assistance.
More awareness across organisation on the services available
Just that I would like them monthly
It would be excellent to establish a collaborative working relationship with your statistical teams in order to discuss how the information you provide can be presented in a way that adds the maximum value to the work that we do. The key areas of improvement from my perspective would be presenting the information geographically, and in the use of trend analysis over a number of years to provide a context on changes over time. I am happy to discuss any part of this feedback in more detail [email address provided]. Thank you for providing an excellent service.
PSNI stats are broadly useful. But the overall stats section could do with being made more interactive. At present, it's quite a "one-dimensional" approach to crime stats. Using interactive dashboards which can splice together different categories / crime types, as with the Met Police, might help to make them more a)user friendly and b) importantly more useful. In their current format, they do require a reasonable level of knowledge and interpretative ability to really make sense below the simplistic headline figures. And finally where possible, as fine geographic positioning of crime events as possible (notwithstanding the usual issues of victims/offenders) to allow for more detailed understanding of where / concentrations of particular crimes.
It would be excellent if some of the statistics could be further broken down into District Electoral Areas (DEAs) to assist PCSPs and Councils in the allocation of resources/programmes
No, service is excellent.
I would just like to commend PSNI Statistics Branch for the service they provide. I have had frequent contact with them over the last few months looking for information which has always been provided in a timely manner.
Just restructure the website and the statistics it holds.
The Statistics are find. I would really like to see the CRF electronic files and CRF pdp"s provided earlier in the Financial year so that the Collision Remedial officers and their staff can have more time to evaluate, decide on remedial action and program the work. Receiving the data half way through the year means that the scheme may have to wait until the following financial year. This can put lives at risk.
None.
Statistics provided by Council Areas, would be helpful to have them by the 5 trust areas.
I'm not sure about this but maybe it would be helpful in relation to paramilitary-style attacks (shootings and assaults) if there was a link to police statements on the various incidents. On the other hand, this just might be too bulky.
1. A PCSP, Province wide seminar looking at how such statistics aid the Outcomes Based Accountability [process through the provision of evidence of need. 2. More detailed and area specific reporting not necessarily appropriate for public consumption but which will aid PCSP"s in assessing policing / community safety priorities..
Targeted reporting stats for our sector focusing on Victim Based Crime