Police Recorded Crime, Domestic & Hate Motivations and Anti Social Behaviour: User feedback and comments with response/action taken

Comments and feedback from user consultations, user satisfaction survey and general feedback have been grouped together by similarity and are listed below. Responses to this feedback and, where appropriate, action that will be taken as a result of the feedback are also provided. The Crime User Guide which is available on the PSNI Internet Site is regularly reviewed and updated in light of feedback received.

Please click on the link below to go directly to the required section

User feedback/comment in relation to the level of crime classifications available	PSNI's Statistics Branch response/action taken
User consultation: In response to the Consultation on Crime Recording Realignment published in December 2010, concern was raised as to whether the same level of detail on public order offences would be available under the realigned classification.	**Response:** A more detailed level of classification of public order type offences is available in the annual bulletin as a result of the realigned classification. Numbers of bomb hoax related offences, breach of anti-social behaviour order offences and breach of sex offender orders etc that previously were not separately identified in the published crime tables are now available in the annual bulletin. Crime in Northern Ireland (table 2.2) Crime in Northern Ireland - accompanying excel spreadsheet (table 2.2)
User consultation: Request for detailed criminal damage and fraud & forgery statistics by area (ie more than what is proposed in the revised crime publication).	**Response:** Section 4.5 of the Crime User Guide outlines the issues which are considered when identifying the level of classification suitable for publication, and indicates the potential for individual requests to be responded to on a case by case basis.
User consultation: Availability of information on sexual violence.	**Response:** Sexual offences are covered in detail in the recorded crime annual bulletin, where trend information is available by type of sexual offence recorded. Information on sexual offences where there is a domestic abuse motivation can be found in the domestic abuse annual bulletin.

User feedback/comment in relation to availability of victim characteristics	PSNI's Statistics Branch response/action taken
User consultation: Provision of ethnicity and nationality of victims of crime **User consultation:** Age breakdown, particularly in relation to older persons of 65+ may not be appropriate but is an older person 50+ or 55+. Also is a young person under 18 or under 25? **User consultation:** Availability of domestic murders split by gender. **General feedback:** Availability of recorded crime by offence and gender of victim, and for the number of sanction detections by offence, age and gender. **General feedback:** Provision of information on victims **User Survey 2011:** A greater gendered analysis of the recorded crime data. **User Survey 2011:** More victim data in relation to hate motivations would be useful **User Survey 2011:** Breakdown of victims (in relation to hate motivations) by ethnicity / community background **User Survey 2011:** In relation to anti-social behaviour, a breakdown by age and gender would help with the targeting of resources. **User Survey 2014:** Breakdown by ethnicity, country of birth (Crime and Hate Motivations). **User Survey 2014:** …not to use under 18 as an age category as frequently asked for ages 10-17 separately. At a push under 10 and 10-17 would be good.	**Response:** Information on the availability of victim characteristics is provided in the Crime User Guide. Section 4.5.1 covers availability of age and gender details in respect of recorded crime, and also provides an explanation as to why these details are not available for anti-social behaviour incidents. Section 5 covers availability of age and gender details in respect of crimes with a domestic abuse motivation and explains why these details are not available for incidents with a domestic abuse motivation. Section 6 covers the availability of age, gender and ethnicity/nationality in respect of crimes with a racist, homophobic or sectarian motivation. This section explains why additional victim characteristics such as religious background and sexual orientation are not available, and also why victim characteristics are not available for crimes with a faith/religion, disability or transphobic motivation. The confidentiality protection arrangements statement outlines the reasons for applying statistical disclosure control and when this may be applied. This statement also provides details on how potentially confidential or disclosive information can be shared with a third party. Requests for victim characteristics which are not published on the PSNI internet site can be made to PSNI Statistics Branch and are considered on a case by case basis.
User consultation: It would be useful if age and time of offences were made available for particular crimes (including anti-social behaviour)	Please see general response on availability of victim characteristics **Response in relation to time of offence:** Data on time of offence would be subject to quality issues, particularly if age was an additional factor. Please see section 4.5 in the Crime User Guide for further information.
User consultation: Age Breakdown: views on this are likely to develop over time, so feedback on suggested age breakdowns may be forwarded in the future. It is likely that there will be an interest in age breakdowns by area.	Please see general response on availability of victim characteristics **Action in relation to age breakdown by area: Completed**. An excel spreadsheet containing a pivot table with overall crime by victim age broken down by policing district and area was published on the PSNI Internet Site on 5th July 2012, along with the annual trends bulletin 1998/99 to 2011/12. This breakdown is available for crimes recorded, number of outcomes and the outcome rate.
User Survey 2011: Data on repeat victims in relation to domestic abuse	**Response:** Please see Crime User Guide Section 5 Data Availability, requests would be considered on a case by case basis.
User Survey 2011: Domestic Crime is what is often referred to as a hidden crime but perhaps data by gender, age and monthly incidents could again identify high risk victims and allow for resources to be allocated accordingly.	Please see general response on availability of victim characteristics **Action in relation to monthly data: Completed**. A pivot table providing a breakdown of domestic abuse incidents and crimes by month dating back to 2004/05 was published on 5th July 2012, along with the annual trends bulletin 2004/05 to 2011/12.

