



An Garda Síochána

Public Attitudes Survey

Garda.ie

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Executive Summary

The Public Attitudes Survey examines people's opinions on crime and policing related matters.

The survey is of 6,000 respondents that are nationally representative of the population on the basis of age, gender, social class and nationality. The survey took place during 2015. Issues covered include:

Perceptions of crime (nationally and locally).
Satisfaction levels amongst victims of crime.
Satisfaction levels amongst all respondents on the policing service provided to their local community.
What crime type respondents would like An Garda Síochána to prioritise.
Trust in An Garda Síochána.
Perceptions of the capability and effectiveness of the organisation.

When asked about crime nationally, the majority of respondents believed it was a serious problem. However, when asked about their local area, they did not consider it to be a serious problem.

- ▶ When asked about crime nationally, 31 per cent of respondents stated that it was a very serious problem, 45 per cent a serious problem, 19 per cent something of a problem and 2 per cent stated that it was not a problem.
- ▶ When respondents were asked about crime in their local area there was a drop in how serious they viewed crime problems. Seven per cent regarded it as a very serious problem, 24 per cent a serious problem, 46 per cent something of a problem and 21 per cent stated that it was not a problem.



Eleven per cent of respondents had been a victim of crime in the last 12 months. The majority of victims were satisfied with how the incidents were handled; however, there was also a significant minority that were not.

- ▶ There were 682 victims of crime, representing a victimisation rate of 11 per cent for the sample as a whole.
- ▶ The key crimes experienced were burglary (by 25% of respondents), criminal damage (19%), assaults (9%), theft of bikes (9%) and other thefts (8%).
- ▶ Not everyone who was a victim of crime reported this to the Gardaí. Of the 682 victims of crime, 174 (or 26% of the victims) did not report the incident. The key reasons for not reporting a crime were that respondents believed that the Gardaí could not do anything, that they would not do anything or that the incident was not serious enough to report.
- ▶ When victims of crime were asked to describe the handling of the crime incident by An Garda Síochána the majority were satisfied (57%). However, 41 per cent were dissatisfied.
- ▶ The majority of respondents were also satisfied with the service they received in terms of Gardaí responding quickly to the incident, being given the investigating Garda's name and contact at the local Garda station. However, only a minority of respondents recalled receiving a crime/PULSE number (34%) and information on victims helplines/services (33%).
- ▶ Victims of crime were more likely to see crime as a serious issue locally compared to non-victims.

Overall, respondents were satisfied or very satisfied with the service An Garda Síochána provides to the local community.

- ▶ Seventy per cent of respondents were satisfied with the service provided to their local community. Twenty three per cent were dissatisfied with the service provided.
- ▶ Perceptions of crime were associated with satisfaction with the service provided to the local community. As perceptions of the crime situation improved, with more respondents stating that it was not a problem, there was also an increase in satisfaction with the service provided to the local community.
- ▶ Victims of crime were relatively less satisfied with the service provided to the local community than non-victims of crime.

Respondents would like An Garda Síochána to focus on crime against the person more so than other crime types.

- ▶ Respondents stated that they would like An Garda Síochána to focus on crimes against the person (sexual assaults, weapons, human trafficking and assaults) more so than crimes against property.
- ▶ When respondents were asked to consider the crimes that were 'low priority crimes' the ones that featured most prominently were Public Order (16% of respondents), Traffic Offences (6%) and Criminal Damage (4%).
- ▶ Sexual offences were identified as the main priority across all age groups and social classes.
- ▶ Both victims of crime and non-victims of crime identified sexual offences as their top priority for An Garda Síochána to focus on.
- ▶ Being a victim of a crime (in the case of our analysis - burglary and criminal damage) does not seem to impact on its priority being increased.

Respondents had significant levels of medium to high trust in An Garda Síochána.

- ▶ Eighty five per cent of respondents had a medium to high level of trust.
- ▶ Trust was associated with perceptions of crime. Increases in trust levels were matched with reductions in the perception of crime as a problem.
- ▶ Victimisation reduced the levels of trust in An Garda Síochána, with victims of crime having lower levels than non-victims of crime.
- ▶ There was an association between trust and satisfaction with service provided to the local community. Levels of satisfaction and trust both increased at the same time.

Respondents had a positive view of the organisation in terms of it being friendly, helpful, community focused, effective in tackling crime and progressive. However the majority of respondents disagreed that An Garda Síochána provides a world class service or is well managed.

- ▶ Most respondents agreed that members of An Garda Síochána are 'friendly or helpful' (81 per cent of respondents), that the Gardaí are 'community focused' (61%), 'modern or progressive' (59%) and 'effective in tackling crime' (57%). For the last three groupings around one third of respondents disagreed with the statement.
- ▶ A minority of respondents stated that An Garda Síochána 'provide a world class police service' (38%) or that it was 'well managed' (47%).
- ▶ There was an association between perceptions of crime and respondents' views on the organisation. As perception of crime decreased then the levels of agreement with the above statements increased.
- ▶ Generally, victims of crime had lower levels of agreement than those who had not been victims of crime. The most significant differences in levels of agreement were around being community focused and effective in tackling crime.
- ▶ Satisfaction with service provision to the local community was associated with levels of agreement in the six statements.
- ▶ Trust was also associated with the six statements. Trust levels and agreement with the six statements both increased at the same time.

Introduction

A new attitudes survey for An Garda Síochána

An Garda Síochána has undertaken large scale surveys of public attitudes through the Garda Public Attitudes Survey. In 2002, 2005, 2006, and 2008 there were surveys comprising of a sample of 10,000 respondents, with the sample structured in such a way that there were 400 respondents in each of the 25 Garda divisions. There were also additional surveys conducted in 2003 and 2004 based on a smaller sample of 1,000 respondents.

These surveys covered a range of issues including:

- ▶ Satisfaction with overall Garda service to the community.
- ▶ Crime victimisation.
- ▶ Satisfaction with overall contact with Gardaí.
- ▶ Garda visibility.
- ▶ How good a job Gardaí were doing in the locality.
- ▶ The public's policing priorities.
- ▶ Relationship between the Gardaí and the community.
- ▶ Feelings of safety and fear of crime.

After the 2008 report the Public Attitudes Survey was discontinued. However, in 2014 a new survey was started to measure public attitudes. This would, however, be somewhat different to the previous Garda Attitudes Survey:

- ▶ The new Attitudes Survey is designed to run on a continuous basis (it is literally always surveying the population) and reports internally on a quarterly basis and will publish yearly figures. The previous survey sampled for a set time period. The advantage of running on a quarterly basis is that it provides more up-to-date information on key metrics for Garda management. It can also be used to quickly explore topical issues, again providing Garda management with up-to-date information.
- ▶ The sample is 6,000 respondents annually as opposed to 10,000 in previous surveys. However, the sample is still nationally representative. As noted above, the survey is run on a quarterly basis with the 6,000 annual sample made up of 4 sweeps of 1,500 respondents during calendar quarters.
- ▶ It is designed to give results at a regional level compared to the previous survey which was designed to give some high level results at a divisional level.
- ▶ The new Attitudes Survey also asks a more limited range of questions.

How is the new Public Attitudes Survey conducted?

The survey is undertaken by Amárach Research who were commissioned following a competitive public tendering process. The questionnaire was designed in consultation between An Garda Síochána and Amárach Research. Questions were tested prior to their final inclusion in the survey. The survey was piloted in early October 2014 and finalised later in the same month.

The final questionnaire covered a range of areas including:

- ▶ Respondents' perceptions of how much a problem crime was nationally and in their own local communities.
- ▶ If the respondent was a victim of crime and how satisfied they were with the service provided by An Garda Síochána.
- ▶ For all respondents, the question was asked how satisfied they were with the service provided to local communities by An Garda Síochána.
- ▶ What respondents felt the policing priorities should be for An Garda Síochána.
- ▶ Respondents' trust in An Garda Síochána.
- ▶ Respondents' general perceptions of the organisation.

In addition, the questionnaire also included questions to capture a wide range of demographic information.

The sample is of adults aged 18 and over and is designed to be nationally representative. Quota controls are in place to ensure that the sample is representative of the population in terms of gender, age, social class, religion and nationality. The sample is also weighted when analysis is conducted to ensure that it is in line with the national population. Table 1 on the next page provides a breakdown of the sample.

The new Attitudes Survey is designed to run on a continuous basis and reports internally on a quarterly basis and will publish yearly figures.

