Northern Ireland
PolicingBoard

NORTHERN IRELAND POLICING BOARD

COMMUNITY POLICING SURVEY 2023

CONTENTS

PERIOD OF SURVEY

The survey ran from Monday 3 April to Friday 30 June 2023, both as an online survey (using NI Direct/Citizen Space) and as a paper version.

The online and paper versions were offered at Board and PCSP events such as Balmoral Show (10-13 May), Millenium Forum - Derry/Londonderry (15 May), Ranfurley House - Dungannon (17 May), Rosspark Hotel - Kells (22 May) and The Mac Theatre - Belfast (24 May).

It was also issued to the Board's contact list including Consultees, Equality Contacts, PCSP's (who subsequently promoted it through their channels), Independent Custody Visitors, Independent Community Observers. In addition, the PSNI issued it to their community contacts within the Protestant, unionist, loyalist, Catholic, nationalist, republican, LGBTQIA+ and ethnic minority communities.

OVERVIEW

OUTCOME 3: WE HAVE ENGAGED AND SUPPORTIVE COMMUNITIES

Outcome 3 within the Policing Plan is about building the relationship between police and the community.

The Policing Board undertook this research on the experience of individuals in their community, working with the Police Service of Northern Ireland.

The survey aimed to assist in informing the Policing Plan, with specific regard to delivery of measure 3.1.3 (assess and evaluate the impact of partnership working with local communities).

The survey also added to the information gathered between January and March 2023 by the Board's Policing Plan Survey: https://www.nipolicingboard.org.uk/policing-plan-survey

METHODOLOGY

The online survey captured the views of a sample of individuals and organisations. This management information report has not been published as official statistics as it is not a representative sample of the population, but it is intended to give some indication of general views for the Board's assessment of Outcome 3 of the Policing Plan.

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WHO RESPONDED

The survey asked if respondents were answering on behalf of themselves, a local business, neighbourhood/community group, school or college, sports club, youth group or church or charitable organisation. Details of local Council was a required detail. Postcode of respondents was also requested but was optional.

There were a total of 269 responses received. 249 online surveys and 20 paper copies of the online version.

Some of the groups and individuals who provided their organisation name included:

- Women's group
- Parish priest and church groups
- Cross-border body –Irish language
- Environmental group
- Loyal Orders
- Northern Ireland Housing Executive
- Public Sector and statutory organisations

Table 1 – Respondents by group

Organisation	Respondents
Myself	177
Neighbourhood/Community group	51
Charitable organisation	13
Other	9
School or college	9
Church group	3
Youth group	3
Local business	2
Sports club	2
Total	**269**

COUNCIL AREA

All council areas were included in the responses as this was a mandatory field in the online survey. All respondents using the paper version of the survey, included their council area. The majority of responses received were from Causeway Coast and Glens Council (50) and Mid Ulster Council (42).

Table 2 – Respondents by council

Council	Responses	Percent
Antrim and Newtownabbey	13	5%
Ards and North Down	24	9%
Armagh, Banbridge and Craigavon	33	12%
Belfast City	34	13%
Causeway, Coast and Glens	50	19%
Derry City and Strabane	10	4%
Fermanagh and Omagh	12	4%
Lisburn and Castlereagh	17	6%
Mid and East Antrim	20	7%
Mid Ulster	42	16%
Newry, Mourne and Down	14	5%
Total	**269**	**100%**

KEY ISSUES

Respondents were asked to choose from a list of the key local issues they were involved in along with the PSNI. More than one option could be selected for this question.

The most frequently selected response was anti-social behaviour, 17% of all responses, followed by drugs (including use, addiction and dealing) with 14% of all responses. Violence against the person in terms of domestic abuse, sexual abuse/violence and violence against women and girls combined made up 16% of responses.

Figure 1 – Key issues listed by respondents
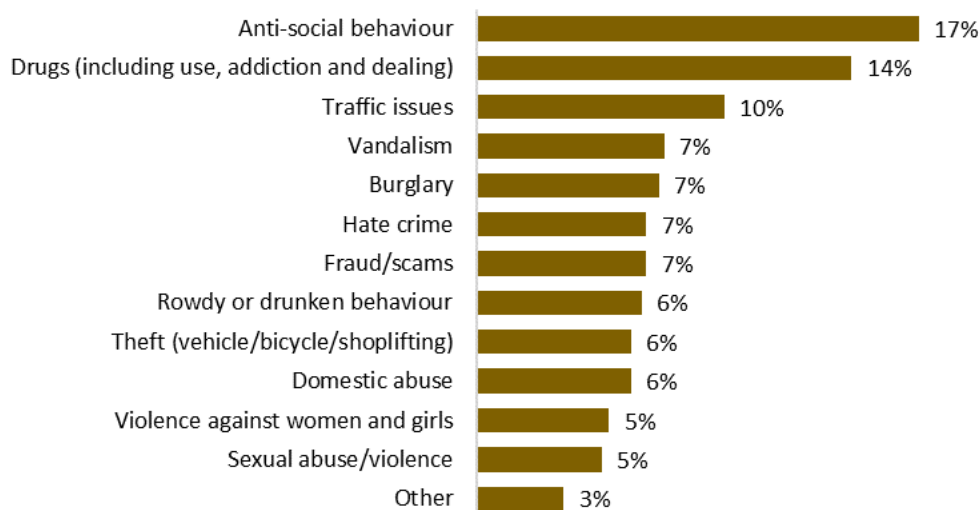
KEY ISSUES - OTHER

The question regarding key issues allowed respondents to choose 'other', in addition to the listed selection, and there was opportunity for further information to be provided. A small number (3%) of key issues selected by respondents were in the category 'other'. On analysis, these fall into the following areas:

- Sectarianism/paramilitary/hate crime
- Fly tipping
- Rural crime
- Firearms vetting/licence
- Road safety
- Neighbourhood and community
- Online abuse
- Fear of crime
- PSNI availability, information and training
- Other/non defined

Table 4 – Key local issues - Other

Classification of 'Other' Key Issues	Number	Percent
Sectarianism/paramilitary/hate crime	12	30%
Road safety	6	15%
PSNI availability, information and training	5	13%
Other/non defined	4	10%
Neighbourhood and community	3	8%
Fear of crime	3	8%
Fly tipping	2	5%
Firearms vetting/licence	2	5%
Online abuse	2	5%
Rural crime	1	3%

A selection of text-based comments are shown in Appendix 1.