User feedback/comment in relation to geographic availability	PSNI's Statistics Branch response/action taken
User consultation: Would Neighbourhood Renewal Areas become a standard geography provided on a monthly basis?	**Response:** Section 7 of the [Crime User Guide](#) provides an explanation of how recorded crimes are allocated to standard geographic areas, and the reasons why availability is on an annual basis only.
User consultation: All crimes, particularly ASB, should be available at neighbourhood / ward level. **User Survey 2011:** The excel crime pivot table is excellent. If this data could be broken down to the NPT areas it would be even better. This would deliver a really good source of information to the public. **User Survey 2011:** It would be more helpful in focusing response to issues if crime and anti-social behaviour statistics were available on a NPT level. **User Survey 2011:** ASB info at neighbourhood level would be extremely useful. **User Survey 2014:** It would be beneficial if stats were also broken down by Neighbourhood Policing Area (Crime and ASB).	**Response:** Section 7 of the [Crime User Guide](#) provides an explanation as to the current lack of availability of figures for areas covered by Neighbourhood Policing Teams. Section 7 also provides details on access crime figures for standard geographies such as wards through the Northern Ireland Neighbourhood Information System website. Counts of anti social behaviour incidents in each of the standard geographic areas are also available on this website.
User consultation: Rural v Urban: It would be useful if something could be presented in summary form.	**Response:** An urban/rural breakdown (based on urban covering policing Districts A-D and rural covering policing Districts E-H) can be gained from the pivot tables which will be published monthly and annually. However if a different definition of rural and urban was required, this would require separate discussion. Section 4.5 of [Crime User Guide](#) indicates that requests for crime classifications or types of data not included in the bulletins are assessed and responded to on a case by case basis. In addition where there are requests for types of information that would require additional processes to be put in place for gathering this information, these will be forwarded within PSNI for a decision on whether there is a business requirement to collect information in this format.
User Survey 2011: Sometimes difficult to understand discrepancies between ward and PSNI district statistics - explanation would be helpful.	**Response:** An explanation of these discrepancies and how they can occur is now provided in Section 7 of the [Crime User Guide](#)
User Survey 2011: Making more crime statistics available at the sub-division/DCU level over a longer period of time.	**Response:** Section 7 of the [Crime User Guide](#) outlines the geographic availability of crime figures: - each financial year dating back to 1998/99 for each policing district and policing area; - for a range of crime classifications as listed in Section 7 - for number of crimes recorded, number of outcomes, outcome rates and population rates
User Survey 2011: Incidents and crimes with a domestic abuse motivation broken down into areas **User Survey 2014:** The only potential improvement would be to collate the data so it is co-terminous with the 5 Trust boundaries. I realise this is outside your control, but would be useful.	**Response:** Section 7 of the [Crime User Guide](#) outlines the geographic availability of incidents and crimes with a domestic abuse motivation: - each financial year dating back to 2004/05 for each policing district and policing area; - for a range of crime classifications as listed in Section 7 - for number of domestic abuse crimes recorded, number of domestic

	abuse outcomes, domestic abuse outcome rates and domestic abuse population rates.
	Domestic abuse data is also available on the [Northern Ireland Neighbourhood Information System](#) (NINIS) which provides additional geographic breakdown such as LGD, Assembly Area, Ward, Education & Library Board and Health & Social Care Trust.