Table 1: Sample profile

Sex	Age	Social Class	Region
Male 49%	65+ 15%	AB 13%	Dublin 28%
Female 51%	55-64 14%	C1 28%	Rest of Leinster 28%
	45-54 17%	C2 21%	Munster 27%
	35-44 20%	DE 31%	Connaught/Ulster 17%
	25-34 22%	F 7%	
	18-24 12%		
Area	Nationality	Ethnicity	Religion
Urban 63%	Irish 87%	White Irish 87%	Roman Catholic 82%
Rural 37%	UK 3%	Other White 10%	Church of Ireland 2%
	Polish 3%	Other Asian 1%	Islam 1%
	Lithuanian 1%	Other 2%	Other 3%
	Indian 1%		No Religion 11%
	Other 4%		Refused 1%

There are a total of 200 sampling points. These have been selected from a database of around 3,500 District Electoral Divisions/Wards. In reality not all of the sampling points are used at one time. Fifty points are sampled each month and each sampling point is visited three times during the year (as highlighted above, the survey runs to produce internal quarterly data and the rotating sampling points reduce the effect of sampling error).

The sampling points are stratified in line with the population distribution using the following categories:

- ▶ The cities and suburbs of Dublin, Cork, Limerick, Waterford and Galway.
- ▶ Towns with a population of 10,000 but not a city or suburb.
- ▶ Towns with a population of 5,000 to 9,999.
- ▶ Towns with a population of 1,500 to 4,999.
- ▶ Areas with a population of less than 1,499.

Potential respondents are selected using a random walk approach (i.e. interviewers select a start point and then approach every house at set intervals - or one quarter mile in rural areas – until an eligible respondent is secured). The survey is done by means of a face-to-face interview. The survey takes place in the respondent's home. Interviews are conducted throughout the day (there are two shifts of interviewers deployed between 10am and 2pm and then between 2pm and 8pm) to ensure an even spread of interviews are achieved across all groups.

For the purpose of this report, the sample period is 2015. It should be noted that during this period there was a change in how data was collected. In the early part of the survey

responses were captured through Computer Assisted Personal Interviewing. Between April and May 2015 data collection migrated from laptop to tablet.

Interpreting tables and figures

Low sample sizes can provide unreliable findings and there are also issues of confidentiality. As such, any cell size with fewer than 30 weighted respondents will be represented by a line (-). However, it should be noted percentages for those cell sizes greater than 30 are based on total number of responses for that column. There are also several tables in this report that examine change over time. Any changes over time are measured for statistical significance. This is done at the five per cent level with statistically significant changes marked on the tables with an asterisk (*). Finally not all columns where percentages are used will add up to 100 per cent. This is because of the rounding of figures.

Because this is a survey of a random sample of the population we have to accept that there will be some margin of error. This has been calculated at +/- 1.1 per cent for the full sample of 6,000 respondents. What this basically means is that when we are reporting figures for the sample as a whole, for argument's sake noting that 80 per cent of respondents agree with a statement, the true value will sit between 78.9 per cent and 81.1 per cent. It is important to note that as analysis is done on smaller proportions of the sample the margin of error increases. This should be taken into account when examining smaller sample sizes (for example, victims of crime).

The tables use a breakdown of social class as used by market research companies. For ease of interpretation, the definition of these social classes is set out in the table on the next page. The tables also break down responses by geographical

areas, including city, other urban and rural. City areas are city boroughs, 'other urban' is any area with a population between 1,500 and 10,000 and rural areas have populations of less than 1,500. The survey also asks respondents about how close their local Garda station is – the answer is based on respondents' estimates.

Table 2: Definitions of social class groupings

Social Class	Description
A	Higher managerial, professional.
B	Intermediate managerial, professional, accountant.
C1	Supervisory or clerical, junior manager, Nurse, Teacher, sales representative, shop owner. Student.
C2	Skilled manual worker (e.g. Skilled Bricklayer, Carpenter, Plumber, Painter, Bus, Ambulance Driver, HGV driver, AA patrolman, publican), Hairdressers, fitter
D	Semi or unskilled manual work (e.g. Manual workers, all apprentices to be skilled trades, Caretaker, Park keeper, non-HGV driver, shop assistant), Postman, Barber, taxi driver, Bartender. Casual worker (not in permanent employment)
E	Housewife/homemaker. Retired and living on state pension. Unemployed or not working due to long term illness. Full time carer of other household member
F	Farmer

Structure of the report

This report is broken down into the following sections:

- ▶ It starts by looking at respondents' perceptions of crime in Ireland and in their local area. How serious a problem do they regard it to be?
- ▶ It goes on to look at the experiences of victims of crime. In particular, what type of victimisation they experienced, if they reported the crime to the Gardaí (and if not why not) and their satisfaction with how Gardaí dealt with the incident.
- ▶ It then expands to look at satisfaction levels of all respondents in terms of the service provided to the local community.
- ▶ The survey then examines what the public's priorities are – what do they want An Garda Síochána to focus on?
- ▶ The final section examines the levels of trust in An Garda Síochána as well as their views on the organisation's capability and effectiveness.

Future developments

There will be some further developments and additional work for 2016:

- ▶ The 2016 survey will be carrying two additional questions. Firstly, a question on police visibility, looking at whether people feel that local police patrol their area regularly. Secondly, questions on respondents' fear of crime and how it impacts on their quality of life.
- ▶ The Public Attitudes Survey gives us respondents' views on a range of issues. However, the questionnaire format is not always suitable to drill down and assess what underpins a respondent's answers or respondents' answers. As such, further qualitative work will be undertaken. This will focus on understanding what informs respondents' experiences.
- ▶ The nature of surveys means that it is difficult to make assertions in relation to smaller groups, for example minority ethnic groups. Options will be explored to gather perceptions and experiences of minority ethnic groups.

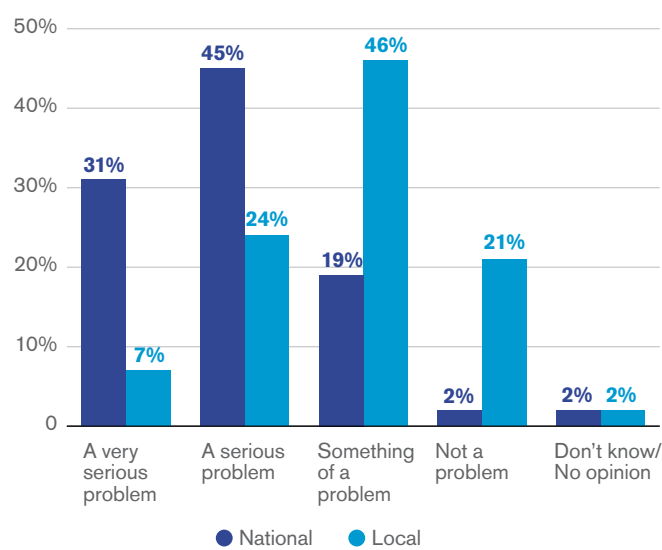
Perceptions of Crime in Ireland

The survey asked respondents how seriously they viewed crime in Ireland. Two questions were asked. Firstly, how serious a problem did they feel crime was nationally? Secondly, how serious a problem did they feel crime was in their local area?

Perceptions of crime in Ireland: national and local

Respondents were asked for their views on how serious a problem crime was in Ireland. Overall, 31 per cent of respondents stated that crime was a very serious problem, 45 per cent a serious problem, 19 per cent something of a problem and 2 per cent stated that it was not a problem (see figure 1). When respondents were asked about crime in their local area there was a drop in how serious they viewed crime problems. Overall, 7 per cent regarded it as a very serious problem, 24 per cent a serious problem, 46 per cent something of a problem and 21 per cent stated that it was not a problem.

Figure 1: Perceptions of crime in Ireland



As noted in the introduction, the survey runs on a quarterly basis, which allows change over time to be measured. Table 3 looks at changes in perceptions of crime in Ireland by quarter. Over the period as a whole, there was a statistically significant increase in perceptions of crime as a very serious problem and a drop in those who stated it was something of a problem. There were no significant changes between Q1 and Q4 for the other groupings. Table 4 examines changes in the perception of crime by local area. Compared to the national picture there is relative stability in respondents' perceptions of crime locally.

Table 3: Changes in perceptions of crime in Ireland by quarter

	Q1	Q2	Q3	Q4	Statistically significant
A very serious problem	27%	31%	32%	35%	*
A serious problem	44%	46%	47%	43%	
Something of a problem	23%	19%	17%	18%	*
Not a problem	2%	2%	2%	2%	
Don't know/No opinion	4%	1%	2%	2%	

* Denotes a statistically significant change

Table 4: Changes in perceptions of crime in local area by quarter

	Q1	Q2	Q3	Q4	Statistically significant
A very serious problem	6%	7%	7%	7%	
A serious problem	22%	25%	25%	24%	
Something of a problem	48%	43%	45%	47%	
Not a problem	20%	23%	22%	21%	
Don't know/No opinion	3%	2%	2%	2%	

* Denotes a statistically significant change

Perceptions of crime in Ireland by socio-economic groupings and area

The Attitudes Survey also carries a range of demographic information that can be used to further investigate perceptions. Table 5 provides a breakdown of responses by sex, age, social class and nationality. This shows that:

- ▶ **Sex:** women were relatively more likely than men to view crime as a problem in Ireland. Seventy-nine per cent of women respondents stated that crime was a problem compared to 74 per cent of men.
- ▶ **Age:** as age increases respondents were more likely to say that crime is a problem nationally. For example, of those aged 65 and over, 84 per cent reported that crime was a problem in Ireland compared to 65 per cent of those aged 18 to 24.
- ▶ **Social class:** respondents from social class AB were least likely to say that crime was a problem in Ireland whilst respondents from social class F were most likely to state this (70% compared to 86% respectively).
- ▶ **Nationality:** Irish nationals were more likely to view crime as a very serious problem than Non-Irish nationals.

