

Technical Report

Annual Statistical Report
of the Police Ombudsman
for Northern Ireland
2012/13

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INTRODUCTION

This report summarises the technical and methodological details of data presented in the Annual Statistical Report of the Police Ombudsman for Northern Ireland 2012/13 (the Statistical Report). The Statistical Report was published in June 2013 and presents trends and patterns in complaints and allegations received by the Office of the Police Ombudsman for Northern Ireland. It also reports on trends in: equality monitoring; public attitudes to the Police Ombudsman; complainant satisfaction; and police officer satisfaction. This report was produced in accordance with the Code of Practice for Official Statistics, details of which can be found on the UK Statistics Authority website www.statisticsauthority.gov.uk.

The data sources used in the Statistical Report were administrative data from the Police Ombudsman Case Handling System (CHS) and survey data from the Equality Monitoring Survey, the Public Attitudes Survey, Complainant Satisfaction Survey and Police Officer Satisfaction Survey.

Table Notation

The percentages given in the Statistical Report have been rounded to the nearest whole number. The following symbols have been used:

- '0%': figure in cell is less than 0.5%
- '-': category not applicable

Percentages may not always add to 100% due to the effect of rounding. In some tables totals may also add up to more than 100%, as survey respondents may provide more than one response to particular questions.

Normally where a base number is smaller than 100 the frequency counts will be displayed in the table rather than percentages.

POLICE OMBUDSMAN CASE HANDLING SYSTEM

Tables 1 to 21 of the Annual Statistical Bulletin

Statistical information on complaints and allegations is derived from the CHS, an integrated and comprehensive ICT system that covers all key aspects of receiving and processing a complaint from receipt to closure, including the investigation process and final recommendations. The system captures data about the complainant, the complained against parties, the incident and allegations made. Data can be downloaded and exported to a number of commonly used software packages for analysis (Excel, Access, SPSS¹). In addition the Office uses the *DI Diver* reporting tool and the CHS has a number of management reports run directly from a menu on the system.

Data Use

The data are used to monitor and report on all aspects of the complaints handling process, including trends in patterns in complaints received and performance towards published targets. The data also allow for analysis of trends in complaints at Policing Area Command Unit level and of outcomes of the investigation of complaints.

Data Quality

CHS data quality is considered to be high. The system has been designed to limit the incidence of inaccurate data through the use of measures such as logical validation checks, drop down menus for data input and a minimum of free text input. The Police Ombudsman has a dedicated team who assure the quality of CHS content. All data input is completely auditable and allows for an effective quality control procedure to review and, where necessary, amend key data for the purposes of accurate reporting. When considered necessary, focused data cleansing exercises of key fields are also conducted. Additionally, complete audits of fields with small numbers associated are conducted.

¹ SPSS is a statistical software package developed for use by social scientists.

Corrections

As stated above, substantial validation and quality control procedures are in place to ensure that the data derived from CHS are of high quality. However, there is still a possibility of a small number of errors arising from data input, missing data, failure to update data and errors in communication. The Police Ombudsman estimates that the level of this error is so small that it has no impact on the quality of statistical reporting. However, where errors are identified, corrections are made to reports as soon as practicable. Further details are set out in the Police Ombudsman statement of revision and errors strategy .

Data Limitations

Because of the nature of some of the highly sensitive material handled by the Police Ombudsman in the investigation of cases, a small proportion of cases will have only limited information available on the CHS. On balance, the Police Ombudsman considers that the assurance of the privacy of the information and individuals associated with this small number of sensitive cases outweighs the need for full access to the data. In practice, the number of cases is so small that the restriction has no impact on the quality of statistical reporting. Additionally, as the CHS is a live system, allegations can be removed or added and data amended during the course of enquiries or investigations. Thus, all published statistics may be subject to future revision; however, this will have little impact on overall trends. Additional technical details and tables are available upon request.

EQUALITY MONITORING SURVEY

Tables 22 to 31 of the Annual Statistical Bulletin

The Police Ombudsman's Office is committed to fulfilling the obligations laid upon it by Section 75 of the Northern Ireland Act (1998) (the "equality duties"). To help achieve this, it conducts an equality monitoring survey (Appendix 1). A more detailed report for the 2012/13 survey will be published in XXX 2013. Detailed reports for previous surveys are available at www.policeombudsman.org.

