

ASG CUSTOMER SURVEY



An Roinn Dlí agus Cirt
Máinnystrie O tha Laa

February 2023

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Executive Summary

An online customer survey was undertaken from October to December 2022 to gather feedback on 11 national and official statistical publications produced by the Analytical Services Group (ASG), the Northern Ireland Statistics & Research Agency (NISRA) branch within the Department of Justice (DoJ). This report provides an overview of the key findings from this survey.

1.1 Satisfaction with Publications

All respondents using ten of the 11 publications reported being satisfied at an overall level. Views on the level of satisfaction with content, presentation, commentary, reliability, timeliness, frequency, and if used, ODS/Excel and infographic were also sought for each report. Suggestions for improvements were made for five publications. These will be acted upon where possible.

The table opposite highlights the combined levels of satisfaction for all 11 ASG statistical outputs from the 2022 Customer Survey. Satisfaction levels for the various aspects of the reports ranged from 97% to 100% with the overall level of satisfaction with the reports being 99%.

Aspect of report (all 11 ASG reports combined)	Level of satisfaction
Content	99%
Presentation of data	99%
Commentary	97%
Reliability	100%
Timeliness	97%
Frequency	100%
ODS/Excel (if used)	98%
Infographic (if used)	98%
Overall satisfaction	99%

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Executive Summary

1.2 Users and Uses

A total of 24 service users responded to the survey; the vast majority (87.5%) worked for the Northern Ireland Civil Service (NICS). Just over 4-in-ten (42%) said they used ASG publications 2-5 times a year; a third of respondents (33%) used the publications 10 or more times over the course of the year. The most common reasons for use were policy/ performance/resources (88%), media related/public interest (29%) and academic research (21%). The DoJ website was the main way through which respondents (92%) found their relevant statistics; the majority (88%), were satisfied with the process.

1.3 Meeting Customer Need

Almost all of the respondents said that the statistics they used in each of the 11 reports fully or mostly met their needs. A small number of users (2) (one user in each case) of the Adult and Youth Reoffending and Case Processing Time publications said that their needs were slightly met. Suggestions of how needs could be better met were given for five of the 11 publications and will be acted upon where possible.

1.4 Satisfaction with the Service Provided by ASG Staff

All respondents (100%) said that they were satisfied with the overall service provided by ASG staff. Figures were the same for the politeness, knowledge, timeliness of response and professionalism of staff. There was nine comments made, all of which were positive in nature,.

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Executive Summary

1.5 Publication Summary



1. Adult and Youth Reoffending

Used by 46% (11) of respondents. Main reasons for using were policy/performance/resource related, media/public interest related, and to facilitate academic research. Overall satisfaction with the publication was 91% and 91% of respondents said that the statistics they used fully or mostly met their needs.



2. Case Processing Time for Criminal Cases

Used by 46% (11) of respondents. Main reasons for using were policy/performance/resource related, media/public interest and to facilitate non-academic research. Overall satisfaction with publication was 100% and 92% of respondents said that the statistics they used fully or mostly met their needs.



3. Court Prosecutions, Convictions and Disposals

Used by 42% (10) of respondents. Main reasons for using were policy/performance/resource related, media/public interest related, and to facilitate academic research. Overall satisfaction with publication was 100%. All respondents said that the statistics they used fully or mostly met their needs.



4. First Time Entrants to the Criminal Justice System

Used by 33% (8) of respondents. Main reasons for using were policy/performance/resource related, media/public interest related, and to facilitate academic research. Overall satisfaction with publication was 100%. All respondents said that the statistics they used fully or mostly met their needs.

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Executive Summary



5. Judicial Statistics

Used by 33% (8) of respondents. Main reasons for using were policy/performance/resource related, media/public interest related, and to facilitate academic research. Overall satisfaction with publication was 100%. All respondents said that the statistics they used fully or mostly met their needs.



6. Mortgages Action for Possession

Used by 8% (2) of respondents. Main reasons for using were policy/performance/resource related, and media/public interest related. Overall satisfaction with publication was 100%. All respondents said that the statistics they used fully or mostly met their needs.



7. NICTS Quarterly Provisional Figures

Used by 17% (4) of respondents. Main reasons for using were policy/performance/resource related, and media/public interest related. Overall satisfaction with publication was 100%. All respondents said that the statistics they used fully or mostly met their needs.



8. NI Victim and Witness Survey (NIVAWS)

Used by 12.5% (3) of respondents. Main reasons for using were policy/performance/resource related, media/public interest related, and to facilitate academic research. Overall satisfaction with publication was 100%. All respondents said that the statistics they used fully or mostly met their needs.

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Executive Summary



9. The Northern Ireland Prison Population

Used by 21% (5) of respondents. Main reasons for using were policy/performance/resource related, media/public interest related, and to facilitate academic research. Overall satisfaction with publication was 100%. All respondents said that the statistics they used fully or mostly met their needs.



10. Youth Justice Agency Annual Workload Statistics

Used by 21% (5) of respondents. Main reasons for using were policy/performance/resource related, media/public interest related, and to facilitate academic research. Overall satisfaction with publication was 100%. All respondents said that the statistics they used fully or mostly met their needs.



11. Youth Engagement Statistics

Used by 17% (4) of respondents. Main reasons for using were policy/performance/resource related, media/public interest related, and to facilitate academic research. Overall satisfaction with publication was 100%. All respondents said that the statistics they used fully or mostly met their needs.

2 | Context

2.1 Analytical Services Group

Analytical Services Group (ASG) is the statistical and research team posted within the Department of Justice (DoJ). It is comprised of 17 statisticians, on loan from the Northern Ireland Statistics and Research Agency (NISRA) and incorporates staff within the core department with those located across the Youth Justice Agency, Prison Service and the Northern Ireland Courts and Tribunals Service. The team provides an independent service to meet the research and statistical needs of DoJ and works in compliance with the UK Statistics Authority's Code of Practice for Statistics. The National and official statistical publications produced by ASG are detailed opposite.