Table 5: Perceptions of crime in Ireland by socio-economic groupings

	Sex		Age						Social class					Nationality	
	Male	Female	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
A very serious problem	29%	34%	18%	25%	29%	33%	42%	44%	24%	28%	32%	36%	40%	34%	17%
A serious problem	45%	45%	47%	45%	48%	46%	43%	40%	46%	47%	46%	43%	46%	45%	42%
Something of a problem	21%	18%	27%	24%	19%	18%	13%	13%	27%	22%	19%	16%	14%	18%	29%
Not a problem	2%	1%	-	3%	-	-	-	-	-	2%	-	2%	-	1%	7%
Don't know/No reply	2%	2%	4%	3%	-	-	-	-	-	2%	-	3%	-	2%	6%

Table 6: Perceptions of crime in Ireland by area

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other urban	Rural	Less than 1 Km	1-3 Kms	3-5 Kms	5-10 Kms	10+ Kms
A very serious problem	20%	36%	40%	28%	24%	36%	36%	32%	31%	32%	34%	37%
A serious problem	42%	46%	44%	50%	42%	46%	47%	44%	45%	46%	46%	44%
Something of a problem	30%	15%	13%	19%	27%	15%	15%	20%	20%	18%	18%	16%
Not a problem	3%	-	-	-	3%	2%	-	-	2%	-	-	-
Don't know/No reply	5%	-	-	-	4%	-	1%	-	2%	3%	-	-

Table 7: Perceptions of crime locally by socio-economic groupings

	Sex		Age						Social class					Nationality	
	Male	Female	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
A very serious problem	6%	7%	4%	6%	7%	7%	8%	8%	6%	6%	7%	8%	9%	7%	5%
A serious problem	23%	25%	20%	22%	25%	26%	25%	24%	21%	25%	22%	25%	25%	25%	19%
Something of a problem	47%	45%	49%	44%	44%	47%	47%	46%	50%	46%	47%	43%	45%	46%	41%
Not a problem	22%	21%	24%	25%	21%	19%	18%	21%	21%	21%	23%	21%	22%	20%	30%
Don't know/No reply	2%	3%	-	3%	3%	-	-	-	-	3%	-	2%	-	2%	4%

Table 8: Perceptions of crime locally by area

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other urban	Rural	Less than 1 Km	1-3 Kms	3-5 Kms	5-10 Kms	10+ Kms
A very serious problem	6%	9%	7%	4%	7%	8%	6%	8%	7%	7%	4%	5%
A serious problem	24%	29%	24%	16%	23%	26%	23%	23%	27%	25%	21%	13%
Something of a problem	49%	42%	46%	47%	48%	45%	44%	45%	45%	46%	49%	43%
Not a problem	17%	19%	22%	32%	18%	20%	25%	21%	19%	19%	24%	38%
Don't know/No reply	5%	-	-	-	4%	-	-	-	2%	3%	-	-

Across all localities, the majority of respondents saw crime as a serious or very serious problem. However, within this there were some variation in the strength of this feeling (see table 6):

- ▶ **Region:** respondents from Munster and Leinster (outside of Dublin) were most likely to see crime as a very serious problem nationally. Respondents from Dublin were least likely to say that crime was a problem.
- ▶ **Urban/Rural:** rural and 'other urban' respondents were much more likely to believe that crime was a very serious problem in Ireland compared to respondents living in a city.
- ▶ **Distance to Garda station:** those living within 3 kilometres of a Garda station reported lower perceptions of crime compared to those who lived 10 kilometres or more from a Garda station.

Differences in perception of crime locally by socio-economic groupings and area

It was noted above that the perception of crime as a problem was higher at a national level than a local level. This shift in the perception of crime was reflected across all social groups (see table 7). However, there were some variations within this:

- ▶ **Sex:** women were marginally more likely than men to say that crime was a problem locally (32% compared to 29% of men).
- ▶ **Age:** as age increases so too does the perception that crime is a problem locally. However, the rate of increase is not as strong as when respondents were asked about crime nationally.
- ▶ **Social class:** the patterns at local level are less distinctive than those at a national level although social class AB were still the least likely to say crime was a problem and social class F still reported the highest perceptions of crime as a problem.
- ▶ **Nationality:** Non-Irish nationals was less likely to see crime as a problem locally compared to Irish nationals.

In terms of geography, the perception of crime as a less serious issue locally was also evidence across all areas types. There was some variations in this however. Table 8 shows that for:

- ▶ **Regions:** respondents from Leinster (outside Dublin) were most likely to see crime as a problem locally with respondents from Connaught/Ulster least likely to do so.
- ▶ **Urban/Rural:** respondents from 'other urban' areas were more likely to see crime as a problem than respondents from city and rural areas.
- ▶ **Distance to Garda station:** the further away from a Garda station the respondent lived the less likely they were to see crime as a problem.

Summary

When asked about crime nationally respondents were very clear – they felt that crime in Ireland was a very serious or serious problem. Whilst we saw some differences by age, gender, social class and nationality these were a matter of emphasis. The clear majority across all groups of respondents felt that crime nationally was a very serious or serious problem.

However, this perception changes when respondents are asked about crime in their local area. Respondents were less likely to say that crime was a very serious or serious issue locally.

Perception of crime was also associated with other factors. In the following sections of the report, perceptions of crime are examined in relation to victimisation, trust and level of satisfaction with service provision. These show that:

- ▶ **Victims of crime were more likely to view crime as a serious or very serious issue nationally and locally than those who had not experienced crime.**
- ▶ **Respondents who reported being satisfied with the level of service provided to the local community by An Garda Síochána were also less likely to see crime as a problem. The opposite was also true, those with low levels of satisfaction also saw crime as a problem locally.**
- ▶ **Those with high levels of trust in An Garda Síochána were also more likely to see crime as a less serious problem locally or not a problem at all. Conversely, those with low levels of trust were much more likely to see crime as a very serious or serious problem locally.**

Victims of crime

Within the survey there were 682 victims of crime. Victims of crime were asked about the crime(s) they had experienced over the last 12 months, if they had reported the incident to the Gardai (and if not, why not), and if they had reported the incident how satisfied they were with the handling of the crime by Gardai. This section explores the experiences of victims of crime in relation to the above questions.

Victimisation

There were 682 respondents who had been a victim of crime in the last 12 months. This represents a victimisation rate within the sample of 11 per cent. Of the 682 victims of crime, 74 were repeat victims. Table 9 provides a breakdown of the most recent type of incident experienced by victims of crime. The most common incident was burglary (experienced by 25% of the sample) followed by criminal damage, assault, theft of a bike, other thefts (other than from a person or vehicle), and then theft of a car.

Not everyone who was a victim of crime reported this to the Gardai. Of the 682 victims of crime, 174 (or 26% of the victims) did not report the incident. Table 9 also shows that there were variations in the reporting of these incidents to An Garda Síochána. The incidents that were most likely to be reported to the Gardai were theft of a car, burglary and robbery from property. The incidents that were least likely to be reported were online fraud and fraud.

Respondents were asked why they did not report the crime to Gardai. The main reasons why victims of crime did not report a crime were that they believed that the Gardai could not do anything, that the Gardai would not do anything or that the incident was not serious enough to report (see table 10). The issues highlighted here are similar to the Crime and Victimisation Survey of 2010 run by the Central Statistics Office, which showed that the main reason for respondents not reporting a crime was that it was not serious enough, followed by respondents believing that the Gardai could not do anything and then that the Gardai would do nothing.