KEY ISSUES BY COUNCIL

All council areas were included in the responses, with the majority of responses from Causeway Coast and Glens Council (19%) and Mid Ulster Council (16%). The area with the lowest percentage of responses was Derry City and Strabane (4%).

Without exception, the most frequently raised issue in all council areas was anti-social behaviour, mentioned 177 times (17%) overall. Drugs (including use, addiction and dealing) was as important as anti-social behaviour in Ards and North Down (17%), Mid and East Antrim (16%) and Mid Ulster Council areas (13%). Mid Ulster also named traffic as a key issue (13%). Newry, Mourne and Down Council area named anti-social behaviour and traffic issues as of equal importance (21%).

Table 5 – Top three key issues overall (by council area)

Council Area	Anti-social behaviour	Drugs (including use, addiction and dealing)	Burglary
Antrim and Newtownabbey	18%	16%	11%
Ards and North Down	17%	17%	9%
Armagh, Banbridge and Craigavon	14%	13%	11%
Belfast City	20%	13%	7%
Causeway Coast and Glens	19%	17%	6%
Derry City and Strabane	14%	8%	4%
Fermanagh and Omagh	20%	18%	7%
Lisburn and Castlereagh	17%	11%	7%
Mid and East Antrim	16%	16%	6%
Mid Ulster	13%	13%	5%
Newry, Mourne and Down	21%	18%	5%
Total - All Council Areas	**17%**	**15%**	**7%**

INVOLVEMENT IN LOCAL ISSUES

Respondents were asked how involved they were in seeking solutions to local issues. Overall, the majority (61%) were either involved or very involved with PSNI in seeking solutions to local issues. Five respondents did not answer this question. The survey was open to respondents regardless of whether they were involved in seeking solutions to local issues in partnership with any organisation or neighbourhood policing.

Figure 2 – Respondents' involvement in local issues
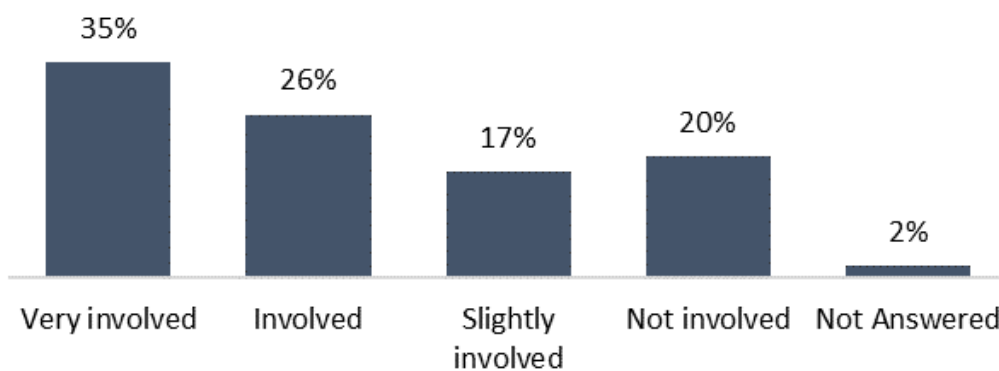
RESOLUTION OF ISSUES

From the list provided, respondents were asked what the status of the issue was at the time of the survey. Around six in ten respondents felt the issue was either no better than before (32%) or recuring (27%). Almost three in ten (28%) respondents felt the issue had either resolved, was prevented or had improved. One in ten (13%) respondents did not know or did not answer this question.

Figure 3 – Resolutions by respondents
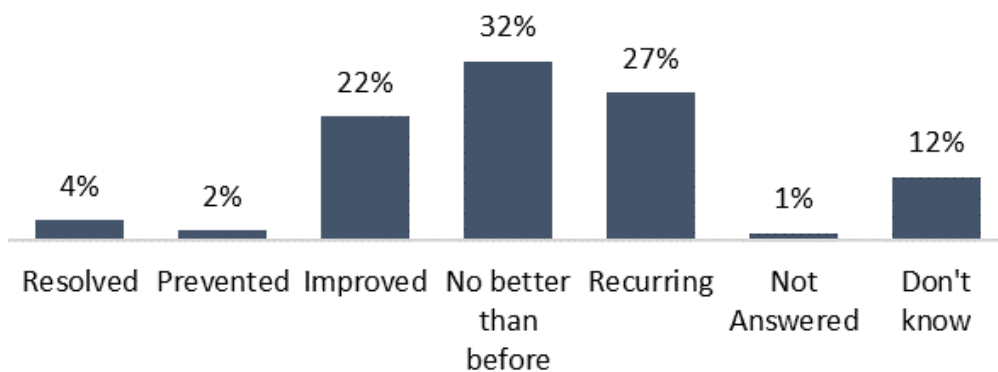
Respondents to the survey were given the opportunity to provide further information and comments on the current status of the issues. A selection of these comments are shown in Appendix 1.

MUTUALLY SATISFACTORY SOLUTION TO LOCAL ISSUES

Respondents were asked to think about their experience of working with the PSNI to resolve these issues and whether a mutually satisfactory solution had been reached.

Overall, just over half (52%) thought there had been a mutually satisfactory solution to local issues (strongly agree, agree or slightly agree). Those who slightly disagreed or disagreed totalled 43%.

Figure 4 – Achieved a solution to local issues
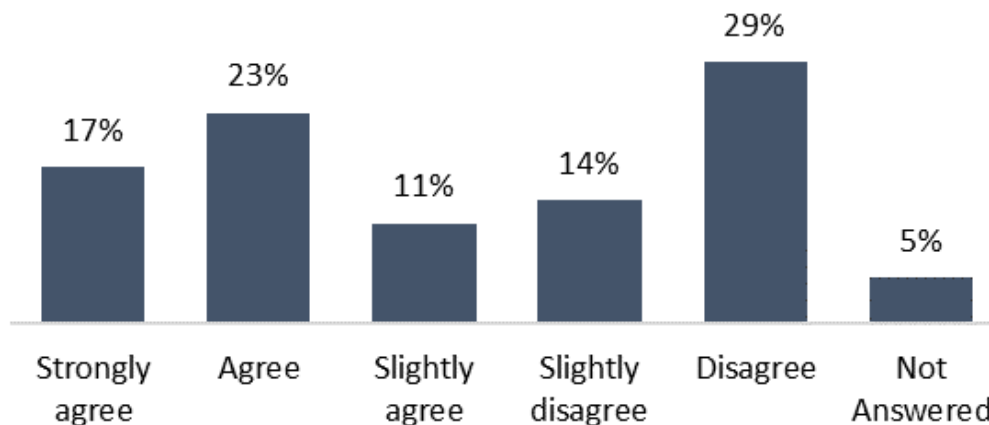
Respondents to the survey were given the opportunity to provide further information and comments on what worked well and what could be improved. A selection of these are shown in Appendix 1.