Data Use

The data collected are used to monitor access to the service provided to the public by the Police Ombudsman's Office across the categories specified in Section 75 of the Northern Ireland Act 1998, and to report to the Equality Commission for Northern Ireland. The data may also be used to answer enquiries from the Northern Ireland Assembly, the Department of Justice, Parliament and the public.

Fieldwork Methodology

Each complainant is sent a confidential self-completion questionnaire, asking for information relevant to the nine categories specified in Section 75 (see Appendix). As the Office is committed to providing a service to all individuals and socio-economic groups within our society, it also asks a question on the additional category of employment status, which is considered to be a reliable indicator of economic deprivation.

On receipt of returned questionnaires, they are input on to the Office's CHS with the associated complaint data. Only the research staff who are directly involved in the processing of the equality data have access permissions to this data. Officers involved in the handling and investigation of the complaint do not, at any time, have access to the equality monitoring data. From 1 April 2012, where the complainant is a juvenile (i.e. under 18 years old), the

equality monitoring information is collected and reported upon as part of a separate focused survey.

In relation to complaints received between April 2008 and March 2013, the Office received back 4,183 completed questionnaires, representing a sample size of 26% of all complainants. Not all respondents completed all questions, resulting in response rates to each question ranging from 19% for the political opinion question to 25% for questions including ethnic origin and employment status.

Data Quality

Equality Monitoring Survey data are considered to be of high quality. Research staff input the data collected to the CHS and supervisors undertake a 10% data accuracy check. A minimal amount of data cleansing is required.

Corrections

There is a possibility of a small number of errors arising from data input, missing data, failure to update data and errors in communication. The Police Ombudsman estimates that the level of error is so small that it has no impact on the quality of statistical reporting. However, where identified, corrections are made to reports as soon as is practicable.

Data Limitations

Equality monitoring forms are issued to the vast majority of complainants. However, forms are not issued for: cases originating under Section 55 of the Police (NI) Act 1998; cases where it is impossible to identify the complainant (i.e. the Complaints Officer has recorded the complainant as anonymous); cases where the complainant's address is not recorded or where only an email address is available. In other cases the complainant contacts the Office to ask to be excluded from future surveys. Whilst Office staff aim to persuade the complainant by explaining the background to the survey, in some cases the complainant still wishes to be excluded and will therefore not be sent a monitoring form. From 1 April 2012, where the complainant is a juvenile (i.e.

under 18 years old), the equality monitoring information is collected and reported on as part of a separate focused survey.

Sampling Error

In general, all complainants are surveyed when their complaint is opened (see data limitations). This means that as a 'sample' was not extracted to survey complainants the sampling error was zero or minimal. However, as the survey did not yield 100% response rates, 'confidence limits' were calculated and used as a guide when reporting differences

Representativeness of sample

In any survey there is a possibility of non-response bias. Non-response bias arises if the characteristics of the non-respondents differ from those of respondents. Accurate estimates of non-response can be obtained by comparing the characteristics of the respondents to the equality monitoring survey with the distribution of the same characteristics among complainants generally. To assess how accurately the survey sample reflects complainants generally, the age and gender profile of the sample obtained was compared with the rest of the complainants (non-respondents).

Table 1 shows that in terms of age and gender, the profile of respondents was different to the profile of non-respondents. Women were more likely to respond to the survey than men and older women were more likely to respond than younger women, resulting in the achieved sample having an over-representation of older women. Older men were more likely to respond to the survey than younger men, with younger men therefore being under-represented in the achieved sample.

Table 1: Equality Monitoring Survey respondent profile compared with complainant profile

Gender	Age Group	Respondent Profile %	Complainant Profile %	All %
Female	>16	0	1	0
	16-17	1	1	1
	18-24	4	4	4
	25-34	6	6	6
	35-44	10	7	8
	45-54	8	5	6
	55-64	4	2	3
	65+	2	1	1
	Sub-total	34	25	29
Male	>16	0	3	2
	16-17	1	4	3
	18-24	10	17	14
	25-34	12	19	16
	35-44	16	15	15
	45-54	14	12	13
	55-64	8	4	6
	65+	5	1	3
	Sub-total	66	75	71
Total	>16	0	4	2
	16-17	1	5	3
	18-24	14	20	18
	25-34	18	24	22
	35-44	25	22	23
	45-54	22	17	19
	55-64	11	6	8
	65+	7	2	4
	Total	4146	5590	9736

PUBLIC ATTITUDES SURVEY

Tables 32 to 51 of the Annual Statistical Bulletin

As part of a programme of research, the Office has carried out annual surveys of public awareness of the police complaints system since October 2000. Questions were commissioned by the Police Ombudsman's Office for inclusion in an Omnibus Survey conducted by Northern Ireland Statistics and Research Agency in January/February each year (Appendix 2). A more detailed report for the January 2013 survey will be published in December 2013. Detailed reports for previous surveys are available at www.policeombudsman.org.