Table 9: Most recent crime experienced in the last 12 months

		(%)	Reported to Gardai
Burglary	173	25%	91%
Criminal damage	126	19%	76%
Assault	61	9%	71%
Theft of bike	60	9%	57%
Other theft	53	8%	77%
Theft of a car	39	6%	97%
Theft (from a person)	28	4%	33%
Online fraud	33	5%	27%
Fraud	28	4%	42%
Other crime	33	5%	83%
Robbery (from the person)	23	3%	81%
Robbery (from a property)	25	4%	91%
Total	682	100%	

Table 10: Why was the crime not reported

Reason	%
I did not believe the Gardai could do anything	34%
The incident was not serious enough	22%
I did not believe the Gardai would do anything	19%
I reported it to another authority	16%
I sorted it out myself	15%
I did not want to involve the Garda	7%
Fear of reprisal from perpetrators or others	6%
No need to make an insurance claim	6%
I did not have the time	5%
Other reason	10%
Refused	1%

Table 11: Satisfaction of handling of crime incident

	Sex		Age			Social class		Urban/Rural		
	Male	Female	18-34	35-54	55+	ABC1	C2DE	City	Other urban	Rural
Very satisfied	21%	34%	19%	31%	31%	31%	25%	30%	27%	24%
Quite satisfied	30%	31%	32%	29%	29%	33%	27%	30%	25%	34%
Quite dissatisfied	28%	16%	25%	19%	24%	19%	24%	22%	28%	19%
Very dissatisfied	21%	17%	20%	20%	16%	16%	23%	17%	-	21%
Don't know/No reply	-	-	-	-	-	-	-	-	-	-

Satisfaction with the handling of an incident

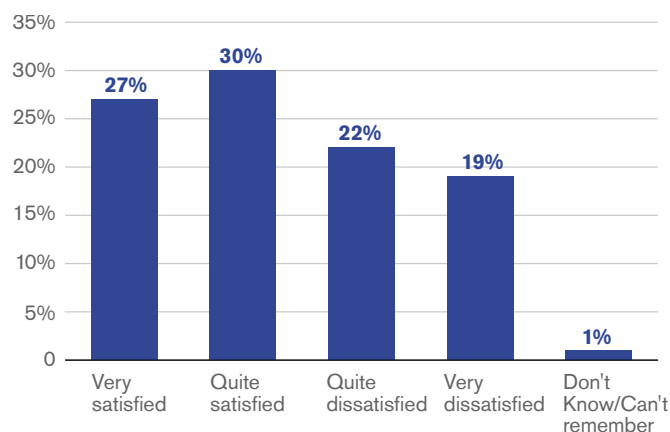
Of the 682 victims of crime 508 reported their incident to the Gardaí. Victims of crime were asked about their satisfaction with the handling of the last crime incident they experienced by the Gardaí. Overall, 27 per cent of victims of crime were very satisfied and 30 per cent quite satisfied. However, 22 per cent were quite dissatisfied and 19 per cent very dissatisfied.

There were variations by social groupings and area in levels of satisfaction (see table 11):

- **Sex:** 51 per cent of male victims of crime were satisfied with the service that was provided compared to 65 per cent of female respondents. Conversely, men were more likely to respond negatively (quite or very dissatisfied), with 49 per cent noting this compared to 33 per cent of female respondents.
- **Age:** small sample sizes often mean that robust analysis cannot be conducted. When victims of crime were broken down by age we had relatively small samples by the different age groups. To overcome this, the age groups were collapsed into three broad groupings (18 to 34, 35 to 54 and 55 plus) to allow for analysis. Of those in the 18 to 34 age group 51 per cent were satisfied with the handling of the crime problem compared to 60 per cent for the other two age groupings.
- **Social class:** as with age, there were small sample size numbers by social class which was overcome by collapsing social class into two broad groupings (ABC1 and C2DE). ABC1 reported slightly higher levels of satisfaction compared to C2DE (64% compared to 52% respectively).

Sample sizes for Non-Irish respondents were too small to allow for analysis. Sample sizes were also small when broken down by regions and distance to Garda stations. However, analysis could be conducted on satisfaction by urban, 'other urban' areas and rural. Respondents living in cities were slightly more likely to be satisfied with the handling of a crime problem than respondents living in other areas.

Figure 2: Satisfaction of victims of crime by service provided



Experience of reporting a crime

Victims of crime were also asked about their experience when reporting a crime. In particular, they were asked whether Gardaí responded quickly to the incident and if they were given subsequent contact details of the investigating Gardaí and the local station.

Table 12: Experience of reporting a crime

	Yes	No	N/A	Don't know/can't remember
Gardaí responded quickly	63%	30%	7%	1%
Given name of investigating Gardaí	71%	23%	3%	3%
Given contact details of Garda station	73%	20%	4%	3%
Given PULSE/crime number	34%	51%	5%	10%
Given number of victim helplines/services	33%	55%	9%	4%

Table 13: Information on progress of the investigation

	Sex		Age			Social class		Urban/Rural		
	Male	Female	18-34	35-54	55+	ABC1	C2DE	City	Other urban	Rural
Too little	37%	36%	42%	32%	36%	32%	40%	34%	41%	36%
About right	43%	48%	37%	51%	47%	52%	39%	44%	45%	48%
Too much	-	-	-	-	-	-	-	-	-	-
No progress given	19%	13%	19%	16%	-	15%	18%	19%	-	15%
Don't know/No reply	-	-	-	-	-	-	-	-	-	-

Victims of crime were also asked if they received a PULSE/ crime number and if they were given information on victim's helplines and services (see table 12). Overall:

- ▶ Sixty three per cent agreed that the Gardaí responded quickly when the incident was reported.
- ▶ Seventy one per cent were given the name of the investigating Gardaí.
- ▶ Seventy three per cent were given contact details of the Garda station.
- ▶ Thirty four per cent of victims of crime were given a PULSE number.
- ▶ Thirty three per cent of victims of crime were given the number of victims helplines and services.

Provision of information

Respondents were also asked about their satisfaction with the provision of information detailing the progress of the investigation. Forty six per cent of victims said that it was about right, 36 per cent believed there was too little and 16 per cent were given no update on the progress of their investigation. On the whole, if we look across the sample, we see some minor variations (see table 13):

- ▶ **Sex:** male respondents were more likely to say that there was not enough information provided compared to female respondents (56% compared to 49%).
- ▶ **Age:** as age increases then respondents are more likely to say that they received sufficient information.
- ▶ **Social class:** Respondents from social class ABC1 were more likely to say that there was no enough information provided compared to respondents from social class C2DE.

Sample sizes by nationality were insufficient to conduct analysis. Sample sizes also hampered analysis on region and distance to Garda station. However, area-based analysis on urban and rural splits could be undertaken (included in table 13). This showed that 53 per cent of respondents from city areas believed that they received insufficient information compared to 51 per cent from rural areas and 41 per cent from 'other urban' areas.

Victimisation and its impact on perceptions of crime

Table 14: Perceptions of crime by victimisation

	Nationally		Locally	
	Crime Victim	Not a Victim	Crime Victim	Not a Victim
A very serious problem	34%	31%	13%	6%
A serious problem	45%	45%	32%	23%
Something of a problem	18%	19%	40%	47%
Not a problem	-	2%	13%	22%
Don't know/No reply	-	2%	-	2%

Within the first part of the survey we explored perceptions of crime nationally and locally. This raises the question - does being a victim of crime impact on the respondents' perception of crime? When asked about crime in Ireland nationally there was little significant difference between victims of crime and non-victims. Seventy-nine per cent of victims of crime felt that it was a serious or very serious problem compared to 76 per cent of non-victims. This difference in perception grows when asked to consider crime at a local level. Of those who were a victim of crime, 45 per cent believed that crime was a serious or very serious problem locally. This compares to 29 per cent of those who were not victimised. As such, the differences in perceptions of crime are much stronger between victims of crime and non-victims at a local level than nationally.

Summary

There were 682 victims of crime representing 11 per cent of the sample. The most common incident experienced by respondents was burglary followed by criminal damage, assault, bike theft, other thefts (other than from a person or vehicle), and then theft from a person and theft from a vehicle. Not all incidents were reported to An Garda Síochána (the reporting rate was 75%). The incidents that were most likely to be reported to the Gardaí were theft of a car, burglary and robbery from property. The incidents that were least likely to be reported were online fraud and fraud.

The majority of victims of crime (57%) were satisfied with how the incident was handled by An Garda Síochána. A significant proportion were not (41%). The majority of victims of crime felt that Gardaí arrived in a timely manner to their incident and that they were given the details of the investigating Garda as well as the local Garda station. However, there were gaps in service provision. The areas of concern were that:

- Only around one third of respondents recalled receiving a PULSE/crime number.
- Similarly, one third of respondents received information in relation to victims' helplines and services.
- A significant proportion also felt that the information they received on the progression of the investigation was either too little or indeed they did not receive any.

In terms of some more general perceptions, victims of crime were more likely than non-victims to see crime as a very serious or serious problem in their local area (although there was little significant difference at a national level).

Satisfaction with the service provided to the local community

This section examines the views of all respondents on the service provided by An Garda Síochána to the local community. It also goes on to look at some wider issues: is there a relationship between how respondents view crime and their satisfaction with the service provided? Further, are victims of crime as satisfied with services provided to the local community generally as non-victims of crime?

Satisfaction with service provided to local community

Seventy per cent of respondents were satisfied with the service provided to the local community with 23 per cent stating that they were dissatisfied (see figure 3).