KEY ISSUES BY COUNCIL
ANTRIM AND NEWTOWNABBEY

The top three key issues highlighted by respondents in Antrim and Newtownabbey Council area were anti-social behaviour, drugs (including use, addiction and dealing) and burglary.

Two thirds of respondents (62%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 16% felt the issue had been prevented or had improved. Almost half (46%) felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. Just over half (54%) said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while over one third (38%) thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 5 – Key issues in Antrim and Newtownabbey

Involvement	Percent
Very involved	8
Involved	23
Slightly involved	31
Not involved	31
Not answered	8

Current Status	Percent
Prevented	8
Improved	8
No better than before	15
Recurring	31
Not known	39

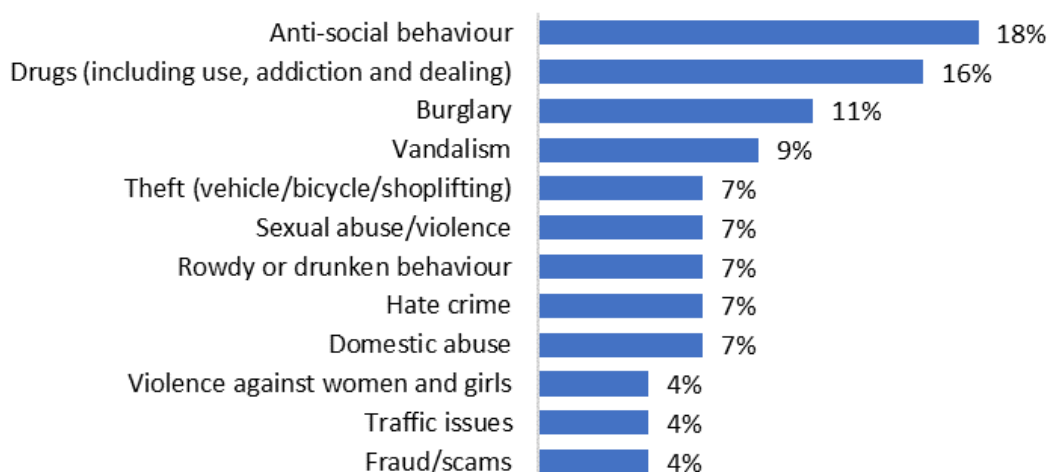| Resolution Achieved	Percent
Strongly agree	23
Agree	23
Slightly agree	8
Slightly disagree	15
Disagree	23
Not answered	8

KEY ISSUES BY COUNCIL
ARDS AND NORTH DOWN

The top three key issues highlighted by respondents in Ards and North Down Council area were anti-social behaviour, drugs (including use, addiction and dealing) and burglary.

Three quarters of respondents (76%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 25% felt the issue had improved. No respondents felt the issue had been prevented. Over half (59%) felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. Just over half (54%) said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while 42% thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 6 – Key issues in Ards and North Down

Involvement	Percent
Very involved	25
Involved	38
Slightly involved	13
Not involved	25

Current Status	Percent
Prevented	0
Improved	25
No better than before	38
Recurring	21
Not known	17

Resolution Achieved	Percent
Strongly agree	21
Agree	25
Slightly agree	8
Slightly disagree	21
Disagree	21
Not answered	4

KEY ISSUES BY COUNCIL
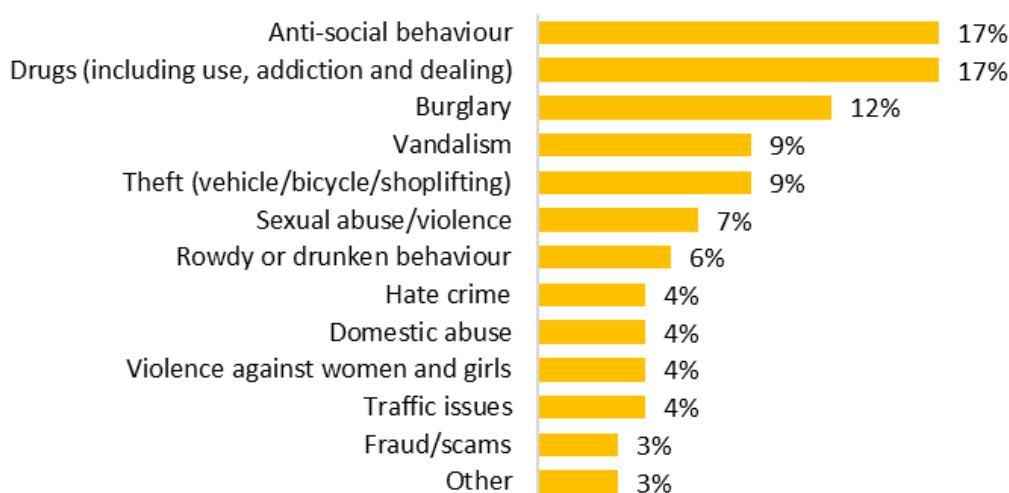# ARMAGH, BANBRIDGE AND CRAIGAVON

The top three key issues highlighted by respondents in Armagh, Banbridge and Craigavon Council area were anti-social behaviour, drugs (including use, addiction and dealing) and burglary.