Data use

The data collected are used by the Office to monitor and evaluate the service the Office provides to the public and to assess how effective the Office's role is in improving policing in Northern Ireland. The data are also used by this Office to measure key performance indicators, whereby the Office aims to maintain:

- 'A level of 80% public awareness of the Office';
- 'A level of 80% awareness of the independence of the Police Ombudsman';
- 'A level of 80% confidence that the Police Ombudsman for Northern Ireland deals with complaints in an impartial way'; and
- 'A level of 80% perception of fair treatment by the Office.

The results from the survey are also used to ensure that the Office uses the appropriate methods of communication. For example, results of the survey prompted the use of new social media technologies. Results will also be used to gauge the effectiveness of this new approach.

Fieldwork methodology

The fieldwork took place for the January 2013 survey between 31 December and 02 February 2013. The survey sample was drawn from The Land and

Property Services Agency list of private addresses. This list was stratified into three regions (Belfast, East Northern Ireland and West Northern Ireland), and a random sample was drawn from each stratum. Interviewers called at each address on the list and randomly selected one person aged 16 or over living at the address for interview.

The total sample size for the January 2013 survey was 2,200 addresses. Interviews were achieved with 1,154 individuals, representing a response rate of 60% of the eligible sample. Weighting factors were applied to the data in relation to household size.

In order to optimize survey reliability, questions are included in the omnibus survey in the same months (January/February) each year.

Representativeness of sample

In any survey there is a possibility of non-response bias. Non-response bias arises if the characteristics of the non-respondents differ from those of respondents. Accurate estimates of non-response can be obtained by comparing the characteristics of the achieved sample with the distribution of the same characteristics in the population at the time of sampling. To assess how accurately the omnibus survey reflects the NI population the characteristics of the sample obtained were compared with the characteristics of the midyear 2011 population.

Table 2 shows that in 2013 the profile of respondents was similar to the profile of the NI population in terms of age and gender.

Table 2: Profile of population compared with respondent profile

	Profile as per mid year 2011 population estimates %	Jan 2013 NISRA Omnibus respondent profile %
Gender		
Male	49	48
Female	51	52
Age		
16-24	16	13
25-44	35	29
44-64	31	37
65+	19	21

Sampling error

No sample is likely to reflect precisely the characteristics of the population because of both sampling errors and non-sampling errors. Statistical tests of significance were applied directly to the data. Differences are reported where they have been found to be statistically significant at the 5% ($p < 0.05$) level of probability (two tailed). This means that for any observed result that is found to be statistically significant one can be 95% confident that this has not happened by chance.

SURVEY DATA: COMPLAINANT SATISFACTION SURVEY

Tables 52 to 56 of the Annual Statistical Bulletin

The Office surveys all complainants who had complaints closed by the Office in order to measure and understand their perceptions of the service they received (Appendix 3). Detailed results for previous surveys are available at www.policeombudsman.org.

Data use

The data collected are used by the Office to monitor and evaluate the service provided to complainants and to identify any issues that arise in a timely manner. The data are also used by the Office to measure performance against the key performance indicators whereby the Office aims to maintain:

- 'A level of 65% of complainants being satisfied or very satisfied with service received'; and
- 'A level of at least 70% of complainants willing to use the service again'².

The data may also be used to answer enquiries from the Northern Ireland Assembly, the Department of Justice, Parliament and the public.

The Office devised an action plan to address some aspects of service where complainants indicated lower levels of satisfaction than with other aspects. As part of the action plan staff within the Investigation Directorate are encouraged to make more personal contact with the complainant by way of updates and at the complaint closure stage.