User feedback/comment in relation to definitions, recording processes and data quality	PSNI's Statistics Branch response/action taken
User Survey 2011: The only criticism I would have is that there is no clear definition of an incident, crime or what sanction detections actually mean. **User Survey 2011:** A detailed outline of definitions and data collection conventions would be helpful, to assist in interpreting the data. **User Survey 2011:** It would be very helpful to have occasional quality review of the data captured - ie. analysis of how recording officers complete relevant forms to provide information on how reliability can further be strengthened. **User Survey 2011:** The only improvement would be around being able to emphasise the reliability of the data. **User Consultation:** How would offences of domestic abuse in teen relationships be covered? **User Consultation:** What is the process for identifying domestic abuse and for classifying crimes? **User Survey 2014:** Much more definition of type (Hate motivations)	**Response to request for definitions:** In the Crime User Guide Section 2.1 provides an explanation of what constitutes a crime and what constitutes an incident. Section 2.4 outlines what a detection is including the definitions of sanction and non sanction, how detections are counted and how the detection rate is calculated. Section 5 provides the definition used to identify domestic abuse. Section 6 provides the definitions used to identify each of the hate motivations. Anti-social behaviour incident types and definitions in use from April 2011 are available on the anti-social behaviour statistics page of the PSNI Internet Site. **Response to request for data collection conventions:** PSNI's data collection and quality assurance processes along with details and outcomes of data audits are outlined in section 4 of the Crime User Guide, with additional reference to these in Section 5 (domestic abuse) and Section 6 (hate motivations). The background to the recording of incidents of anti-social behaviour is provided both on the anti-social behaviour statistics page of the PSNI Internet Site and in the notes page of the monthly ASB bulletin.
User Survey 2014: PSNI should endeavour to deliver an all encompassing Hate Crime set of statistics rather than each individual category. This gives 'fuel to the fire' for S75 groups who are paid to advocate for their own NICHE market	**Response:** PSNI produce separate figures for each hate motivation to provide information both within the organisation and externally so that levels and trends can be seen in the individual strands. The same approach is used in England & Wales. Should only one combined hate crime figure be compiled, incidents and crimes with a sectarian motivation would dominate, accounting for around half of those recorded, while faith/religion and transphobic motivations would account for around 1%. Individual trends for each type of hate motivation would not be able to be identified.

User feedback/comment in relation to anti-social behaviour statistics	PSNI's Statistics Branch response/action taken
User consultation: A clear and concise definition of ASB is needed so that statistics are accurate.	**Response:** Anti-social behaviour incident types and definitions in use from April 2011 are available on the PSNI Internet Site.
User Survey 2011: Maybe some anecdotal information on the types of anti-social behaviour incidents could be included as this covers such a very broad range. **User Survey 2011:** Stats provided are for overall ASB ... not by category. With changes to terminology will be interested to see how this data is broken down and provided. Unsure how ASB is collated. If 10 neighbours reporting one incident of kids kicking footballs is this one incident of ASB or 10? **User Survey 2011:** Need ASB broken down by incident type. Clarification around number of incidents as well as number of reports on an incident. **User Survey 2011:** In relation to anti-social behaviour, a breakdown by type of incident would help with the targeting of resources.	**Response to request for information on types of anti-social behaviour incidents and how ASB is collated:** The anti-social behaviour definitions document on the ASB page of the PSNI Internet Site provides a link to the Home Office guide – the National Standard for Incident Recording . This guide provides details on how incidents should be recorded, as well as definitions and examples for anti-social behaviour. **Response in relation to type of anti-social behaviour incident:** Anti-social behaviour figures prior to April 2011 were split by type of incident according to the definitions and codes that were in use at that time. Following Home Office national guidance introduced on 1st April 2011 the approach to recording anti-social behaviour was changed with the number of incident types reduced from fourteen to three. The use of the three new incident types is currently being monitored by the Home Office (for use within PSNI and for police forces in England & Wales). It is therefore felt that is not appropriate to provide a breakdown at this time.
User Survey 2011: The system for measuring ASB incidents changed from 1st April 2011. However, the presentation of anti-social behaviour statistics is confusing as it presents things in a comparative way - as if there had been no change. **User Survey 2011:** It is most unfortunate that you cannot compare current year data with previous year data but am aware that codes and definitions changed in April 2011.	**Response:** The notes page of the monthly anti-social behaviour bulletin provides the following information: While the national guidance and incident types for recording anti-social behaviour changed from 1st April 2011, the overall levels before and after this change appear to be sufficiently comparable for a time series of figures recorded under both the previous and the current guidance to be produced. However it should be noted that the figures prior to 1st April 2011 presented in this bulletin and in the accompanying excel spreadsheet exclude the incident type 'Hoax Calls to Emergency Services', which was one of the fourteen incident types in use between 2006/07 and 2010/11. Incidents of this nature were removed from the Anti-Social Behaviour category and placed in the Public Safety and Welfare category from the start of April 2011. This incident type was removed from figures prior to 1st April 2011 to maintain data comparability.