2.2 The Customer Survey

ASG conducts a customer survey every two years to review branch publications by gathering feedback on the statistics produced, how well they meet user needs and whether there are any suggested improvements. A link to the 2022 online survey was issued by email to 130 customers on 25th October. This included key users within DoJ, the wider public sector including academia and members of the general public. It was also circulated to the wider DOJ staff via the departmental intranet and shared on NISRA's Facebook and Twitter pages. The survey remained open for approximately 8 weeks, closing on 16th December. Reminder emails were issued on 22nd November and 13th December to maximise participation. This report provides an overview of all the responses provided. Note that throughout the body of the report Satisfied refers to 'Satisfied' or 'Very Satisfied' responses and Dissatisfied refers to 'Dissatisfied' or 'Very Dissatisfied' responses. Note also that publications from the NI Safe Community Survey were not included in the current customer survey as a separate exercise to understand user needs is planned for these publications in 2023.

- Mortgages: Action for Possession; - Quarterly National Publication
 - Judicial Statistics;
 - The Northern Ireland Prison Population;
 - Northern Ireland Courts and Tribunals Service Statistics; - Quarterly Official Publications
 - Adult and Youth Reoffending in Northern Ireland;
 - Case Processing Time for Criminal Cases Dealt with at Courts in Northern Ireland;
 - Court Prosecutions, Convictions and Out of Court Disposals Statistics for Northern Ireland;
 - First Time Entrants to the Criminal Justice System in Northern Ireland;
 - Youth Engagement Statistics for Northern Ireland;
 - Youth Justice Agency Annual Workload Statistics;
 - Northern Ireland Victim & Witness Survey (NIVAWS). - Triennial Official Publication
- Annual National Publications
- Annual Official Publications

3 | Users and Uses

About this chapter

A total of 24 service users completed the questionnaire. The vast majority (88%) of respondents worked for the NICS; remaining responses came from academia (8%) and those who work for other public sector (non-NICS) organisations (4%). This chapter provides an overview of the scale of and reasons for use of ASG publications.

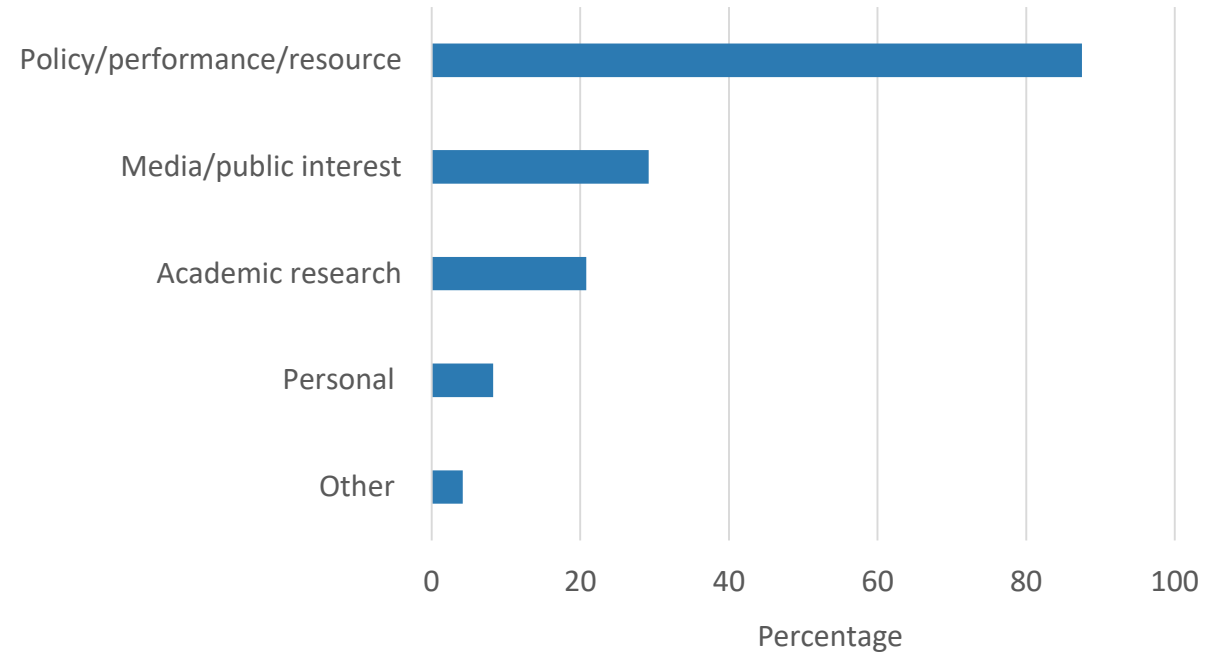
3.1 Use of publications

All respondents were asked about -

- Their reasons for using ASG publications (respondents could select more than one option);
- The type of organisation they worked for; and
- Over the last year how frequently they used ASG publications.

As shown in Figure 3.1, at 88% policy/performance/resource was the most popular reason for using ASG publications. This was followed by media and public interest (29%) and academic research (21%). A small proportion of respondents (8%) used the statistics for personal use. One respondent (4%) stated they used the statistics for an 'other' reason, which was 'non-academic research'.

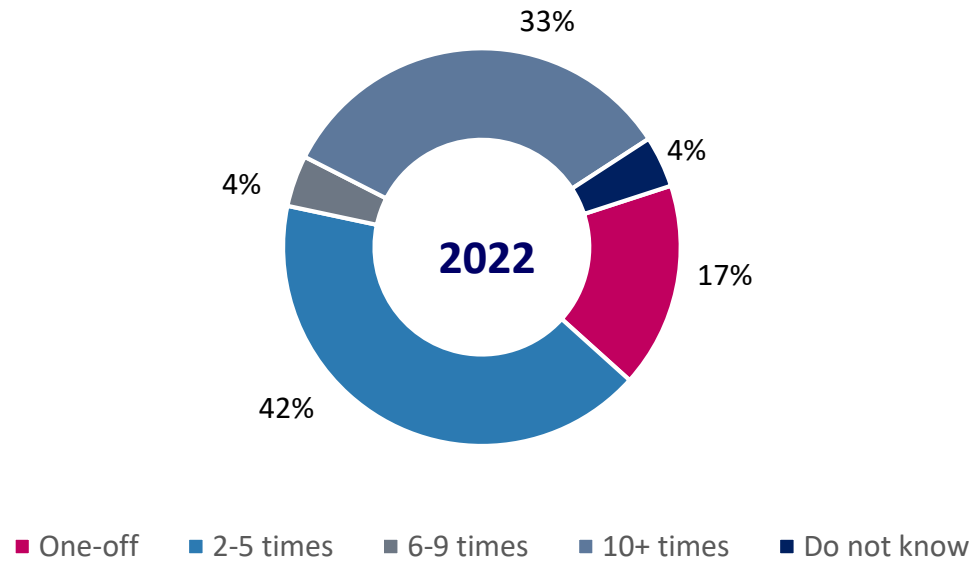
Figure 3.1: Reasons for using ASG Publications (%)



3

Users and Uses

Figure 3.2: Frequency of use of ASG publications in the past year (%)



Respondents were most likely to use the publications 2-5 (42%) and 10+ times (33%) in the past year. This was followed by a one-off (17%), and 6-9 times (4%). A small number of respondents, 4%, stated they did not know how often they used ASG publications.