Table 15 sets out changes over the survey period in 2015. From Q1 to Q4 we saw a statistically significant drop in respondents reporting that they were very satisfied with the service that An Garda Síochána provided to the local community, from 16 per cent to 13 per cent. At the same time we also saw an increase in those who were quite dissatisfied, increasing from 17 per cent to 21 per cent. The other responses remained relatively stable.

Figure 3: Satisfaction with Service provided to local community

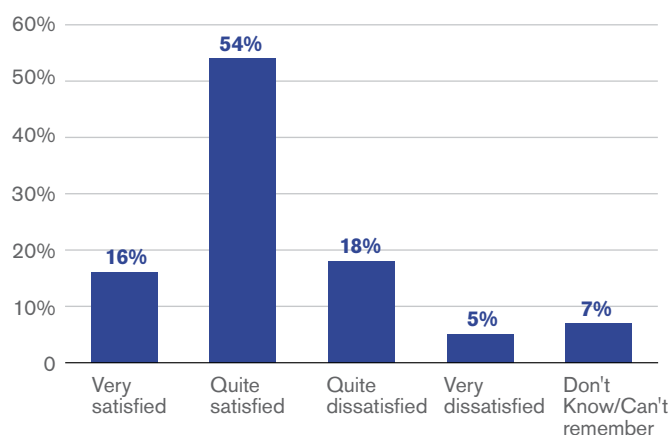


Table 15: Satisfaction with service provided to local community by quarter

	Q1	Q2	Q3	Q4	Change
Very satisfied	16%	18%	15%	13%	*
Quite satisfied	53%	55%	54%	53%	
Quite dissatisfied	17%	15%	19%	21%	*
Very dissatisfied	5%	5%	6%	5%	
Don't know/No reply	8%	7%	6%	8%	

* Denotes a statistically significant change at 0.05

Table 16: Satisfaction with service provided to local community

	Sex		Age							Social class					Nationality	
	Male	Female	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	AB	C1	C2	DE	F		Irish	Non-Irish
Very satisfied	15%	16%	12%	14%	15%	15%	18%	20%	16%	17%	14%	15%	14%		15%	19%
Quite satisfied	55%	53%	52%	54%	54%	54%	54%	53%	56%	55%	52%	52%	58%		54%	51%
Quite dissatisfied	18%	18%	18%	17%	20%	19%	18%	17%	16%	17%	20%	19%	18%		19%	14%
Very dissatisfied	6%	5%	7%	5%	5%	6%	6%	4%	4%	4%	6%	7%	5%		6%	4%
Don't know/No reply	6%	8%	10%	10%	6%	6%	4%	6%	8%	8%	8%	6%	5%		6%	12%

Table 17: Satisfaction with service provided to local community

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other urban	Rural	Less than 1 Km	1-3 Kms	3-5 Kms	5-10 Kms	10+ Kms
Very satisfied	11%	15%	22%	12%	12%	19%	16%	21%	17%	13%	14%	9%
Quite satisfied	54%	54%	51%	57%	53%	53%	55%	50%	56%	55%	55%	48%
Quite dissatisfied	18%	20%	16%	20%	18%	18%	19%	18%	17%	19%	18%	23%
Very dissatisfied	4%	6%	6%	6%	5%	5%	6%	6%	5%	4%	5%	11%
Don't know/No reply	13%	5%	5%	5%	12%	5%	4%	5%	6%	8%	8%	8%

Socio-economic differences

There were no significant variations by sex (see table 16). Whilst in all age groups the majority of respondents were satisfied with the service provided to the local community there were some variations within this. Older respondents were much more likely than younger respondents to state that they were very satisfied with the service provided. Younger respondents were also more likely to state that they had no opinion or did not know compared to older respondents.

The majority of respondents across social class groups were satisfied with the service provided to the local community. Although there were variations between social classes there were no clear trends.

Whilst there was little variation with satisfaction levels by nationality, levels of dissatisfaction were higher amongst Irish nationals (25% compared to 18% of Non-Irish nationals). However, there were also a significant proportion of Non-Irish nationals who did not know or did not reply to this question.

Geographic differences

Whilst the majority of respondents were satisfied with the service provided to local communities across all regions, urban and rural areas, as well as in relation to the proximity of a Garda station, there were still some variations within this (see table 17):

- **Regions:** Munster had the highest levels of respondents reporting that they were satisfied with the service they received whilst Dublin had the lowest proportion (it should also be noted that there was a significant proportion of Dublin respondents who did not know or did not reply to this question).
- **Urban and rural areas:** 'other urban' areas and rural areas had relatively higher levels of satisfaction than respondents from city areas (although there was a significant proportion of city respondents who did not know or did not reply to this question).
- **Distance to local Garda Station:** respondents who lived within 3 kilometres of a Garda station were most likely to say that they were very satisfied compared to those living further away. Respondents living more than 10 kilometres from a Garda Station had the lowest rate of satisfaction.

Perceptions of crime and satisfaction with service provided to the local community

In the first section we highlighted respondents' perceptions of crime nationally and locally. This section explores perceptions of crime and how satisfied respondents were with the service provided. Table 18 provides a breakdown of satisfaction in services provided to the local community by perception of the crime as a problem. When looking at crime in Ireland, as perceptions of crime as a problem grows we see at the same time a decrease in satisfaction rates. For example, 65 per cent of respondents who felt crime is a serious national issue were satisfied with the service provided to the local community. However, satisfaction rates rose to 74 per cent for respondents who stated that crime was not a problem nationally.

Table 18: Satisfaction with service provided to local community by perceptions of crime

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Very satisfied	18%	14%	14%	28%	17%	12%	14%	22%
Quite satisfied	47%	57%	59%	46%	38%	53%	57%	54%
Quite dissatisfied	21%	19%	15%	-	25%	23%	18%	11%
Very dissatisfied	9%	3%	4%	-	17%	7%	4%	3%
Don't know/No reply	5%	6%	9%	-	-	5%	6%	10%

Similarly, at a local level we see the same relationship (although the degree of difference is stronger). Table 18 shows that 55 per cent of respondents who viewed crime as a serious local problem were satisfied with the service provided to the local community. This however rose to 76 per cent for those who did not regard it as a problem. Whilst this latter percentage is only 2 per cent different to the national picture, the interesting fact is the lower starting point in respondents satisfaction at a local level compared to the national (55% compared to 65%).

Victimisation and satisfaction with services provided to the local community

We saw earlier that being a victim of crime does impact on perceptions of crime locally. Does becoming a victim of crime also impact on the perceptions of service delivery to the local community by An Garda Síochána? Table 19 sets out satisfaction with service delivery to the local community by victimisation. Victims of crime were relatively less satisfied with the service provided to the local community. Fifty nine per cent of victims of crime were satisfied with the service provided to the local community and 34 per cent were not satisfied. For non-victims of crime the respective figures are 71 per cent and 22 per cent.

Table 19: Satisfaction with service provided to local community by victims of crime

	Victim of Crime	Not a Victim
Very satisfied	13%	16%
Quite satisfied	46%	55%
Quite dissatisfied	22%	18%
Very dissatisfied	12%	4%
Don't know/No reply	7%	7%

Summary

The majority of respondents were satisfied with the service provided by An Garda Síochána to the local community. This is evident by age, sex and social class – although there were some clear variations within this:

- Levels of satisfaction increased with age.
- Irish nationals were more likely than Non-Irish nationals to have higher levels of dissatisfaction.
- There were regional variations, with Munster having the highest levels of satisfaction and Dublin the lowest.
- 'Other urban' areas and rural areas had relatively higher levels of satisfaction than respondents from city areas.
- Respondents who lived within 3 kilometres of a Garda station were more likely to say that they were very satisfied compared to those living further away.

There were also variations in satisfaction levels related to perceptions of crime locally and victimisation. As perceptions of crime increase we see reductions in satisfaction at the same time. Victims of crime, compared to non-victims, had relatively lower levels of satisfaction with the service provided to the local community.

Priorities for An Garda Síochána

The Attitudes Survey also measures what crime issues respondents would like An Garda Síochána to prioritise. This is asked to directly inform the development of the organisation's aims and objectives including the formulation of strategic statements and annual policing plans.

What should be the main priorities?

Respondents were asked to nominate what they felt should be high, medium and low priorities for An Garda Síochána. Respondents could select more than one issue in the high, medium and low categories.

When responses are broken down on the basis of high, medium and low it was evident that respondents would like An Garda Síochána to focus on crimes against the person:

- ▶ **High Priority:** respondents prioritised Sexual Offences (93% of all respondents highlighted this as a priority issue for them), Illegal weapons (89% of respondents), Assaults (88%), Human trafficking (88%), Robberies (87%) and Drug offences (87%).
- ▶ **Medium priority:** 39 per cent of respondents highlighted that Public Order Offences followed by Traffic Offences (28%), Criminal Damage (24%), Burglaries (22%) and Fraud (21%) as medium priorities.
- ▶ **Low priority:** here 15 per cent of respondents flagged Public Order as a low priority, followed by Traffic Offences (6%) and Criminal Damage (4%).