Fieldwork methodology

When a complaint is closed the Research and Performance Directorate issues a confidential self-completion questionnaire with instructions and a return envelope to complainants. Forms are issued to within seven days of the

² As per Annual Business Plan 2012/13

start of the month. Once a form is returned, it is date stamped and the information is input into an SPSS file and saved.

In 2012/13, 2,896 questionnaires were issued to complainants who had a complaint closed between April 2012 and March 2013 and a total of 479 questionnaires were returned. This represents a response rate of 17%. A response rate was also calculated excluding complainants who did not co-operate with the complaints process and were therefore unlikely to return questionnaires. This response rate was 20%.

Representativeness of sample

In any survey there is a possibility of non-response bias. Non-response bias arises if the characteristics of the non-respondents differ from those respondents, in such a way that they are reflected in the responses given in the survey. Accurate estimates of non-response can be obtained by comparing the characteristics of the achieved sample with the distribution of the same characteristics in the population at the time of sampling.

To assess how accurately the complainant satisfaction survey reflects the complainant population, the characteristics of the sample obtained were compared with the characteristics of the total complainant population.

Table 3 shows that, in general, the profile of respondents was broadly similar to the profile of complainants in terms of gender although the data suggest that Catholics may be under-represented, whilst those with no religion over-represented among respondents. The data also suggest that younger complainants were under-represented and older complainants were over-represented among those who responded to the survey.

Table 3: Complainant profile compared with respondent profile

	Complainant profile 2012/13	Respondent Profile 2012/13
Gender		
Male	72	68
Female	29	32
Age		
16-24*	18	9
25-34	25	18
35-44	24	22
45-54	20	28
55-64	8	13
65+	4	12
Religious belief		
Catholic	41	35
Presbyterian	19	21
Church Of Ireland	15	11
Methodist	3	3
Other Christian	6	10
Other Religion	2	2
No Religion	14	19

* In April 2012 a separate survey was issued to complainants under 18. A small number of returns were received but these are not included in the satisfaction figures.

The recommendations arising from all complaints closed during 2012/13 were compared to the recommendations arising from complaints made by respondents to the satisfaction survey, to assess if there were any differences in terms of complaint outcome between the two groups. As might be expected, respondents to the complainant satisfaction survey were less likely to have a complaint closed due to 'non co-operation' than overall complainants who had a complaint closed during the time period (Table 4).

Table 4: Closure recommendations, 2012/13

Type of recommendation	All complaints	Survey respondents
Not Substantiated	39%	44%
Non co-operation by complainant	22%	9%
To PPS no Criminal Charges recommended	9%	7%
Informally/Locally Resolved	5%	11%
Recommended action	5%	6%
Substantiated - no action recommended	1%	1%
Other Recommendations	19%	22%

Sampling error

In general, all complainants are surveyed when their complaint is closed (see data limitations). This means that as a 'sample' was not extracted to survey complainants the sampling error was zero or minimal. However, as the survey did not yield 100% response rates and it was highly likely that non respondents' views would differ from respondents' views, 'confidence limits' were calculated and used as a guide when reporting differences.

No sample is likely to reflect precisely the characteristics of the population from which it is drawn because of both sampling error and non-sampling error. Statistical significance tests were applied directly to the data. Differences are reported where they have been found to be statistically significant at the 5% ($p < 0.05$) level of probability (two tailed).

Data quality

Questionnaires are issued to complainants who have had a complaint closed on CHS each month. OPONI staff carry out regular quality assurance reviews of data input into the CHS to ensure that the appropriate complaint closure details are recorded on the system correctly.

The survey forms are issued by Research staff following the closure of a complaint. Once the information from the forms has been transferred to an electronic file, approximately 10% of the data entries are validated by a supervisor on a regular basis. A minimal amount of data cleansing is required.

Data limitations

The Office recognises that whilst the response rate achieved for the survey is sufficient considering the use of the results, measures still need to be taken to improve response rates. As mentioned previously the Office has developed an action plan for taking forward the results of the survey. Part of this action plan aims to improve the overall response rates. Investigation Officers are now encouraged to make more personal contact with the complainant to encourage response to the questionnaire.

Questionnaires are normally issued to all complainants once their complaint is closed. However, in some cases forms are not issued, for example when it is impossible to identify the complainant (i.e. the Complaints Officer has recorded the complainant as anonymous), because the complainant's address is not recorded or if only an email address is available. Forms are also not issued in the following circumstances:

- Complaints which have been closed 'Duplicate' or 'Repetitive';
- Complaints where it is known that the complainant has died;
- Section 55 referrals or OPONI call ins (non complaint matters); and
- Complaints made by or on behalf of organisations.