3.2 Website feedback

The next section aimed to understand where respondents found ASG statistics online, how satisfied or dissatisfied they were with the process of finding them and if they had any suggested improvements.

The vast majority of respondents, 92%, found ASG statistics through the DoJ website. The other two sources chosen were the NISRA (21%) and Gov.uk (8%) websites. Several respondents (13%) gave an 'other source' through which they found the statistics, these were internal circulation, email and through being a seconded statistician.

Findings show that the majority of respondents (88%) were satisfied with the process of finding the statistics; 8% were dissatisfied. The remaining 4% were neither satisfied nor dissatisfied. Two comments were provided by respondents which described how the DOJ website is not user friendly and how it is difficult to search for/find things on the website.

4 | Satisfaction with Publications

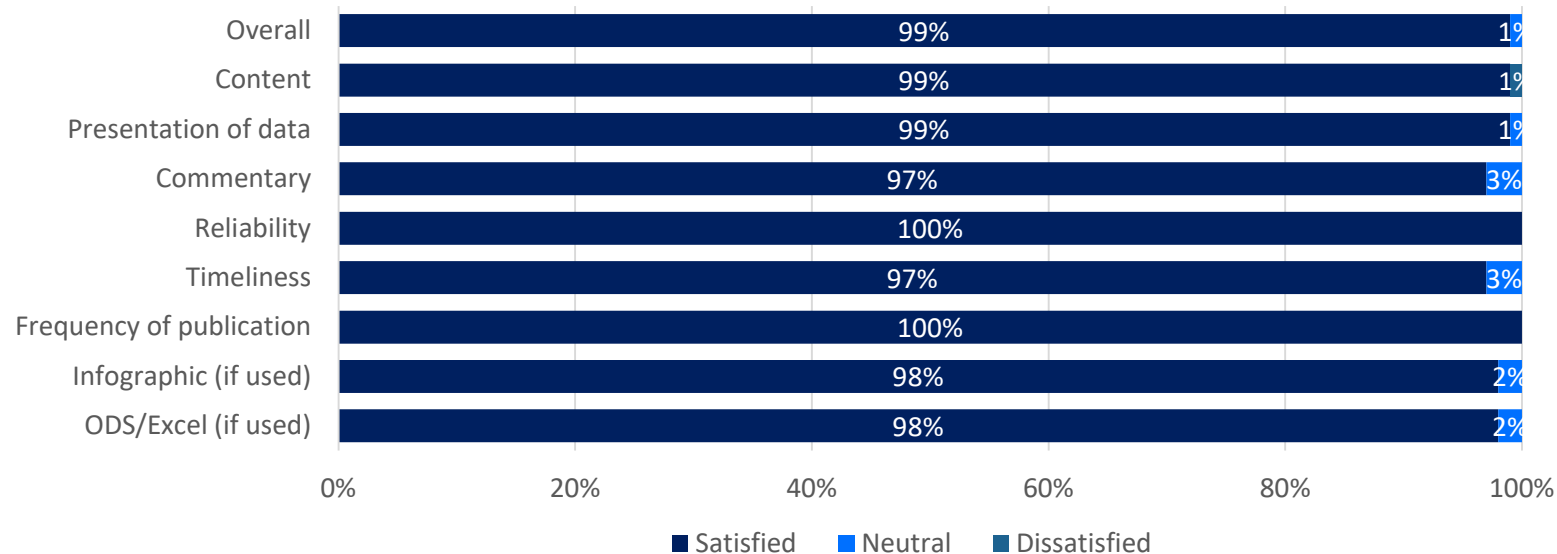
About this chapter

Respondents were asked to rate their level of satisfaction with nine aspects relating to the publications that they used. They were also asked for suggested improvements. This chapter provides an overview of the views expressed in relation to these nine questions. A more detailed breakdown can be found in Appendix 1.

4.1 Satisfaction with various aspects of each publication

Figure 4.1 highlights the levels of satisfaction for all 11 ASG statistical outputs combined from the 2022 Customer Survey. The overall level of satisfaction with the reports was 99%. For all publications, the majority of respondents said they were satisfied with each aspect surveyed. The lowest level of satisfaction (97%) related to aspects of timeliness and commentary of the publications. A small number of respondents (1%) expressed dissatisfaction with the content of the publications.

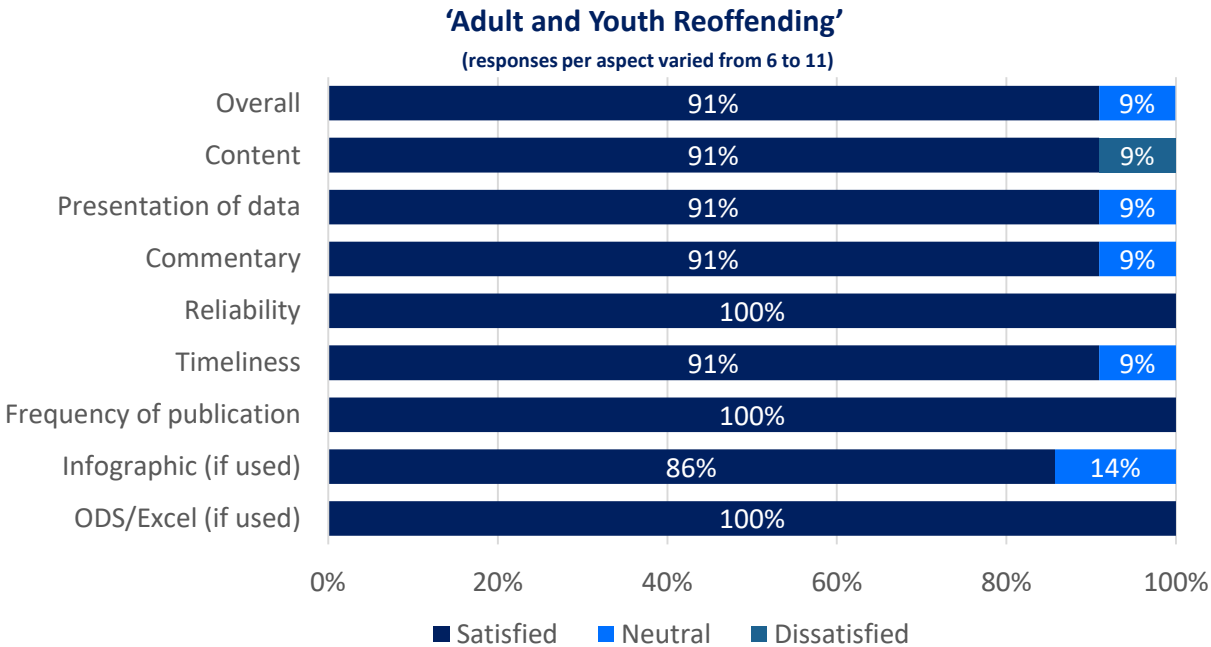
Figure 4.1: Overall how satisfied or dissatisfied were you with the following aspects of the publication/s you used
(responses per aspect varied from 52 to 71)