User feedback/comment in relation to timeliness of data	PSNI's Statistics Branch response/action taken
User Survey 2011: Data needs to be more up to date. **User Survey 2011:** The time taken to collate statistics is appreciated - although a quicker turnaround would be beneficial to allow users to assess most recent performance. **User Survey 2011:** More regular updated reports and information needs to be more current. **User Survey 2011:** Shorter period at end of financial year when no statistics are available	**Response:** Section 4 of the Crime User Guide outlines the considerations taken regarding the balance to be obtained between the requirement for figures to be as up-to-date as possible and the requirement to publish figures which are of appropriate quality and completeness for use.

User feedback/comment in relation to presentation of data	PSNI's Statistics Branch response/action taken
General feedback: The requirement for inclusion of financial year to date figures in monthly and quarterly bulletins was identified through informal feedback.	**Response:** This time period is provided in the monthly and quarterly bulletins.
User Survey 2011: With looking for statistics in an area that is well down the table I would have to scroll up and down or save the document and freeze the panes. If this is done and uploaded it would make the viewing must easier online.	**Action in relation to 'freeze panes':**, **Completed**. Headings in table columns and rows in the accompanying excel spreadsheets will, in future, have freeze panes applied where it is possible to do this. This has been applied where possible in bulletins and updated published from 10th May 2012 onwards.
User Survey 2011: In addition any data with significant changes could be highlighted in colour to make them stand out more.	**Response:** The identification of significant changes would suggest applying a statistical test to figures to see if there has been a significant change between two time periods. However the crime, anti-social behaviour and domestic/hate motivated incidents and crimes represent a census of all such crimes and incidents reported to police and, as such, would not be appropriate data for a statistical test of this type.
User Survey 2011: Resources permitting, it would be very useful to also get occasional analyses over time, which would provide more robust analysis of trends and potential causes of changes than end users are able to make.	**Response:** The annual bulletin is a detailed commentary providing details of changes to recording practices or systems, changes to legislation and changes to guidance given by the Home Office. Every effort has been made to provide explanation where issues such as these have had an impact on the crime figures or trends. In particular, explanation has been provided in Section 2 of the police recorded crime annual bulletin, with detailed notes available to accompany Table 2.2 Recorded crime by offence. If additional specific analysis is required, requests should be forwarded to PSNI's Statistics Branch.
User Survey 2014: more signposting of tables and search by area options	**Action required:** In each of the accompanying spreadsheets, whether monthly, quarterly or annual update, a list of tables is provided, linking each to the relevant table. Statistics Branch will consider what additional documentation can be created to provide an overview of the types of information available and where to find it.
User Survey 2014: Extra data showing comparison with 2 or 3 adjoint areas (Crime) **User Survey 2014:** Adjust access to local area stats and comparison with adjoining areas in colour coordinated systems	**Response: Data on crime, ASB and incidents/crimes with a domestic or hate motivation** are available on the Northern Ireland Neighbourhood Information System (NINIS) which provides additional geographic breakdown such as LGD, Assembly Area, Ward, Education & Library Board and Health & Social Care Trust. NINIS provides the functionality to allow users to map data themselves. Another available tool for the crime data is the police crime mapping website which uses provisional management information drawn from police recorded crime figures and published at street level each month. The figures on the crime mapping website will differ from those provided in the published bulletins as they have been extracted from the police administrative system on different dates, and also require a grid reference in order to

	be mapped.
User Survey 2014: These statistics provide a really helpful, detailed breakdown of domestic incidents/crimes. The 10 year overview produced in July each year is particularly helpful. The only suggestion I would have doesn't relate to the statistical reports themselves, but to the page on which the domestic and hate statistics are contained. I sometimes find it hard to find the report I am looking for as there is so much information on the page, and regularly open the hate report when I am meaning to open the domestic report and vice versa - I think a separate page for each set of reports would make it easier to navigate.	**Action required:** Statistics Branch will identify what can be done to re-organise these web pages in order to make their navigation more straightforward.
User Survey 2014: I think the spreadsheets are hard to read but I don't have enough IT knowledge to know how else they could be presented.	**Response:** If there are queries on how to find the required information in the spreadsheet or on how to use the spreadsheets, please contact Statistics Branch using the contact details provided.