Four in every five respondents (81%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 36% felt the issue had been prevented or had improved while just over half (54%) felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. 69% said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while 27% thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 7 – Key Issues in Armagh, Banbridge and Craigavon

Involvement	Percent
Very involved	39
Involved	27
Slightly involved	15
Not involved	15
Not answered	3

Current Status	Percent
Prevented	6
Improved	30
No better than before	36
Recurring	18
Not known	9

Resolution Achieved	Percent
Strongly agree	15
Agree	36
Slightly agree	18
Slightly disagree	6
Disagree	21
Not answered	3

KEY ISSUES BY COUNCIL
BELFAST CITY
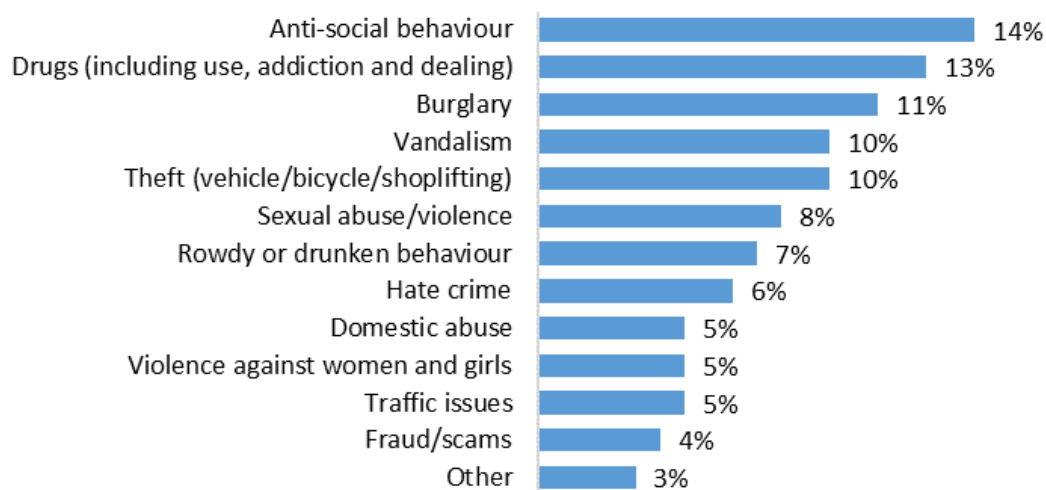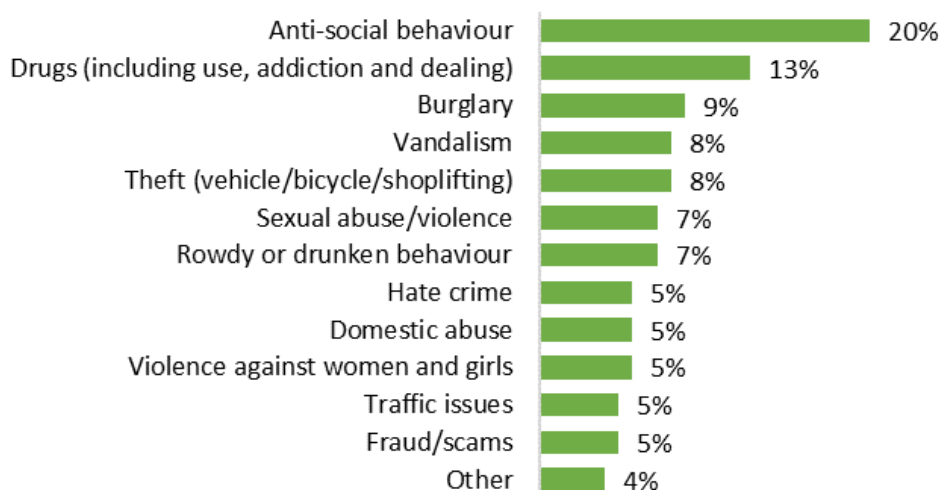
The top three key issues highlighted by respondents in Belfast City Council area were anti-social behaviour, drugs (including use, addiction and dealing) and burglary.

Four in every five respondents (80%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 24% felt the issue had been resolved or had improved while 64% felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. Less than half (48%) said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while a similar proportion (47%) thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 8 – Key Issues in Belfast City

Issue	Percentage
Anti-social behaviour	20%
Drugs (including use, addiction and dealing)	13%
Burglary	9%
Vandalism	8%
Theft (vehicle/bicycle/shoplifting)	8%
Sexual abuse/violence	7%
Rowdy or drunken behaviour	7%
Hate crime	5%
Domestic abuse	5%
Violence against women and girls	5%
Traffic issues	5%
Fraud/scams	5%
Other	4%

Involvement	Percent
Very involved	56
Involved	9
Slightly involved	15
Not involved	18
Not answered	3

Current Status	Percent
Resolved	6
Improved	18
No better than before	32
Recurring	32
Not Known/not answered	12

Resolution Achieved	Percent
Strongly agree	18
Agree	9
Slightly agree	21
Slightly disagree	6
Disagree	41
Not answered	6

KEY ISSUES BY COUNCIL
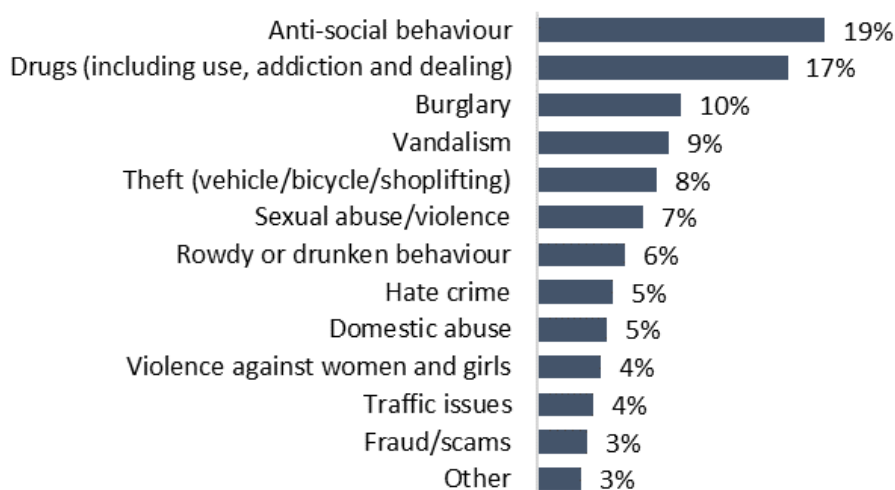# CAUSEWAY COAST AND GLENS

The top three key issues highlighted by respondents in Causeway Coast and Glens Council area were anti-social behaviour, drugs (including use, addiction and dealing) and burglary.

Four in every five respondents (78%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 20% felt the issue had been resolved or had improved while 62% felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. Just over one third (38%) said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while half (50%) thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 9 – Key Issues in Causeway Coast and Glens

Issue	Percentage
Anti-social behaviour	19%
Drugs (including use, addiction and dealing)	17%
Burglary	10%
Vandalism	9%
Theft (vehicle/bicycle/shoplifting)	8%
Sexual abuse/violence	7%
Rowdy or drunken behaviour	6%
Hate crime	5%
Domestic abuse	5%
Violence against women and girls	4%
Traffic issues	4%
Fraud/scams	3%
Other	3%

Involvement	Percent
Very involved	34
Involved	24
Slightly involved	20
Not involved	22

Current Status	Percent
Resolved	2
Improved	18
No better than before	40
Recurring	22
Not known/not answered	18

Resolution Achieved	Percent
Strongly agree	12.0
Agree	16.0
Slightly agree	10.0
Slightly disagree	12.0
Disagree	38.0
Not answered	12.0

KEY ISSUES BY COUNCIL

DERRY CITY AND STRABANE

The main key issue highlighted by respondents in Derry City and Strabane Council area was anti-social behaviour. Drugs (including use, addiction and dealing), burglary and vandalism received similar prominence. However, it should be noted that there was a small proportion of respondents from this Council area.