4 | Satisfaction with Publications

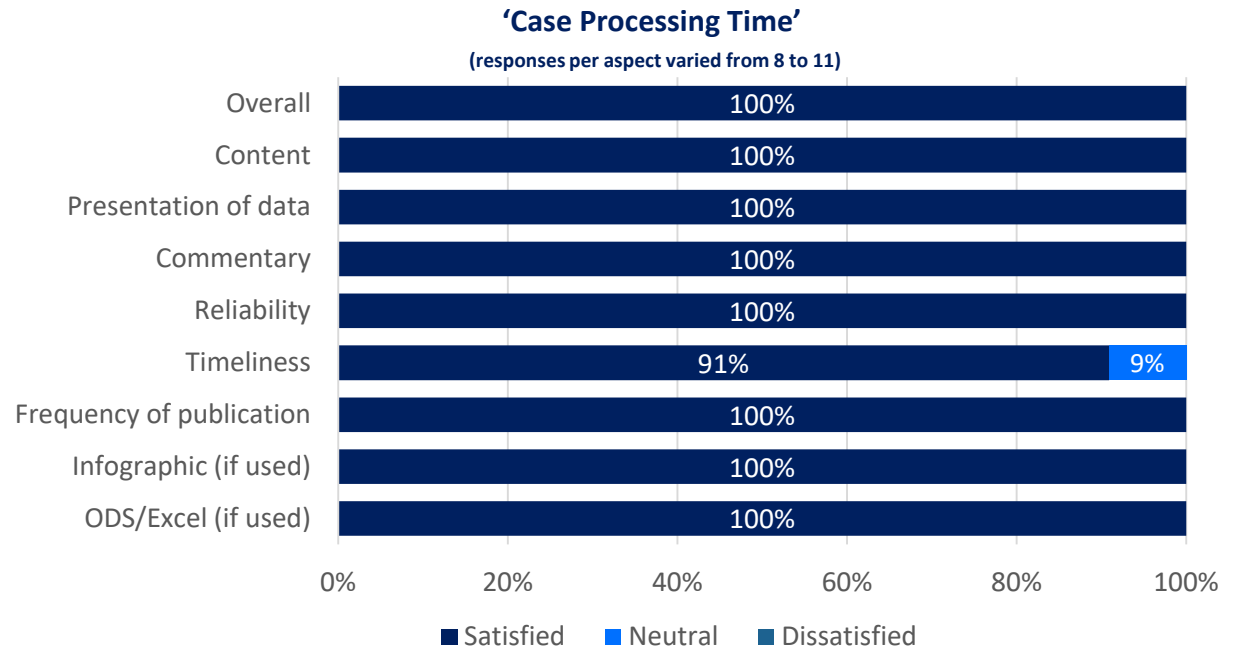
The majority of respondents using the Adult and Youth Reoffending publication said they were satisfied with almost all aspects of the report (Figure 4.2). The lowest level (86%) of satisfaction related to the accompanying infographic. A small number of respondents (9%) expressed dissatisfaction with the content.

Figure 4.2: How satisfied or dissatisfied were you with each of the following aspects of the publication



Overall, all respondents using the Case Processing publication said they were satisfied with the report (Figure 4.3). The only area where respondents expressed neither satisfaction nor dissatisfaction was with timeliness (9%).

Figure 4.3: How satisfied or dissatisfied were you with each of the following aspects of the publication