User feedback/comment in relation to changes made to the presentation of data	PSNI's Statistics Branch response/action taken
User consultation: Supportive of the changes to presentation of data (including the pivot tables and the placing of figures in context) and of the setting up of an email distribution list. **User consultation:** Pivot table and level of detail presented would be very good for non experts, very positive about the proposals for presentation. **User consultation:** This would be brilliant if it happened. **User consultation:** This is a very positive development, and very supportive of changes that result in greater availability of data. **User consultation:** The extra commentary/analysis is welcomed. **User consultation:** This is a really positive development and I recognise the huge work you and your team must be investing in it. Clearly, this is a meaningful attempt to make your data more publically available and I hope outside bodies take advantage. I also welcome that you see this as a work-in-progress which is subject to review as we go along, and I would be happy to be part of any Working Group you may set-up to that end. **General feedback:** This is really useful to get this information so many thanks for forwarding it on – much appreciated. **General feedback:** These bulletins are both helpful and useful. **General feedback:** This is one of the best things you have done on the website! **User Survey 2011:** Have really appreciated the new excel spreadsheets that allow me to 'manipulate' for local use, generate graphs, compare with other areas etc. Also appreciate two year monthly rolling year figures. **User Survey 2011:** Recently suggested improvements relating to domestic abuse have been implemented. **User Survey 2011:** I am happy with these crime statistics, which provide a lot of detail and are helpfully available at comparatively small area level. **User Survey 2011:** Overall the presentation is very positive with very detailed and up to date information.	General comments received from users in response to changes made to the format of the annual and monthly bulletins.

User feedback/comment – general	PSNI's Statistics Branch response/action taken
User consultation: Business and Retail Crime: this is an area where statistics are likely to be needed **User Survey 2011:** Have flags created and subsequently populated on NICHE to meet user demands - e.g. flags for business related crime, crimes where alcohol is a contributory factor.	**Response:** Section 4.5 of Crime User Guide indicates that requests for crime classifications or types of data not included in the bulletins are assessed and responded to on a case by case basis. In addition where there are requests for types of information that would require additional processes to be put in place for gathering this information, these will be forwarded within PSNI for a decision on whether there is a business requirement to collect information in this format.
User Survey 2011: Access to individual for explanation would be helpful when required.	**Response:** Contact details are available on the PSNI Internet site, the Crime User Guide and in each published bulletin. All requests for further explanations of the available statistics will be responded to in line with the User Engagement Strategy.
User Survey 2011: Breakdown of youth crime statistics required **User Survey 2011:** Breakdown of perpetrators (in relation to hate motivations) by ethnicity / community background	**Response in relation to availability of information on perpetrators:** Detections are counted on the basis of crimes rather than offenders. For example, if six offenders are involved in a robbery and all are arrested and charged, then this counts as one detection (ie the robbery is deemed to be 'detected'). Alternatively if only one of the six is identified and charged while the other five remain unidentified and at large, this also means that the robbery can still be deemed as 'detected'. While the crime recording process is designed to capture each victim of crime and their characteristics, in relation to the detecting of crime, it is whether or not the crime has been detected which is key to the crime recording process, and not the details of suspects who may have been dealt with in relation to that crime. In other words information on those persons who have been 'detected' in relation to a recorded crime is not available. There are alternative sources of information relating to youth crime. Requests for such information can be forwarded to PSNI's Statistics Branch who will re-direct the request appropriately, in line with the User Engagement Strategy.
User Survey 2011: Domestic Abuse. This data is very comprehensive. The only potential improvement would be one-off or occasional estimation of the proportion of incidents that are reported, as it is widely acknowledged that this typically is a relatively small proportion of all incidents.	**Action:** To be identified if possible from existing research
User Survey 2011: Explaining that some data may not be available and reasons for not being available.	**Response:** It would be difficult to identify all types of data that are not available. Where possible, information on availability of data is provided in the Crime User Guide, and also in the annual bulletins.
User Survey 2014: I know that statistics can't reveal the whole picture and that not everything is quantifiable, but they can be a good starting point and are helpful for identifying trends and initiating conversations around certain issues. By way of	**Response:** While the PSNI hate motivation figures show the numbers of reports received by police and the police outcome, there is some information on the PPSNI internet site providing figures on Cases

| example… In terms of hate crime, the police stats reveal the number of incidents, crime and the outcome rate. But we don't know how many cases go to court, how many prosecutions are successful and of those, how many resulted in an enhanced sentence for the hate motivation element of the offence.   It would be great if there was a way of tracking cases throughout the criminal justice system, if police stats linked into PPS and Court Service stats. However, I know thats probably unrealistic, and I recognise that of the aforementioned organisations, the police seem to be the only one that collects and publishes statistics on a regular basis. I find the statistical branch in PSNI to be really helpful and the reports themselves to be comprehensive and well presented. | Considered by a PPS Prosecutor to have been Aggravated by Hostility - Prosecutorial Decisions Issued by Type 2007-08 to 2011-12 |