Four in every five respondents (80%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 20% felt the issue had been resolved or had improved while 60% felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. 40% said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while 60% thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 10 – Key Issues in Derry City and Strabane

Involvement	Percent		Current Status	Percent
Very involved	30		Resolved	0
Involved	20		Improved	20
Slightly involved	30		No better than before	10
Not involved	20		Recurring	50
Not answered	0		Not known/not answered	20

Resolution Achieved	Percent
Strongly agree	30
Agree	10
Slightly agree	0
Slightly disagree	20
Disagree	40
Not answered	0

Note: there were a small number of respondents (10) from this council area.
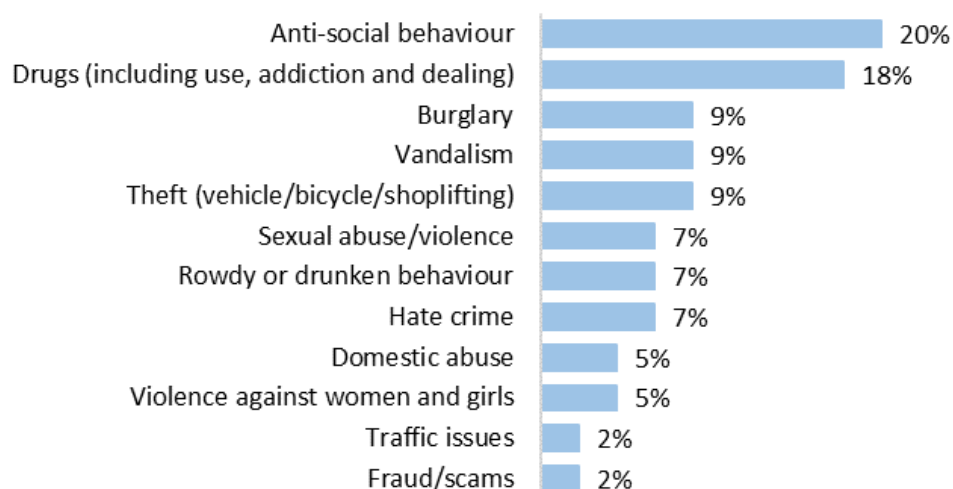
KEY ISSUES BY COUNCIL

FERMANAGH AND OMAGH

The main key issues highlighted by respondents in Fermanagh and Omagh Council area were anti-social behaviour and drugs (including use, addiction and dealing). This was followed by burglary, vandalism and theft which received similar prominence. However, it should be noted that there was a small proportion of respondents from this Council area.

Four in every five respondents (83%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 16% felt the issue had been resolved or had improved while 83% felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. 41% said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while 58% thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 11 – Key Issues in Fermanagh and Omagh

Involvement	Percent
Very involved	50
Involved	25
Slightly involved	8
Not involved	17
Not answered	0

Current Status	Percent
Resolved	8
Improved	8
No better than before	50
Recurring	33
Not known/not answered	0

Resolution Achieved	Percent
Strongly agree	8
Agree	33
Slightly agree	0
Slightly disagree	25
Disagree	33
Not answered	0

Note: there were a small number of respondents (12) from this council area.

KEY ISSUES BY COUNCIL
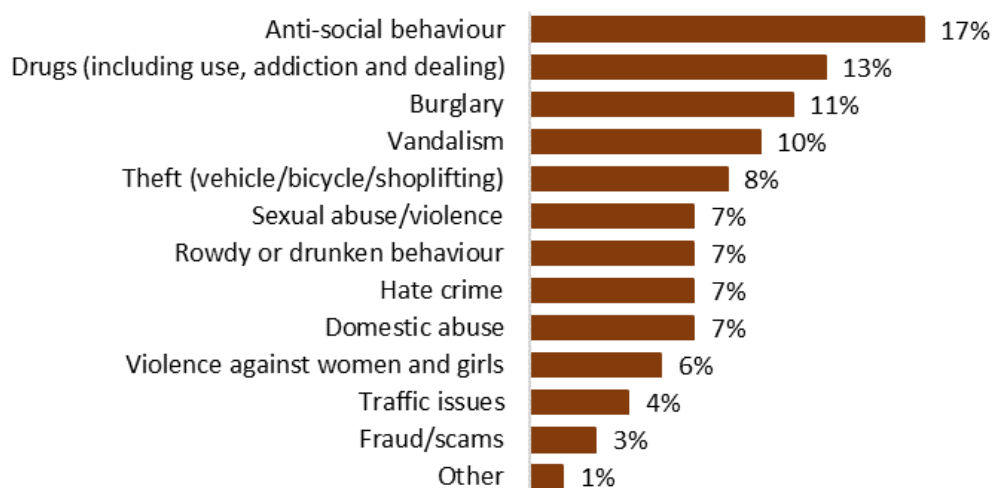# LISBURN AND CASTLEREAGH

The top three key issues highlighted by respondents in Lisburn and Castlereagh Council area were anti-social behaviour, drugs (including use, addiction and dealing) and burglary.