Some complainants contact the Office to ask to be excluded from future surveys. Whilst Office staff aim to persuade them to participate by explaining the background to the survey, some still wish to be excluded.

SURVEY DATA: POLICE OFFICER SATISFACTION

Tables 57 to 62 of the Annual Statistical Bulletin

The Office surveys all police officers who were subject to investigation by the Police Ombudsman (Appendix 4). Detailed results for previous surveys are available at www.policeombudsman.org.

Data use

The data collected are used by the Office to monitor and evaluate the service provided to those police officers who have been subject to an investigation and to identify any issues that arise in a timely manner. This allows the Office to fulfil its statutory duty to secure the confidence of members of the police in the police complaints system.

The data are also used to measure performance against the key performance indicator whereby the Office maintains:

- 'A level of at least 65% of police officers subject to investigation to be satisfied with the service provided by the Office³.'

Data from the survey is also used by a working group which looks at how the Office can continue to improve its performance in relation to particular aspects of the investigation process e.g. the low level of satisfaction reported by police officers around frequency of updates and the time taken by the Office to investigate complaints.

The data may also be used to answer statistical enquiries from the Northern Ireland Assembly, the Department of Justice, Parliament and the public.

Fieldwork methodology

When a complaint is closed or when the investigation involving a particular officer is closed, the Investigating Officer issues a confidential self-completion questionnaire with instructions and a return envelope to the police officer

³ As per Annual Business plan 2012/13

subject to investigation (Appendix X). From April 2012 until March 2013 a total of 1,951 questionnaires were issued. By the end of April 2013, 327 questionnaires were returned, giving a response rate of 17%.

Representativeness of sample

It is not possible to compare the characteristics of the survey respondents with all officers who attracted complaints and were subject to investigation, as forms were returned to the Office anonymously.

Data Quality

Once a form is returned to the Research and Performance Directorate of the Office, it is date stamped, given a unique sequential number for filing purposes and the information is input into a SPSS document and saved. Only staff who are directly involved in the processing of the data have data access permissions. Officers involved in the handling and investigation of the complaint do not, at any time, have access to the data. The database is analysed using a combination of Microsoft Excel and SPSS packages.

Whilst the survey forms are issued by the Investigating Officers, research staff carry out regular quality assurance reviews of data input into the CHS, including ensuring that the accurate police officer details are recorded and that Satisfaction Survey forms are issued to the appropriate police officers in a timely manner.

After forms are returned and information input to the SPSS file, approximately 10% of the data entries are validated to ensure transfer of the information is accurate.

Data Limitations

In some cases forms are not issued, for example, to retired officers, to officers who have left the service for other reasons, to officers who are currently on sick or long-term leave or to officers who have been suspended from the police service.

The Police Federation⁴ agreed to support the survey on the condition that all police officer satisfaction questionnaires would be returned anonymously. This means that it is not possible to issue reminders to police officers in order to increase the overall response rate. This also means that it is not possible to carry out further analysis e.g. satisfaction levels by rank or by gender.

⁴ The Police Federation (PFNI) is a representative body similar to a trade union representing PSNI officers of all ranks from Constable to Chief Inspector.

Appendix

Equality Monitoring Questionnaire

COMPLAINANT MONITORING FORM

IN CONFIDENCE

This form asks you to supply some information about yourself. We are asking you for this information because by law the Police Ombudsman has to look at trends in complaints against the police. Your help in supplying this information is very much appreciated.

If you are under 18 years of age you may have received this form in error. If so, please contact us on (028) 9056 9905.

1. AGE
How old are you?

2. GENDER
Please tick one box:
Male Female

3. MARITAL STATUS
Please tick one box:
Single (never married or in a civil partnership) Married Divorced
Separated (but still married or in a civil partnership) Widowed In a civil partnership
Surviving partner from civil partnership Dissolved civil partnership

4. EMPLOYMENT STATUS
Please state your MAIN occupation/status:
Looking after home and/or family Student
Not working because you are permanently sick Unemployed
Retired Working full-time
Self employed Working part-time
Other (Please State)

5. RELIGIOUS BELIEF
Please tick one box:
Catholic Methodist Church of Ireland Presbyterian No Religion
Other Christian (Please State)
Other Religious Belief (Please State)

PLEASE TURN OVER



6. RACE

Please tick one box.