Table 20 provides a breakdown of respondents' responses.

Table 20: Priorities identified by respondents for An Garda Síochána

	High Priority	Medium Priority	Low Priority
Sexual Offences	92%	4%	1%
Illegal Weapons	88%	8%	2%
Assaults	86%	10%	2%
Human Trafficking	86%	7%	2%
Robberies	87%	10%	2%
Drugs Offences	85%	11%	2%
Burglaries	76%	21%	3%
Fraud	73%	21%	3%
Criminal Damage	70%	25%	4%
Traffic Offences	65%	28%	6%
Public Order Offences	46%	38%	16%

Socio-demographic variations

Table 21 provides a breakdown of priorities by socio-demographic variations. For ease of interpretation, the percentage responses have been converted into ranks; with 1 being the incident type given the highest percentage priority and 11 the lowest (those with equal weighting are given the same rank score).

The table shows that irrespective of sex, age, social class or nationality respondents believed that the main priority for An Garda Síochána should be sexual offences (although those in social class F also chose robbery as equally important). The majority of the groupings also chose illegal possession or use of weapons as their second priority (with the exception of social class AB and F and for males who had robberies as their joint second priority). There was also consistency in the bottom three priorities across the groupings: criminal damage, traffic and public order offences.

Table 22 provides a rank breakdown of priorities by geographical areas. Across all area types sexual offences were ranked as the top priority on which An Garda Síochána should focus. There was also consistency in the bottom three priorities across the geographical areas: criminal damage, traffic offences and public order. These are the same as the overall rankings set out in table 21 and for socio-demographic variations.

Table 21: Priorities by socio-demographic groups

	Sex		Age						Social class					Nationality	
	Male	Female	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
Sexual offences	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Illegal possession/use of weapons	2	2	2	2	2	2	2	2	3	2	2	2	3	2	2
Robbery	2	5	3	2	4	2	3	3	4	3	3	3	1	3	3
Assaults	4	3	4	4	4	4	4	3	2	3	4	3	6	4	5
Human trafficking	4	5	4	5	2	5	4	6	5	5	4	5	3	5	3
Drugs offences	6	3	6	6	4	6	6	3	6	6	4	5	5	6	5
Burglary/property theft	7	7	7	7	7	7	7	7	7	7	7	7	8	7	7
Fraud	8	8	8	8	8	8	7	8	8	8	8	8	7	8	8
Criminal damage	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
Traffic offences	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
Public order	11	11	11	11	11	11	11	11	11	11	11	11	11	11	11

Table 22: Priorities by geographical areas

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other urban	Rural	Less than 1 Km	1-3 Kms	3-5 Kms	5-10 Kms	10+ Kms
Sexual offences	1	1	1	1	1	1	1	1	1	1	1	1
Illegal possession/use of weapons	2	3	4	3	2	3	3	2	2	2	2	3
Robbery	4	2	3	2	4	2	2	3	2	4	3	2
Assaults	3	5	5	5	3	5	5	4	4	5	5	3
Human trafficking	6	5	2	3	6	3	3	4	4	6	3	3
Drugs offences	4	4	5	6	5	6	5	6	6	3	5	6
Burglary/property theft	7	7	8	8	7	7	7	7	7	7	7	8
Fraud	8	8	7	7	8	8	7	8	8	8	7	7
Criminal damage	9	9	9	9	9	9	9	9	9	9	9	9
Traffic offences	10	10	10	10	10	10	10	10	10	10	10	10
Public order	11	11	11	11	11	11	11	11	11	11	11	11

Priorities by perceptions of crime locally

Does a respondent's view of how serious crime problems are locally impact on their views on what An Garda Síochána should focus on? Table 23 shows that for those who regard crime as a serious problem, something of a problem and not a problem the key priority is sexual offences. However, for those who regard crime as a very serious problem, the top priority is robbery followed by sexual offences. Both traffic offences and public order have the lowest rating irrespective of the perception of crime levels.

Table 23: Priorities by perceptions of crime

	A very serious problem	A serious problem	Something of a problem	Not a problem
Sexual offences	2	1	1	1
Illegal possession/use of weapons	3	2	2	2
Robbery	1	3	3	4
Assaults	6	4	4	5
Human trafficking	7	5	5	2
Drugs offences	4	5	6	6
Burglary/property theft	4	7	7	8
Fraud	9	8	8	7
Criminal damage	8	8	9	9
Traffic offences	10	10	10	10
Public order	11	11	11	11

Table 24: Priorities by victimisation

	A crime victim	Not a crime victim
Sexual offences	1	1
Illegal possession/use of weapons	2	2
Robbery	2	3
Assaults	5	4
Human trafficking	2	5
Drugs offences	6	5
Burglary/property theft	6	7
Fraud	8	8
Criminal damage	9	9
Traffic offences	10	10
Public order	11	11

Priorities by victimisation

Does becoming a victim of crime impact on respondents priorities? Table 24 breaks downs priorities by victimisation. Both victims and non-victims of crime identified sexual offences as their top priority for An Garda Síochána to focus on. Victims of crime went on to identify three areas as their second priority (Illegal possession or use of weapons, robbery and human trafficking) compared to one for non-victims (illegal possession of weapons). For both victims of crime and non-victims, the bottom four priorities were the same.

Priorities could be influenced by the nature of victimisation. Table 25 sets out priorities by victims of burglary and criminal damage (the two groups for which there was a sufficient sample size to conduct analysis). For victims of burglary, the priority given to the incident remains ranked seven on the list of priorities (the same for respondents generally). For victims of criminal damage, there is a marginal increase in the ranking by one (it was ranked ninth for respondents generally and eighth for victims of criminal damage).

Table 25: Priorities by victims of burglary and criminal damage

	Burglary	Criminal damage
Sexual offences	1	1
Illegal possession/use of weapons	1	3
Robbery	3	3
Assaults	3	5
Human trafficking	5	2
Drugs offences	6	7
Burglary/property theft	7	6
Fraud	8	9
Criminal damage	9	8
Traffic offences	10	10
Public order	11	11

Summary

It was evident that respondents would like An Garda Síochána to focus on crimes against the person with a particular emphasis on sexual offences. Irrespective of sex, age, social class or nationality respondents believed that the main priority for An Garda Síochána should be sexual offences. Similarly, across all area types sexual offences are ranked as the top priority by respondents for An Garda Síochána to focus on. There was also consistency in the bottom three priorities across the groupings: criminal damage, traffic and public order offences.

Irrespective of how serious respondents' regarded crime as a problem, the key priority was still sexual offences. However, for those who regard crime as a very serious problem, the top priority was robbery followed by sexual offences.

Both victims and non-victims of crimes identified sexual offences as their top priority for An Garda Síochána to focus on. The nature of the victimisation, in relation to burglary and criminal damage, did not seem to have any significant impact on the prioritisation of the crime type.

Trust in An Garda Síochána

This section explores levels of trust in An Garda Síochána. It then goes on to examine how trust is associated with perceptions of crime, victimisation and satisfaction with the service provided to the local community.

Levels of trust

Respondents were asked to assign a number between 1 and 10 to quantify their level of trust in An Garda Síochána. The highest trust level was assigned number 10 while the lowest trust level was number 1. These were then recoded to 'High trust' (8, 9 or 10), 'Mid trust' (5, 6 or 7) and 'Low trust' (1, 2, 3 or 4). Overall, 85 per cent of respondents had a mid to high level of trust (see figure 4).

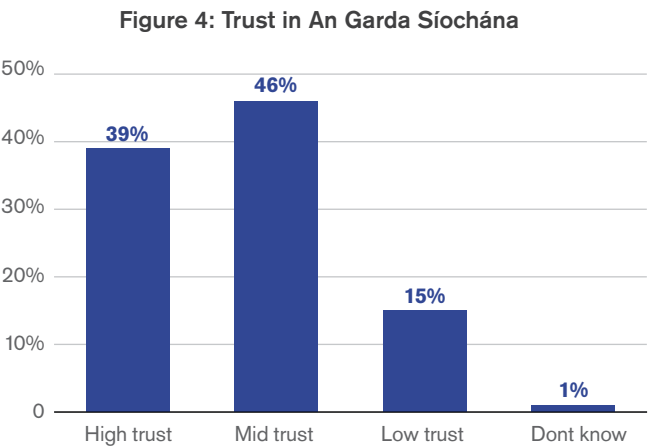


Table 26: Changes in levels of trust by quarter

	Q1	Q2	Q3	Q4	Change
High trust	41%	40%	37%	40%	
Mid trust	43%	46%	49%	48%	*
Low trust	15%	13%	13%	11%	*
Don't know/No reply	1%	1%	1%	2%	

* Denotes a statistically significant change at 0.05

Table 26 examines changes in levels of trust during the survey period. Levels of high trust remained relatively stable from Q1 through to Q4 (although there was a slight dip in Q3). However, we did see a statistically significant rise in levels of mid trust and an associated reduction in levels of low trust during that period.