Almost nine in every ten respondents (89%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 48% felt the issue had been resolved or had improved and a similar proportion, 48%, felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. 59% said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while 42% thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 12 – Key Issues in Lisburn and Castlereagh

Anti-social behaviour 17%
Drugs (including use, addiction and dealing) 13%
Burglary 11%
Vandalism 10%
Theft (vehicle/bicycle/shoplifting) 8%
Sexual abuse/violence 7%
Rowdy or drunken behaviour 7%
Hate crime 7%
Domestic abuse 7%
Violence against women and girls 6%
Traffic issues 4%
Fraud/scams 3%
Other 1%

Involvement	Percent
Very involved	59
Involved	24
Slightly involved	6
Not involved	12
Not answered	0

Current Status	Percent
Resolved	12
Prevented	12
Improved	24
No better than before	24
Recurring	24
Not known	6

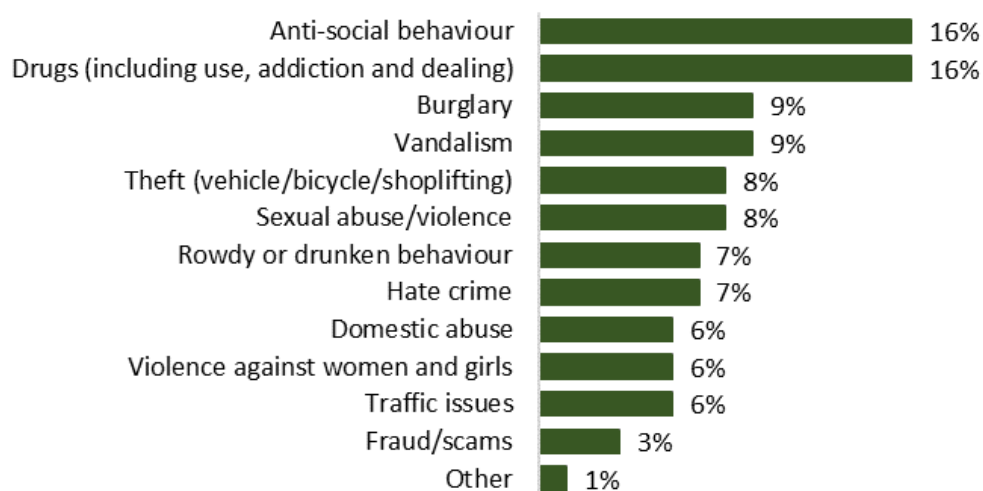| Resolution Achieved	Percent
Strongly agree	29
Agree	12
Slightly agree	18
Slightly disagree	18
Disagree	24
Not answered	0

KEY ISSUES BY COUNCIL
MID AND EAST ANTRIM

The main key issues highlighted by respondents in Mid and East Antrim Council area were anti-social behaviour and drugs (including use, addiction and dealing). The issues of burglary and vandalism received similar prominence and were the third most frequently selected key issues.

Eight in every ten respondents (80%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 15% felt the issue had improved however, 80%, felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. Half (50%) said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while 45% thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 13 – Key Issues in Mid and East Antrim

Involvement	Percent		Current Status	Percent
Very involved	15		Improved	15
Involved	40		No better than before	25
Slightly involved	25		Recurring	55
Not involved	15		Not known	5
Not answered	5			

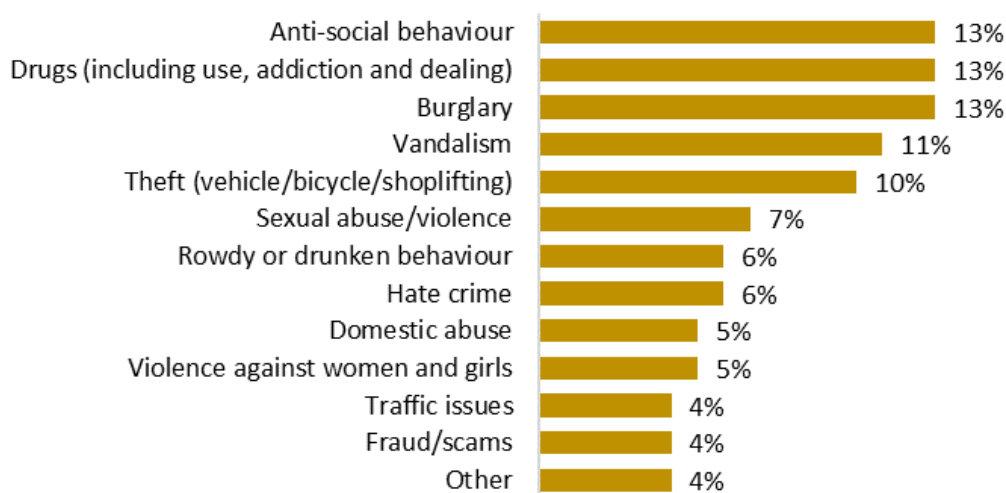| Resolution Achieved	Percent
Strongly agree	15
Agree	30
Slightly agree	5
Slightly disagree	25
Disagree	20
Not answered	5

KEY ISSUES BY COUNCIL
MID ULSTER

The three key issues highlighted by respondents in Mid Ulster Council area were of equal importance, namely anti-social behaviour, drugs (including use, addiction and dealing), and burglary.

Eight in every ten respondents (83%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 48% felt the issue had improved while 38%, felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. 69% said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while 29% thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 14 – Key Issues in Mid Ulster

Issue	Percentage
Anti-social behaviour	13%
Drugs (including use, addiction and dealing)	13%
Burglary	13%
Vandalism	11%
Theft (vehicle/bicycle/shoplifting)	10%
Sexual abuse/violence	7%
Rowdy or drunken behaviour	6%
Hate crime	6%
Domestic abuse	5%
Violence against women and girls	5%
Traffic issues	4%
Fraud/scams	4%
Other	4%

Involvement	Percent		Current Status	Percent
Very involved	26		Resolved	7
Involved	36		Improved	41
Slightly involved	21		No better than before	26
Not involved	14		Recurring	12
Not answered	2		Not known/not answered	15

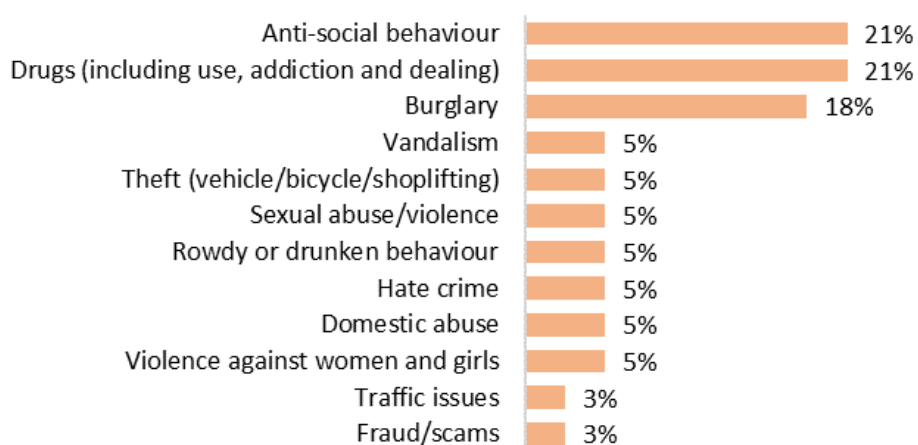| Resolution Achieved	Percent
Strongly agree	19
Agree	41
Slightly agree	10
Slightly disagree	10
Disagree	19
Not answered	2

KEY ISSUES BY COUNCIL
NEWRY, MOURNE AND DOWN

The three key issues highlighted by respondents in Newry, Mourne and Down Council area were anti-social behaviour and drugs (including use, addiction and dealing) followed by burglary.