Bangladeshi	<input type="checkbox"/>	Indian	<input type="checkbox"/>	Other (Please State)	<input type="text"/>
Black African	<input type="checkbox"/>	Irish Travelling Community	<input type="checkbox"/>		<input type="text"/>
Black Caribbean	<input type="checkbox"/>	Mixed Ethnic Group	<input type="checkbox"/>		<input type="text"/>
Black Other	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>		<input type="text"/>
Chinese	<input type="checkbox"/>	White	<input type="checkbox"/>		<input type="text"/>

7. PLACE OF BIRTH

Please tick one box.

Northern Ireland	<input type="checkbox"/>	England	<input type="checkbox"/>	Scotland	<input type="checkbox"/>	Wales	<input type="checkbox"/>	Republic of Ireland	<input type="checkbox"/>
Other EU Country (Please State)	<input type="text"/>	Other Country (Please State)	<input type="text"/>						

8. DISABILITY

The Disability Discrimination Act (1995) defines disability as "a physical or mental impairment which has a substantial and adverse effect on a person's ability to carry out normal day to day activities". In these terms, do you consider yourself to be disabled?

Yes No

If 'Yes', please state the nature of your disability.

9. SEXUAL ORIENTATION

Please tick one box.

Heterosexual (straight)	<input type="checkbox"/>	Homosexual (gay/lesbian)	<input type="checkbox"/>
Bi-sexual	<input type="checkbox"/>	I do not wish to answer this question	<input type="checkbox"/>

10. DEPENDANTS

Do you have personal responsibility for the care of ...? (tick each box that applies to your circumstances)

A child or children A person with a disability A dependent elderly person

Another dependent person – please provide details

None of the above

11. POLITICAL OPINION

Please indicate from the list below the political party that best represents your current political opinion.

The Alliance Party The Democratic Unionist Party (DUP)

Sinn Féin The Social Democratic & Labour Party (SDLP)

The Ulster Unionist Party (UUP) No Political Party

I do not wish to answer this question Other (Please State)

Thank you for completing this form

Survey questions

1. Has a police officer ever behaved towards you in a way that you thought was unacceptable?

Yes – once or twice

Yes – more than once or twice

No

Don't know/refused/no answer

2. (If yes at 1) Thinking about the most recent incident, what did the police officer do that you thought was unacceptable?

The officer was violent towards you (for example, pushed or struck you)

The officer was disrespectful or impolite to you

The officer swore at you

The officer used sectarian, racist or sexist language when dealing with you

The officer didn't do his/her duty properly (for example, by not investigating the crime properly or not responding to a call)

The officer harassed you

The officer didn't follow proper procedures

The officer stopped or searched you without reason

The officer searched your house without reason

The officer said you had done something you hadn't

The officer took an item of your property

The officer discriminated against you (for example, because of your race, gender, age or religion)

Other (please specify)

Don't know/refused/no answer

3. (If yes at 1) Thinking again about the most recent incident, did you make a complaint about this?

Yes

No

Don't know/refused/no answer

4. (If no at 3) What was the main reason you didn't make a complaint about this?

Felt it would not be taken seriously
Felt nothing would be done about it
Incident was not serious enough
Couldn't be bothered
Scared of police reprisals
Didn't want to make trouble for the police
Forgot
Didn't know how to complain about police behaviour
Other (please specify)
Don't know/refused/no answer

5. If you wanted to make a complaint against the police, were you would you go first of all? (code one only)

Local police station
Solicitor
The Police Ombudsman
The Chief Constable of the PSNI
Your MP/MLA
A local politician (for example, councillor)
The Citizen's Advice Bureau
The Policing Board
Wouldn't make a complaint
Other (please specify)

6. What was the MAIN reason why you did not go to the Police Ombudsman first of all?

Did not know you could make a complaint directly to the Police Ombudsman
It was more convenient to go to one of the places just mentioned
I was advised to make my complaint elsewhere
Other

7. Have you heard of the Police Ombudsman for Northern Ireland?

Yes
No

8. (If yes at 7) How did you hear of the Police Ombudsman for Northern Ireland? (code all that apply)

Television

Radio

Newspaper/Magazine

Through work

Word of mouth

Friends/Family

Website

You tube

Twitter

Leaflets

Posters

Attended a presentation about the Police Ombudsman

Other (please specify)

9. (If yes at 7) Do you think the Police Ombudsman for Northern Ireland is part of the police or independent of the police?