Table 27: Trust in An Garda Síochána by socio-economic groupings

	Sex		Age						Social class					Nationality	
	Male	Female	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
High trust	37%	41%	32%	32%	35%	40%	46%	55%	39%	40%	38%	38%	45%	39%	40%
Mid trust	47%	46%	49%	49%	51%	47%	44%	37%	48%	48%	45%	45%	48%	47%	45%
Low trust	15%	11%	18%	17%	13%	12%	10%	7%	12%	12%	15%	15%	7%	13%	12%
Don't know/No reply	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Table 28: Trust in An Garda Síochána by area

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other urban	Rural	Less than 1 Km	1-3 Kms	3-5 Kms	5-10 Kms	10+ Kms
High trust	29%	38%	47%	46%	31%	43%	45%	42%	42%	34%	39%	41%
Mid trust	50%	47%	42%	45%	50%	43%	45%	44%	46%	48%	47%	48%
Low trust	18%	14%	10%	8%	17%	13%	10%	14%	11%	16%	13%	11%
Don't know/No reply	2%	-	-	-	2%	-	-	-	-	-	-	-

Table 29: Levels of trust by perceptions of crime

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
High trust	33%	45%	19%	2%	6%	21%	48%	25%
Mid trust	29%	48%	21%	2%	6%	27%	47%	20%
Low trust	39%	42%	17%	2%	13%	28%	41%	18%

Socio-economic variations

There were some socio-economic variations in trust levels (see table 27). Women had slightly higher levels of trust than men, with 41 per cent expressing a high level of trust compared to 37 per cent of men. Women were also slightly less likely to express low levels of trust with 11 per cent of female respondents stating this compared to 15 per cent of male respondents.

In all age groups the majority of respondents expressed a mid to high level of trust in An Garda Síochána. However, there were some variations. Trust levels tended to increase with age. There were no similar trends with social class. In terms of variations based on economic position, social class F had the highest levels of trust and, relative to the other social classes, C2 and DE had lower levels (though even then this was at 83% mid to high trust level). There were no significant variations by nationality, with both groups expressing relatively similar levels of trust in An Garda Síochána.

Geographic variations

Table 28 examines levels of trust by area. Within all areas the majority of residents expressed a mid to high level of trust. However, there were some relative variations by high levels of trust:

- ▶ **Region:** Munster and Connaught/Ulster had relatively greater levels of high trust (47% and 46% respectively) compared to other regions with Dublin having the lowest at 29 per cent of respondents.
- ▶ **Urban/rural:** respondents in rural and 'other urban' areas reported higher trust levels than those in cities.
- ▶ **Distance to Garda station:** there were no significant trends in the distribution of high trust by distance to Garda station, although respondents living 3-5 kilometres from a Garda station did express significantly lower levels of high trust compared to other areas.

Trust and perceptions of crime

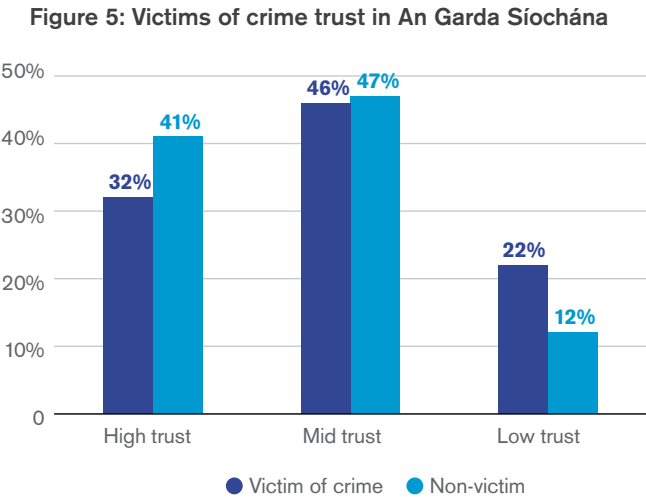
Earlier on in the report we saw that there were variations in the perceptions of crime. Table 29 explores these in relation to trust. At a national level, 78 per cent of those with high trust regarded crime as a problem nationally (with 33% seeing it as a very serious problem and 45% a serious problem). This compares to 77 per cent with mid level trust and 81 per cent with low level trust. As such, those with lower levels of trust are marginally more likely to say that crime is a problem nationally.

These differences grow when looking at perceptions of crime locally. Of those with high levels of trust, 27 per cent regard crime as a problem locally. However, for those with mid level trust, this rises to 33 per cent and those with low levels of trust the figure is 41 per cent.

Therefore, at a national level the variations between perceptions of crime and trust are small. However, they become more significant at a local level. As levels of trust increase we see at the same time reductions in the perception of crime locally.

Victimisation and trust

Does becoming a victim of crime impact on the respondent's trust? Victims of crime were less likely to express high levels of trust and were also more likely to state low trust compared to those who had not been victimised (see figure 5). Of those who were a victim of crime 32 per cent expressed a high level of trust compared to 41 per cent who had not been. Twenty two per cent of crime victims expressed a low trust compared to 12 per cent of those who had not been a victim of crime. Levels of mid trust are relatively the same for both groups at 46 per cent and 47 per cent.



Trust and satisfaction with service provided to local community

Table 30 examines trust and satisfaction with service provided to the local community. As levels of satisfaction increase we also see increases in the levels of trust. For example, of those respondents who are very satisfied with the service provided to the local community, 75 per cent expressed a high level of trust. This drops to 41 per cent for those who are quite satisfied, 18 per cent for those quite dissatisfied and 12 per cent very dissatisfied.

Table 30: Trust and satisfaction with local services

	Very Satisfied	Quite Satisfied	Quite Dissatisfied	Very Dissatisfied
High trust	75%	41%	18%	12%
Mid trust	22%	53%	54%	31%
Low trust	3%	6%	27%	57%

Summary

There is a significant level of mid to high levels of trust in the organisation. There were some socio-economic and geographical variations in the levels of trust.

- ▶ Women had slightly higher levels of trust than men.
- ▶ Trust levels tended to increase with age.
- ▶ Social class F had the highest levels of trust and, relative to the other social classes, C2 and DE had lower levels.
- ▶ Munster and Connaught/Ulster had relatively greater levels of high trust compared to other regions with Dublin having the lowest.
- ▶ Rural and other urban areas reported greater levels of high trust than those in cities.

Trust also appears to be associated with some of the other factors covered in the survey. We see an association between trust levels and perceptions of crime. As the perceptions of crime improve, with more respondents saying that it is not an issue, we also see levels of trust increasing at the same time. This association is much stronger at a local level than at a national level. Similarly, as satisfaction with the service provided to the local community increases, then we also see trust levels increasing at the same time.

This section also explored whether there was an association between victimisation and trust levels. Overall, victims of crime had reduced levels of high trust and greater levels of low trust compared to non-victims of crime. Levels of mid trust remained the same.

Perceptions of An Garda Síochána

This section examines respondents' perceptions in terms of the interactions of the organisation with the public (whether it is friendly and helpful, community-focused and effective in tackling crime), as well as respondents' perceptions of how modern and progressive it is, whether it is well managed and if it is providing a world class service. The section goes on to examine whether there is an association between respondents' perceptions of An Garda Síochána and perceptions of crime, satisfaction with the service provided to the local community, levels of trust and victimisation.

Perceptions of An Garda Síochána

Table 31 provides an overview of the responses:

- ▶ The majority of respondents agreed that the organisation is friendly and helpful, with 81 per cent responding positively. However, 15 per cent disagreed with this statement.
- ▶ The majority of respondents also felt that the organisation is community-focused with 61 per cent of respondents agreeing with the statement. However, one third of respondents (32%) disagreed with this statement.

- ▶ The majority of respondents viewed the organisation as modern and progressive (59%) although one-third of respondents disagreed (33%).
- ▶ When asked whether the organisation was effective in tackling crime, 59 per cent of respondents agreed with this statement. However, 33 per cent of respondents disagreed with this statement.
- ▶ The views of the respondents on whether the organisation is well managed was split with 47 per cent agreeing with the statement, 40 per cent disagreeing and 13 per cent stating that they did not know.
- ▶ The majority of respondents did not feel that the organisation provided a world class service with 38 per cent agreeing with this statement, 50 per cent disagreeing and 12 per cent stating that they did not know.

Over the period of the survey there was an increase in levels of agreement that the organisation is modern and progressive, as well as community-focused. However, there were also reductions in respondents agreeing that the organisation is effective in tackling crime and that it provides a world class service.