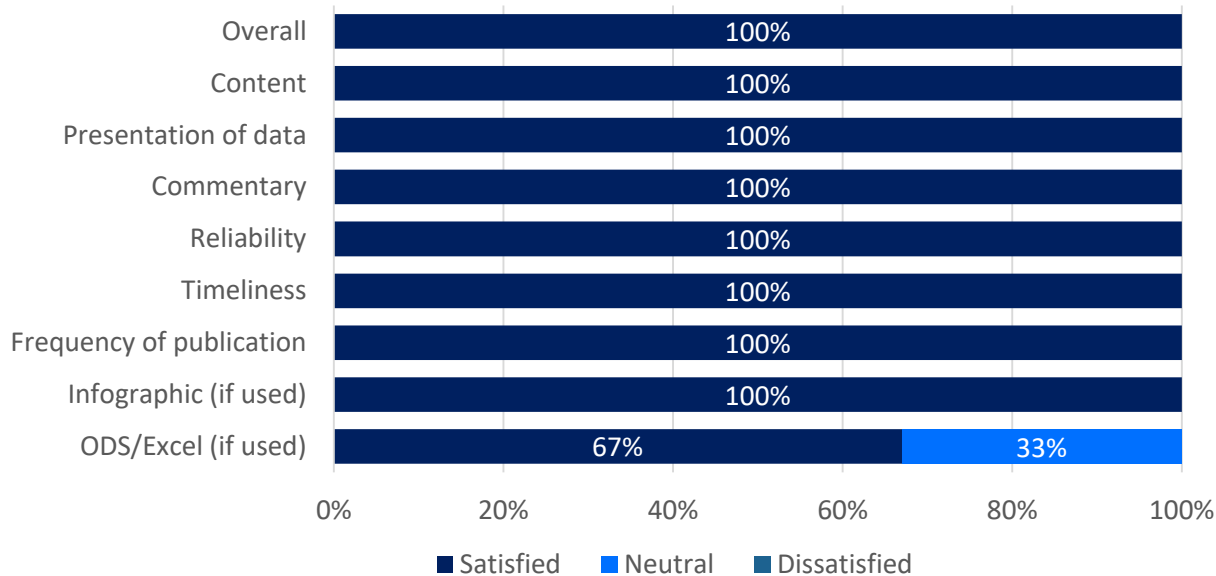


4 | Satisfaction with Publications

Overall, all respondents using the Youth Justice Agency Annual Workload Statistics publication said they were satisfied with the report (Figure 4.5). The only area where respondents were neither satisfied nor dissatisfied was in relation to the ODS/Excel documents that accompany the publication (33%).

Figure 4.4: How satisfied or dissatisfied were you with each of the following aspects of the publication

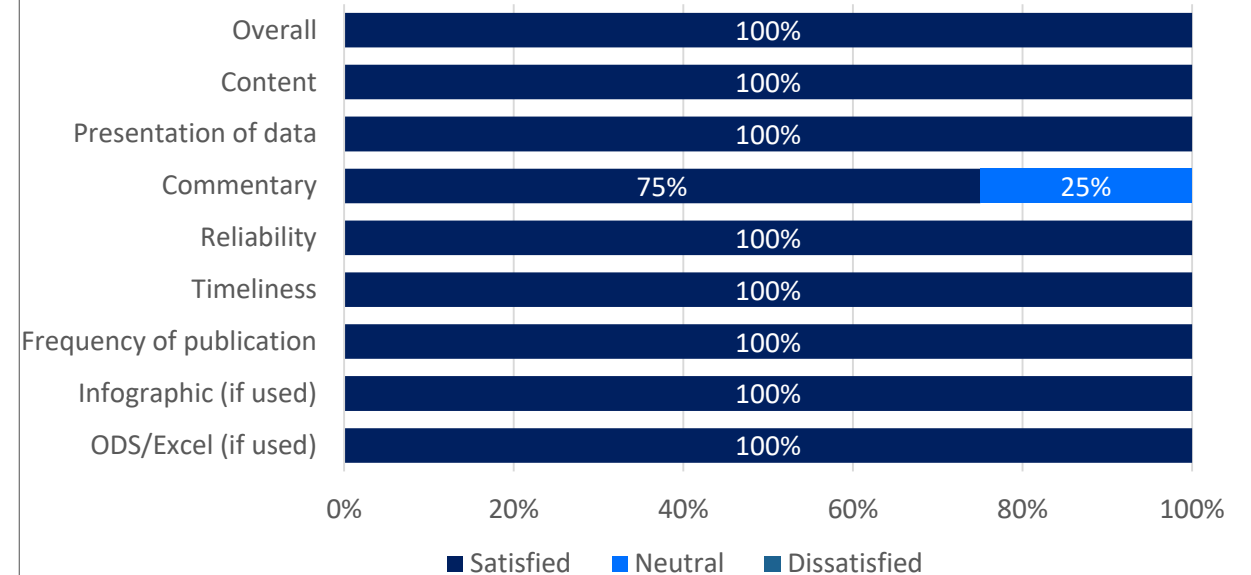
‘Youth Justice Agency Annual Workload Statistics’
(responses per aspect varied from 3 to 5)



The majority of respondents using the Youth Engagement Statistics publication said they were satisfied with almost all aspects of the report (Figure 4.12). A small number of respondents (25%) expressed neither satisfaction nor dissatisfaction with the commentary in the publication.

Figure 4.5: How satisfied or dissatisfied were you with each of the following aspects of the publication

‘Youth Engagement Statistics’
(responses per aspect varied from 2 to 4)



4

Satisfaction with Publications

All of the respondents using the following publications said that they were satisfied with all aspects of the reports –

- Court Prosecutions, Convictions and Disposals;
- First Time Entrants to the Criminal Justice System;
- Judicial Statistics;
- Mortgages Action for Possession;
- NICTS quarterly provisional figures;
- NI Prison Population; and
- NI Victim and Witness Survey.



5 Meeting Customer Need

About this chapter

Respondents were asked to rate the extent that the statistics they used met their needs and how the statistics could better meet their needs. This chapter provides an overview of the views expressed in relation to these two questions.

5.1 Meeting needs

Almost all of the respondents said that the statistics they used fully or mostly met their needs (Figure 5.1). A small number of users of the Adult and Youth Reoffending and Case Processing Time said that their needs were slightly met. Suggestions for how needs could be better met were given for five of the 11 publications; these are documented in Table 1 on the following page.