Six in every ten respondents (57%) from this Council area were involved in some way in seeking solutions to local issues.

When asked about the current status of the issue 14% felt the issue had resolved or improved while 86%, felt the issue was no better than before or was recurring.

Respondents were asked if, working with PSNI on local issues, they had arrived at a mutually satisfactory solution. 28% said that they agreed some resolution had been achieved (strongly agree, agree, slightly agree) while 64% thought a satisfactory solution had not been reached (slightly disagree, disagree).

Figure 15 – Key issues in Newry, Mourne and Down

Issue	Percentage
Anti-social behaviour	21%
Drugs (including use, addiction and dealing)	21%
Burglary	18%
Vandalism	5%
Theft (vehicle/bicycle/shoplifting)	5%
Sexual abuse/violence	5%
Rowdy or drunken behaviour	5%
Hate crime	5%
Domestic abuse	5%
Violence against women and girls	5%
Traffic issues	3%
Fraud/scams	3%

Involvement	Percent
Very involved	36
Involved	21
Slightly involved	0
Not involved	43
Not answered	0

Current Status	Percent
Resolved	7
Improved	7
No better than before	43
Recurring	43
Not known/not answered	0

Resolution Achieved	Percent
Strongly agree	14
Agree	7
Slightly agree	7
Slightly disagree	21
Disagree	43
Not answered	7

KEY ISSUES BY RESPONDENT GROUP

Analysis of the key issues by respondent group showed that individuals, neighbourhood/community groups and schools/colleges thought anti-social behaviour, drugs and traffic were the main issues they faced. For sports clubs, concern was equally split between anti-social behaviour, drugs and vandalism. There were only two respondents to the survey on behalf of local business and the main concern was burglary. Church groups listed anti-social behaviour, fraud/scams, theft and vandalism as issues of concern.

Figure 16 – Key Issues for individuals
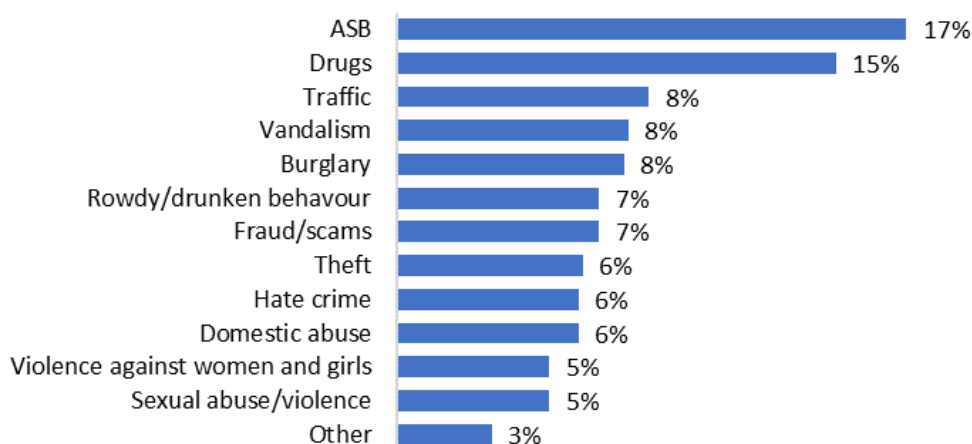
Figure 17 – Key issues for neighbourhood/communities
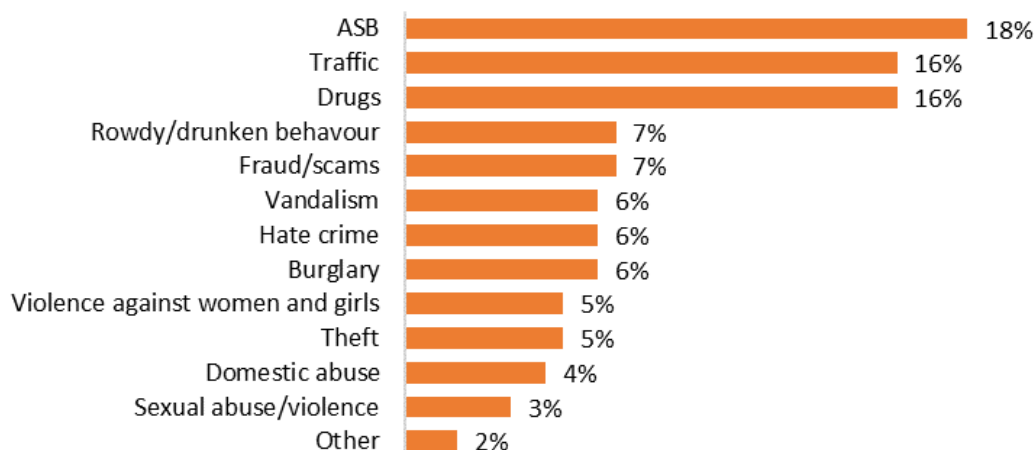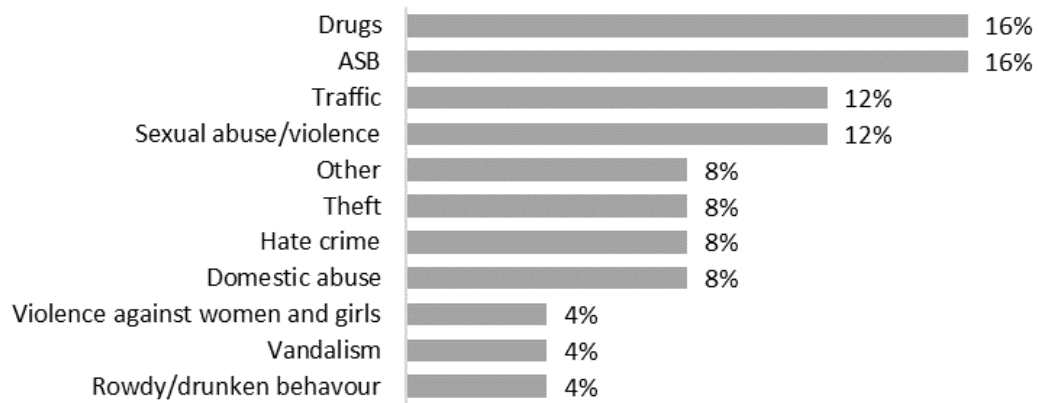
**Figure 18 – Key issues for schools and colleges**

KEY ISSUES BY RESPONDENT GROUP

CHARITABLE ORGANISATIONS

Thirteen charitable organisations responded to the survey and from these responses, the issues of concern in the local area covered all categories listed. Anti-social behaviour, hate crime and drugs were the three main issues they faced.