Part of the police

Independent of the police

Don't know/refused/no answer

10. (If yes at 7) How confident are you that the Police Ombudsman deals with complaints against the police in an impartial way?

Very confident

Fairly confident

Not very confident

Not at all confident

Don't know/refused/no answer

11. (If yes at 7) If you needed to contact the Office of the Police Ombudsman where would you go to find the relevant contact details?

Telephone directory

Internet

Call personally at the Office of the Police Ombudsman

Directory enquiries

Advice agency

Political representative

Legal representative

Police station

Community association

Other

Don't know/refused/no answer

12. (If yes at 7) If you were to make a complaint against a police officer to the Police Ombudsman, do you think that you would be treated fairly?

Yes

No

Don't know/refused/no answer

13. (If yes at 7) If you made a complaint against a police officer, do you think the police officer would be treated fairly?

Yes

No

Don't know/refused/no answer

14. (If no at 12 or 13) Do you think the Police Ombudsman treats the person making the complaint better or the police officer being complained about better?

Treats the person making the complaint much better

Treats the person making the complaint slightly better

Treats the police officer being complained about slightly better

Treats the police officer being complained about much better

Don't know/refused/no answer

15. (If yes at 7) Do you think the Police Ombudsman for Northern Ireland will help ensure that the police do a good job?

Yes

No

Don't know/refused/no answer

16. (If yes at 15) In what way do you think the police will do a good job because of the Police Ombudsman?

The police will be more polite

The police will attend to incidents more quickly

The police will treat all communities in Northern Ireland more impartially

The police will investigate crime better

The police will use less physical force

The police will patrol more

The police will give less cause for complaints from the public

Other (please specify)

Don't know/refused/no answer

Complainant Satisfaction Questionnaire

COMPLAINANT SATISFACTION FORM

IN CONFIDENCE

You made a complaint about the police to the Office of the Police Ombudsman for Northern Ireland. We are interested in how well you think the Office dealt with your complaint, and would be grateful if you could take a few minutes to complete this form.

1. DID YOU AT ANY TIME SPEAK TO THE STAFF FROM THE POLICE OMBUDSMAN'S OFFICE?

Please tick the appropriate box.

Yes (Please go to Question 2)

No (Please go to Question 3)

2a. IF YOU DID SPEAK TO STAFF FROM THE OFFICE, HOW DID THEY SEEM TO YOU?

Please tick the appropriate box.

	Yes	No
The staff were polite	<input type="checkbox"/>	<input type="checkbox"/>
The staff were friendly	<input type="checkbox"/>	<input type="checkbox"/>
The staff were knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>
The staff were patient	<input type="checkbox"/>	<input type="checkbox"/>
The staff were easy to understand	<input type="checkbox"/>	<input type="checkbox"/>
The staff were professional	<input type="checkbox"/>	<input type="checkbox"/>
The staff were impartial	<input type="checkbox"/>	<input type="checkbox"/>

2b. HOW DID THE STAFF SEEM TO YOU?

The staff were not interested	<input type="checkbox"/>	<input type="checkbox"/>
The staff were rude	<input type="checkbox"/>	<input type="checkbox"/>
The staff were in a hurry or rushed	<input type="checkbox"/>	<input type="checkbox"/>

3. OVERALL, DO YOU THINK YOU WERE TREATED FAIRLY BY THE OFFICE?

Please tick the appropriate box.

Yes (Please go to Question 5)

No (Please go to Question 4)

4. IF YOU THINK YOU WERE NOT TREATED FAIRLY BY THE OFFICE PLEASE SAY WHY.

PLEASE TURN OVER

5. HOW SATISFIED OR DISSATISFIED WERE YOU WITH EACH OF THE FOLLOWING ASPECTS?
Please tick the appropriate box on each row.

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	COMPLAINT ONGOING
If you made your complaint directly to the Office the advice given to you at this time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The length of time it took for the Office to reply to you after you first reported the incident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The seriousness with which the Office treated your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
How clearly the complaint process was explained to you by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
How often you were told about the progress of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
How easy it was to understand letters written to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The outcome of your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall time it took to resolve your complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. IF YOU HAD A NEW COMPLAINT ABOUT THE POLICE, WOULD YOU USE THE COMPLAINTS SYSTEM AGAIN?
Please tick the appropriate box.