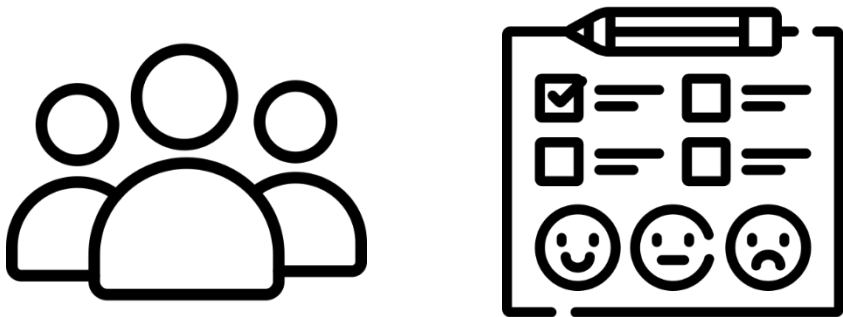
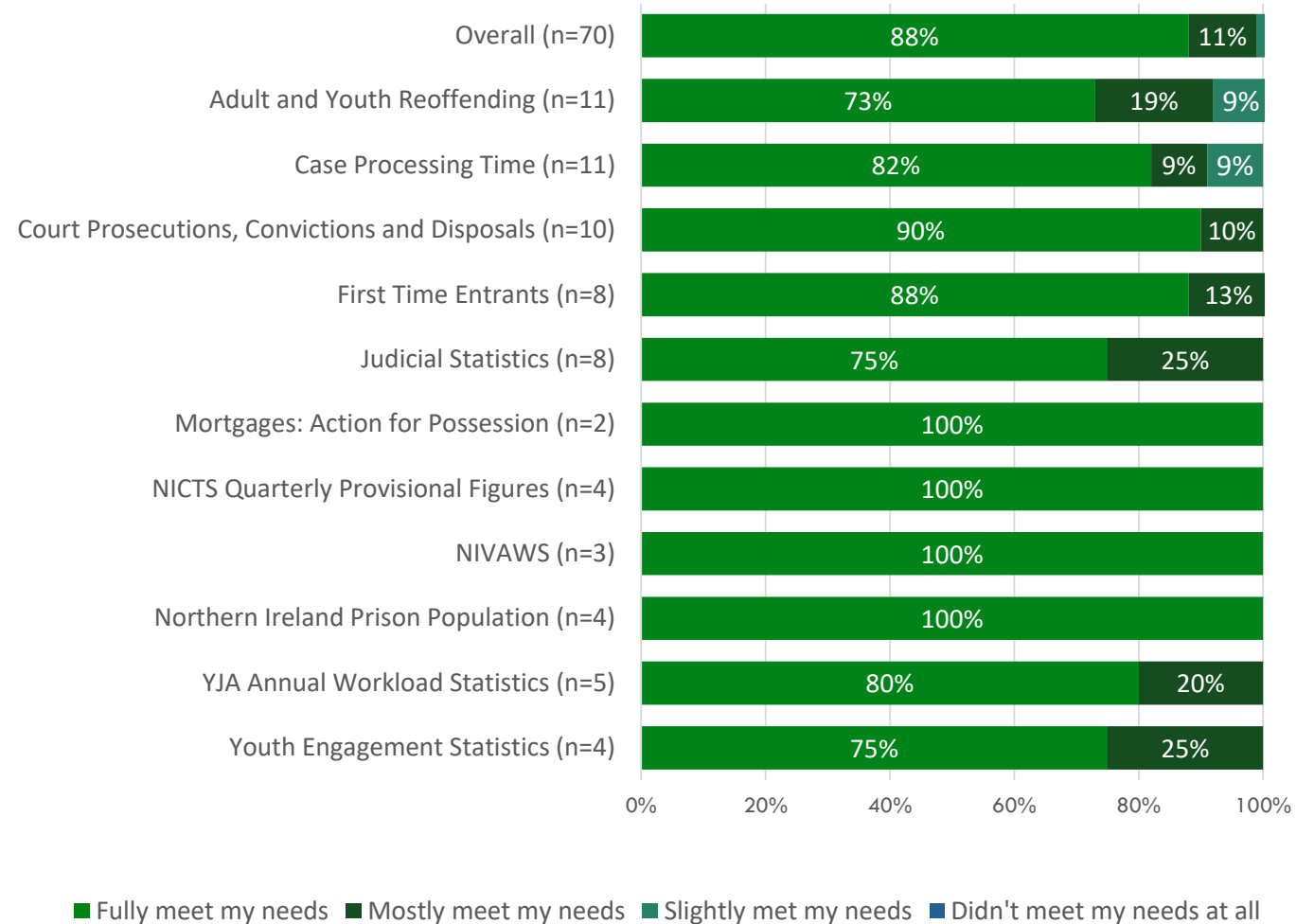


Figure 5.1: Please rate how the statistics met your needs (%)



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Meeting Customer Need

Table 1: How could these statistics better meet your needs?

ASG Publication	Suggestion for better meeting needs
Adult and Youth Reoffending	<ul style="list-style-type: none"> • This is not the most accessible publication for the general reader. Presenting the information on re-offending by young people more clearly with a greater focus on trends would be very helpful. • More data for prisons and prison performance would be useful.
Case Processing Time	<ul style="list-style-type: none"> • Some more granularity on delay in cases in the youth court would be very helpful, including reasons for delay or the stages where delay occurs would be very helpful. The information provided is useful but is too high level to give the public transparency on the causes of delay and policy makers information to address delay effectively.
Judicial Statistics	<ul style="list-style-type: none"> • Monthly stats, rather than quarterly.
Prosecutions, Convictions and Disposals	<ul style="list-style-type: none"> • Could include more analysis of victim outcomes rather than just defendants.
Youth Justice Agency Annual Workload Statistics	<ul style="list-style-type: none"> • The differentiation between 'admissions' and 'movements' is a technical and potentially confusing one. If there were any way of simplifying these two categories, it might be helpful.

6 | Satisfaction with ASG Staff

About this chapter

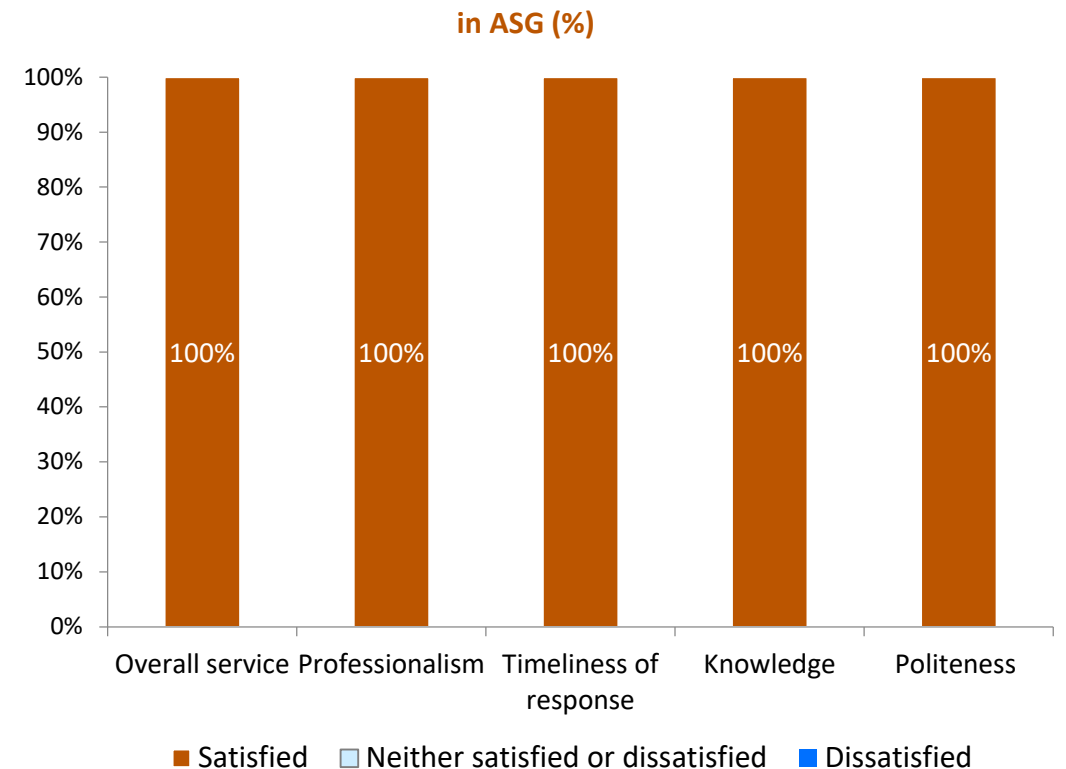
Respondents were asked if they had ever contacted ASG staff and if they had to rate their level of satisfaction in terms of politeness, knowledge, timeliness, professionalism and overall service provided. Respondents were then provided with the opportunity to detail why they were either satisfied or dissatisfied. This chapter provides an overview of the views expressed.