Respondents could select more than one option to this question.

Figure 19 – Key Issues for charitable organisations
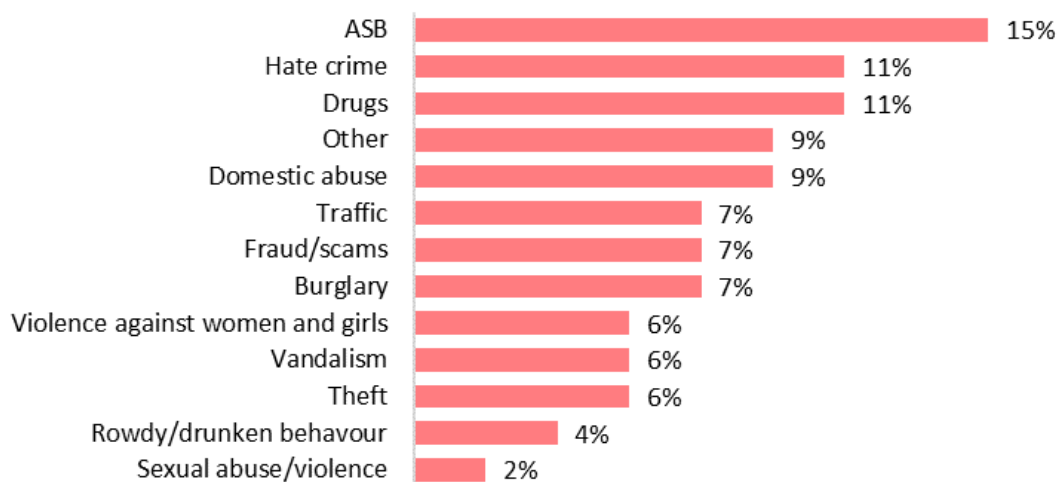
APPENDIX 1 – ADDITIONAL COMMENTS

Community Policing Survey 2023 – selected comments on key issues

- Drug dealers are well known and continue to operate without fear of being caught. ASB seems to draw undue attention by police as opposed to focusing on more significant issues. Police are out of touch with young people.

- There needs to be better interfacing with young people from an early age. Events run for young people in conjunction with PSNI, Social Services, youth Justice etc.

- Repeated, long-term issues with anti-social behaviour and vandalism on tow-path. However, very positive response from policing team and this seems to be resolved. However, would welcome continued presence

- Anti-Social Behaviour & Vandalism. Very difficult situation at Halloween.

- More visible policing needed, more community police in our areas is vital!

- Yes -I'm attempting with help of local Police to set up a neighborhood watch & Cold Callers Zone in my housing estate.

- Lack of confidence and trust with police due to their actions and failure to investigate or take seriously any complaint from someone from a minority ethnic background.

- The police have been very responsive and helpful regarding the issues above. However, we recognise that the structural systems relating to addiction, housing and mental health are severely lacking.

- Low-level crime is simply ignored these days. Police manpower is so short, and they appear demotivated with no support from senior officers and society in general. This all-round ambivalence fosters a disrespectful attitude to law and order.

Community Policing Survey 2023 – selected comments on the current status of issues

- Now we know who to contact with these issues and they respond really well.

- When agencies work together actions appear to impact more positively; Community police within the areas are challenged with restricted resources. Evidently the cuts in funding will negatively increase the concerns identified as all community groups struggle to meet priorities.

- I feel that the closure and part time opening hours of Police stations play a major role in dealing with different issues within the community.

- Reduced Community Policing presence has impacted on crime trends.

- Nothing is being followed up as far as I know.

- We encourage children to speak out and report, we tell them that they will be supported, but they have been blamed, humiliated and threatened by officers.

- Matters are ongoing in the early stages of implementation to reduce fear of crime.

- Police don't do anything about the issues.

- These things can go away and suddenly pop up again people come and go children go through stages as well.

- The lack of prevention, or intervention with perpetrators at the right time, allows the problem to perpetuate. Failure to challenge those responsible at the height of concern, and at the point when citizens feel most vulnerable only serves to intensify the sense of insecurity. It's a major contributor to the lack of confidence in policing.

- Received 'no parking' signs from community police which were very helpful.

- The issues are still happening.

Community Policing Survey 2023 – selected comments on what worked well and what could be improved

- They are working well.

- Community policing has worked very well.

- Communication.

- Not enough police. Hindered by lack of budget and recruitment.

- Attitude and civility of police officers needs to improve. Biased against unionist/loyalist community.

- The partnership approach has worked well, positive and performing relationships among community and statutory agencies continue to be developed. Adherence to commitments could be improved along with visibility and awareness of everyone's role.

- Follow ups could be improved.

- None, I cannot commend our Community Team highly enough for their support, advice and when required, supportive action.

- None. They are corrupt and incompetent. So far. One lives in hope of course.

- Time scales, now that the resources have decreased that almost immediate response is lost, which impacts on all of our working relationship.

- Better communication and engagement.

- Improved information re outcome.

- More visual police presence in rural areas.

- More PSNI on the street. Maybe the same workers because every time you see police it's someone different.

- Community engagement and joint delivery in services with other stats agencies.

- Most important thing is the relationship between local NPT officers and their community. Trust and confidence so important. The PCSP Community Safety wardens also do a highly professional job in building bridges with the community and reassuring victims of crime and those fearing crime.

- The PSNI have been wonderful and very proactive. We just need more joint working with other organisations instead of always in silos.

- I don't think anything has worked well because I'm not sure if anything has been done.

- Reporting to 101 has much improved.

- Local officers very good. Ringing 101 is an awful system, thankfully my local officers have provided their mobile numbers and are very good at keeping in contact with me.

- The neighbourhood team do interact well with our young people and try to attend our community meetings.

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For feedback on this publication please see:

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