Yes No

7. OVERALL, TAKING EVERYTHING INTO ACCOUNT
Please tick the appropriate box.

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
How satisfied or dissatisfied were you with the service you received from the Police Ombudsman's Office?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. IN YOUR OPINION ARE THERE ANY MEASURES THE OFFICE OF THE POLICE OMBUDSMAN COULD TAKE TO IMPROVE ITS SERVICE TO THE PUBLIC?

Thank you for completing this form

Police Officer Satisfaction Questionnaire

POLICE OFFICER SATISFACTION FORM

A Police Ombudsman investigation arising from a complaint by a member of the public (or non-complaint referral), in which you were identified as a member concerned, has recently been closed by this Office. We are now interested in how well you consider this Office dealt with the matter and would be grateful if you would take a few minutes to complete and return the form.

1. DID YOU SPEAK TO AN INVESTIGATING OFFICER FROM THIS OFFICE?

Yes (Please go to Question 2) No (Please go to Question 3)

2a. WHEN YOU SPOKE TO THE INVESTIGATING OFFICER FROM THIS OFFICE DID YOU FIND THE OFFICER:

Please tick the appropriate box.

	Yes	No
Polite?	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable?	<input type="checkbox"/>	<input type="checkbox"/>
Patient?	<input type="checkbox"/>	<input type="checkbox"/>
Acted impartially?	<input type="checkbox"/>	<input type="checkbox"/>
Acted professionally?	<input type="checkbox"/>	<input type="checkbox"/>

2b. DID YOU FIND THE INVESTIGATING OFFICER:

Not interested?	<input type="checkbox"/>	<input type="checkbox"/>
Rude?	<input type="checkbox"/>	<input type="checkbox"/>
Was in a rush?	<input type="checkbox"/>	<input type="checkbox"/>

3. OVERALL, DO YOU THINK YOU WERE TREATED FAIRLY BY THIS OFFICE?

Please tick the appropriate box.

Yes (Please go to Question 5) No (Please go to Question 4)

4. IF YOU THINK YOU WERE NOT TREATED FAIRLY BY THIS OFFICE PLEASE SAY IN WHAT WAY YOU WERE TREATED UNFAIRLY

PLEASE TURN OVER

5. HOW SATISFIED OR DISSATISFIED WERE YOU WITH EACH OF THE FOLLOWING ASPECTS?

Please tick the appropriate box on each row.

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE
The explanation of the process given to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The frequency with which you were updated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The manner in which you were received if you visited the Office of the Police Ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The manner you were dealt with during interview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time it took to investigate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The outcome of the investigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The quality of documentation received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6. TAKING EVERYTHING INTO ACCOUNT

Please tick the appropriate box.

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
How satisfied or dissatisfied were you with the overall service you received from the Office of the Police Ombudsman?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. HOW CONFIDENT ARE YOU THAT THE POLICE OMBUDSMAN DEALS WITH COMPLAINTS AGAINST THE POLICE IN AN IMPARTIAL WAY?

Please tick the appropriate box.

	VERY CONFIDENT	FAIRLY CONFIDENT	NOT VERY CONFIDENT	NOT AT ALL CONFIDENT
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. DO YOU FEEL THE POLICE COMPLAINTS SYSTEM MAKES THE POLICE MORE ACCOUNTABLE?

Please tick the appropriate box.

Yes No

9. IN YOUR OPINION ARE THERE ANY MEASURES THE OFFICE OF THE POLICE OMBUDSMAN COULD TAKE TO IMPROVE ITS SERVICE TO POLICE OFFICERS?

The information contained in this form is strictly confidential and will not be attributed to any individual. It will be used solely for statistical purposes and to contribute to improving the service provided.

Additional copies of this and other publications are available from:

Research and Performance Directorate
Police Ombudsman for Northern Ireland
Witness Appeal Line: 0800 0327 880
Email: research@policeombudsman.org

These publications and other information about the work of the Police Ombudsman for Northern Ireland are also available on the Internet at:

Website: www.policeombudsman.org

Additional copies of this and other publications are available from:

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INVESTOR IN PEOPLE