6.1 Meeting needs

Of the respondents, 16 (67%) said they had contacted ASG staff regarding publications. As shown in Figure 6.1, all were satisfied with each aspect of the survey. The following comments were provided -

- *'ASG staff are always helpful and knowledgeable and provide exceptional support to policy colleagues'.*
- *'Very knowledgeable staff who answered queries accurately'.*
- *'The people were always very efficient, polite, professional and timely in their response and interactions with me'.*
- *'Very knowledgeable and prepared to undertake further analysis or provide advice'.*
- *'Staff were helpful and knowledgeable'.*
- *'Staff are always more than helpful and understanding of our business needs'.*
- *'My questions were answered promptly and efficiently'.*
- *'ASG team very helpful and professional'.*
- *'Individuals were very helpful, knew exactly what was required and gave helpful direction as to what they could and couldn't provide.'*

Figure 6.1: How satisfied or dissatisfied were you with differing aspects of staff



Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Adult and Youth Reoffending’ (responses per aspect varied from 6 to 11)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Mostly Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	7	3	0	1	0	64	27	0	9	0
Presentation	10	0	1	0	0	91	0	9	0	0
Commentary	10	0	1	0	0	91	0	9	0	0
Reliability	9	2	0	0	0	82	18	0	0	0
Timeliness	6	4	1	0	0	55	36	9	0	0
Frequency	8	3	0	0	0	73	27	0	0	0
Overall	8	2	1	0	0	83	18	9	0	0
ODS/Excel (if used)	5	1	0	0	0	86	17	0	0	0
Infographic (if used)	6	0	1	0	0	73	0	14	0	0

Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Case Processing Time’ (responses per aspect varied from 8 to 11)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Mostly Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	9	2	0	0	0	82	18	0	0	0
Presentation	9	2	0	0	0	82	18	0	0	0
Commentary	9	2	0	0	0	82	18	0	0	0
Reliability	10	1	0	0	0	91	9	0	0	0
Timeliness	9	1	1	0	0	82	9	9	0	0
Frequency	10	1	0	0	0	91	9	0	0	0
Overall	9	2	0	0	0	82	18	0	0	0
ODS/Excel (if used)	8	1	0	0	0	89	11	0	0	0
Infographic (if used)	7	1	0	0	0	88	13	0	0	0

Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Courts Prosecutions, Convictions and Disposals’ (responses per aspect varied from 8 to 10)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Mostly Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	8	2	0	0	0	80	20	0	0	0
Presentation	9	1	0	0	0	90	10	0	0	0
Commentary	8	2	0	0	0	80	20	0	0	0
Reliability	9	1	0	0	0	90	10	0	0	0
Timeliness	8	2	0	0	0	80	20	0	0	0
Frequency	9	1	0	0	0	90	10	0	0	0
Overall	9	1	0	0	0	90	10	0	0	0
ODS/Excel (if used)	8	0	0	0	0	100	0	0	0	0
Infographic (if used)	7	1	0	0	0	88	13	0	0	0

Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘First Time Entrants’ (responses per aspect varied from 5 to 8)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Mostly Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	7	1	0	0	0	88	13	0	0	0
Presentation	6	2	0	0	0	75	25	0	0	0
Commentary	6	2	0	0	0	75	25	0	0	0
Reliability	7	1	0	0	0	88	13	0	0	0
Timeliness	4	4	0	0	0	50	50	0	0	0
Frequency	6	2	0	0	0	75	25	0	0	0
Overall	7	1	0	0	0	88	13	0	0	0
ODS/Excel (if used)	4	1	0	0	0	80	20	0	0	0
Infographic (if used)	4	2	0	0	0	67	33	0	0	0

Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Judicial Statistics’ (responses per aspect varied from 6 to 8)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Mostly Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	7	1	0	0	0	88	13	0	0	0
Presentation	7	1	0	0	0	88	13	0	0	0
Commentary	6	2	0	0	0	75	25	0	0	0
Reliability	7	1	0	0	0	88	13	0	0	0
Timeliness	5	3	0	0	0	63	38	0	0	0
Frequency	7	1	0	0	0	88	13	0	0	0
Overall	7	1	0	0	0	88	13	0	0	0
ODS/Excel (if used)	7	1	0	0	0	88	13	0	0	0
Infographic (if used)	6	0	0	0	0	100	0	0	0	0

Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Mortgages: Action for Possession’ (responses per aspect varied from 1 to 2)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Mostly Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	2	0	0	0	0	100	0	0	0	0
Presentation	2	0	0	0	0	100	0	0	0	0
Commentary	2	0	0	0	0	100	0	0	0	0
Reliability	2	0	0	0	0	100	0	0	0	0
Timeliness	2	0	0	0	0	100	0	0	0	0
Frequency	2	0	0	0	0	100	0	0	0	0
Overall	1	0	0	0	0	100	0	0	0	0
ODS/Excel (if used)	2	0	0	0	0	100	0	0	0	0
Infographic (if used)	2	0	0	0	0	100	0	0	0	0

Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘NICTS Quarterly Provisional Figures’ (responses per aspect varied from 3 to 4)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Mostly Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	4	0	0	0	0	100	0	0	0	0
Presentation	4	0	0	0	0	100	0	0	0	0
Commentary	4	0	0	0	0	100	0	0	0	0
Reliability	4	0	0	0	0	100	0	0	0	0
Timeliness	4	0	0	0	0	100	0	0	0	0
Frequency	4	0	0	0	0	100	0	0	0	0
Overall	4	0	0	0	0	100	0	0	0	0
ODS/Excel (if used)	4	0	0	0	0	100	0	0	0	0
Infographic (if used)	3	0	0	0	0	100	0	0	0	0

Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘NI Victim and Witness Survey’ (responses per aspect varied from 2 to 3)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Mostly Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	3	0	0	0	0	100	0	0	0	0
Presentation	3	0	0	0	0	100	0	0	0	0
Commentary	3	0	0	0	0	100	0	0	0	0
Reliability	3	0	0	0	0	100	0	0	0	0
Timeliness	3	0	0	0	0	100	0	0	0	0
Frequency	3	0	0	0	0	100	0	0	0	0
Overall	3	0	0	0	0	100	0	0	0	0
ODS/Excel (if used)	2	0	0	0	0	100	0	0	0	0
Infographic (if used)	3	0	0	0	0	100	0	0	0	0

Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘The Northern Ireland Prison Population’ (responses per aspect varied from 3 to 5)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	5	0	0	0	0	100	0	0	0	0
Presentation	5	0	0	0	0	100	0	0	0	0
Commentary	5	0	0	0	0	100	0	0	0	0
Reliability	5	0	0	0	0	100	0	0	0	0
Timeliness	5	0	0	0	0	100	0	0	0	0
Frequency	5	0	0	0	0	100	0	0	0	0
Overall	5	0	0	0	0	100	0	0	0	0
ODS/Excel (if used)	3	0	0	0	0	100	0	0	0	0
Infographic (if used)	4	0	0	0	0	100	0	0	0	0

Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Youth Justice Agency Annual Workload Statistics’ (responses per aspect varied from 3 to 5)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Mostly Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	4	1	0	0	0	80	20	0	0	0
Presentation	4	1	0	0	0	80	20	0	0	0
Commentary	4	1	0	0	0	80	20	0	0	0
Reliability	4	1	0	0	0	80	20	0	0	0
Timeliness	4	1	0	0	0	80	20	0	0	0
Frequency	4	1	0	0	0	80	20	0	0	0
Overall	4	1	0	0	0	80	20	0	0	0
ODS/Excel (if used)	2	0	1	0	0	67	0	33	0	0
Infographic (if used)	2	1	0	0	0	67	33	0	0	0

Appendix 1 - Breakdown of results

How satisfied or dissatisfied were you with each of the following aspects of the publication – ‘Youth Engagement Statistics’ (responses per aspect varied from 2 to 4)

Aspect	Very satisfied	Mostly Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Very satisfied %	Mostly Satisfied %	Neither satisfied or dissatisfied %	Dissatisfied %	Very dissatisfied %
Content	3	1	0	0	0	75	25	0	0	0
Presentation	3	1	0	0	0	75	25	0	0	0
Commentary	3	0	1	0	0	75	0	25	0	0
Reliability	3	1	0	0	0	75	25	0	0	0
Timeliness	3	1	0	0	0	75	25	0	0	0
Frequency	3	1	0	0	0	75	25	0	0	0
Overall	3	1	0	0	0	75	25	0	0	0
ODS/Excel (if used)	2	0	0	0	0	100	0	0	0	0
Infographic (if used)	2	1	0	0	0	67	33	0	0	0

Appendix 2 - ASG Response to Suggested Improvements

This section provides an overview of planned actions relating to all customer comments/suggestions.

Publication	Customer Comment/Suggestion	ASG Response
<p>Adult and Youth Reoffending</p>	<ul style="list-style-type: none"> • This is not the most accessible publication for the general reader. Presenting the information on re-offending by young people more clearly with a greater focus on trends would be very helpful. • More data for prisons and prison performance would be useful. 	<p>Over the last few years, we have continually worked to improve the accessibility of our publication, including simplifying the content, reformatting, and streamlining with England & Wales. Work on this remains ongoing and we intend to undertake a full review of the content of the publication in the coming year. Trend information is presented in relation to the overall cohort; there may be scope to extend this to adults and youths separately. However, given that figures within the report are not adjusted to make allowances for factors known to influence reoffending (such as age, gender and criminal history) it remains inappropriate to compare findings across cohorts within Northern Ireland or other jurisdictions.</p> <p>The Northern Ireland Prison Population Report is published annually. It presents data on average daily prison population levels, receptions and discharge data and includes information by establishment, custody type, gender, age, sentence length, principal offence categories and religion along with some international data for comparative purposes.</p> <p>Following publication of the annual reoffending bulletin, follow-up reports are provided to policy colleagues within the Northern Ireland Prison Service containing more detailed breakdowns of reoffending rates. These reports are provided to policy colleagues but may be made available on request.</p>

Appendix 2 - ASG Response to Suggested Improvements

This section provides an overview of planned actions relating to all customer comments/suggestions.

Publication	Customer Comment/Suggestion	ASG Response
Case Processing Time	<ul style="list-style-type: none"> Some more granularity on delay in cases in the youth court would be very helpful, including reasons for delay or the stages where delay occurs would be very helpful. The information provided is useful but is too high level to give the public transparency on the causes of delay and policy makers information to address delay effectively. 	<p>ASG do not have information on reason for delay and so are unable to include as part of the analyses.</p> <p>While information relating to the stages where delay occurs isn't included in the publication, this information can be provided on request.</p>
Court Prosecutions, Convictions and Disposals	<ul style="list-style-type: none"> Could include more analysis of victim outcomes rather than just defendants. 	<p>ASG don't have access to victim related data so are unable to include the requested analyses.</p>
Judicial Statistics	<ul style="list-style-type: none"> Monthly stats, rather than quarterly. 	<p>Current resources mean that information cannot be produced on a monthly basis. Provision of further information, outside of the existing publications, can however be provided for one off ad hoc queries by direct requests to ASG.</p>
Youth Justice Agency Annual Workload Statistics	<ul style="list-style-type: none"> The differentiation between 'admissions' and 'movements' is a technical and potentially confusing one. If there were any way of simplifying these two categories, it might be helpful. 	<p>During the coming year we will explore if there is any way to simplify the language in this publication.</p>