Table 31: Perceptions of An Garda Síochána

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
Friendly and helpful	14%	67%	12%	3%	4%
Community focused	6%	55%	26%	6%	7%
Modern and progressive	5%	54%	27%	6%	8%
Effective in tackling crime	4%	53%	28%	8%	7%
Well managed	4%	43%	32%	8%	13%
Provide a world class service	4%	34%	36%	14%	12%

Table 32: Perceptions of An Garda Síochána, changes in levels of agreement

	Q1	Q2	Q3	Q4	Change
Friendly and helpful	80%	81%	82%	82%	
Community focused	56%	62%	64%	64%	*
Modern and progressive	55%	59%	61%	59%	*
Effective in tackling crime	59%	61%	58%	49%	*
Well managed	46%	47%	49%	46%	
Provide a world class service	39%	38%	36%	37%	

* Denotes a statistically significant change at 0.05

Socio-economic differences

There were no significant variations between men and women or between Irish nationals and Non-Irish nationals in terms of their levels of agreement with the six statements (see table 33). There were some variations by age, with levels of agreement generally increasing with age. In terms of social class, respondents from social class F had higher levels of agreement with the statements compared to other social class groupings.

Geographical differences

There were some variations in the level of agreement by geographical areas. Table 34 provides a break down by levels of agreement by region. Munster had the highest levels of agreement by region (topping four of the categories as well as joint highest levels of agreement along with Connaught and Ulster in the Garda organisation being 'modern and progressive'). Dublin had the lowest levels of agreement across the statements (with the exception being on whether the organisation provides a world class service, where the lowest levels of agreement came from respondents living in the rest of Leinster).

Overall, respondents in rural areas had higher levels of agreement with the statements than respondents from city areas. The only exception to this was on the levels of agreement about whether the organisation is well managed (and even then the difference between respondents from rural areas and 'other urban' areas, who had the highest level of agreement, was one percentage point).

There was no clear trend between perceptions and distance from a Garda station. However, respondents living 10 kilometres or more from their Garda station did have the lowest levels of agreement in four of the six statements (community-focused, modern and progressive, well managed and providing a world class service). Respondents living within 1 kilometre of a Garda station were most likely to agree with the statement on 'effective in tackling crime' and 'providing a world class service'.

Table 33: Perceptions of effectiveness and capability by socio-demographic breakdowns

	Sex		Age						Social class					Nationality	
	Male	Female	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
Friendly and helpful															
Strongly agree	14%	15%	11%	12%	14%	14%	16%	20%	14%	15%	15%	13%	18%	14%	14%
Agree	67%	67%	63%	66%	67%	69%	69%	69%	71%	68%	63%	66%	71%	67%	65%
Disagree	12%	11%	16%	15%	12%	10%	9%	6%	10%	11%	14%	12%	7%	12%	10%
Strongly disagree	4%	3%	5%	4%	3%	3%	2%	2%	2%	2%	4%	4%	2%	3%	3%
Don't know/No Opinion	3%	5%	6%	4%	4%	3%	4%	4%	-	4%	4%	5%	-	3%	7%
Community focused															
Strongly agree	6%	7%	5%	6%	7%	6%	7%	8%	5%	7%	6%	6%	8%	6%	6%
Agree	54%	55%	53%	52%	53%	56%	54%	60%	55%	55%	52%	54%	60%	54%	55%
Disagree	27%	25%	26%	27%	27%	27%	28%	21%	28%	26%	28%	26%	22%	27%	21%
Strongly disagree	7%	5%	6%	7%	6%	6%	5%	5%	5%	6%	7%	7%	5%	6%	5%
Don't know/No Opinion	6%	8%	9%	9%	7%	5%	5%	6%	8%	6%	7%	7%	-	6%	12%
Modern and Progressive															
Strongly agree	5%	5%	4%	5%	5%	4%	5%	6%	3%	5%	6%	4%	6%	5%	5%
Agree	53%	54%	52%	50%	51%	56%	54%	61%	52%	53%	52%	54%	62%	54%	51%
Disagree	28%	26%	26%	30%	30%	28%	26%	20%	31%	27%	29%	26%	22%	28%	23%
Strongly disagree	7%	6%	7%	7%	8%	6%	5%	5%	7%	7%	6%	7%	3%	7%	6%
Don't know/No Opinion	7%	9%	10%	9%	7%	6%	10%	9%	7%	8%	7%	9%	7%	7%	15%
Effective in tackling															
Strongly agree	4%	5%	5%	4%	4%	5%	4%	6%	4%	5%	4%	5%	-	4%	5%
Agree	53%	52%	50%	48%	50%	54%	56%	61%	51%	55%	49%	52%	61%	53%	48%
Disagree	28%	28%	28%	30%	30%	29%	27%	21%	29%	27%	30%	27%	26%	29%	23%
Strongly disagree	8%	7%	8%	9%	7%	7%	8%	6%	8%	7%	8%	8%	7%	8%	7%
Don't know/No Opinion	6%	8%	9%	9%	9%	5%	5%	6%	8%	7%	8%	8%	-	6%	16%
Well managed															
Strongly agree	4%	4%	4%	4%	4%	4%	5%	5%	-	5%	4%	4%	-	4%	5%
Agree	42%	43%	44%	40%	41%	40%	42%	50%	39%	42%	44%	42%	49%	42%	45%
Disagree	32%	31%	31%	32%	33%	35%	32%	24%	34%	33%	32%	30%	27%	33%	24%
Strongly disagree	9%	7%	7%	8%	9%	10%	8%	7%	9%	7%	9%	9%	6%	9%	5%
Don't know/No Opinion	12%	15%	14%	15%	12%	11%	14%	14%	15%	13%	11%	15%	13%	12%	21%
Provide a world class service															
Strongly agree	3%	4%	-	3%	4%	-	4%	4%	-	4%	4%	4%	-	4%	-
Agree	34%	34%	31%	32%	31%	35%	34%	42%	32%	35%	33%	34%	36%	34%	36%
Disagree	36%	36%	39%	37%	39%	38%	36%	29%	39%	37%	37%	35%	35%	38%	28%
Strongly disagree	16%	12%	13%	16%	14%	14%	15%	11%	14%	13%	13%	15%	13%	14%	12%
Don't know/No Opinion	11%	13%	14%	12%	12%	10%	11%	14%	12%	11%	13%	13%	11%	11%	20%

Table 34: Perceptions of effectiveness and capability by geographic breakdowns

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other urban	Rural	Less than 1 Km	1-3 Kms	3-5 Kms	5-10 Kms	10+ Kms
Friendly and helpful												
Strongly agree	10%	11%	22%	16%	11%	16%	17%	15%	15%	13%	14%	14%
Agree	68%	70%	63%	66%	67%	65%	69%	67%	67%	66%	68%	70%
Disagree	15%	11%	10%	10%	15%	10%	9%	11%	11%	13%	12%	9%
Strongly disagree	2%	5%	2%	4%	3%	4%	3%	-	3%	4%	-	-
Don't know/No Opinion	5%	3%	3%	4%	5%	4%	3%	5%	3%	3%	5%	-
Community focused												
Strongly agree	3%	4%	12%	6%	4%	8%	8%	7%	6%	7%	7%	3%
Agree	52%	54%	58%	54%	52%	54%	57%	55%	56%	56%	53%	46%
Disagree	30%	29%	20%	26%	29%	25%	24%	24%	25%	24%	29%	35%
Strongly disagree	6%	7%	4%	8%	6%	7%	5%	6%	6%	7%	6%	-
Don't know/No Opinion	9%	5%	6%	7%	9%	6%	5%	7%	6%	6%	6%	9%
Modern and Progressive												
Strongly agree	2%	4%	8%	5%	3%	6%	6%	5%	4%	5%	6%	-
Agree	49%	54%	55%	58%	50%	55%	56%	53%	55%	56%	53%	48%
Disagree	31%	29%	22%	25%	30%	26%	25%	28%	27%	24%	27%	33%
Strongly disagree	7%	8%	5%	4%	7%	7%	5%	6%	7%	8%	5%	-
Don't know/No Opinion	9%	6%	9%	8%	10%	6%	8%	8%	7%	6%	9%	12%
Effective in tackling												
Strongly agree	3%	3%	8%	4%	3%	6%	5%	5%	4%	4%	6%	-
Agree	48%	50%	55%	60%	49%	53%	55%	58%	54%	49%	50%	55%
Disagree	32%	29%	24%	26%	31%	25%	27%	24%	28%	29%	29%	30%
Strongly disagree	7%	12%	5%	6%	7%	9%	7%	6%	8%	9%	9%	-
Don't know/No Opinion	10%	6%	8%	5%	10%	7%	6%	7%	7%	8%	6%	7%
Well managed												
Strongly agree	3%	3%	8%	3%	3%	5%	5%	5%	4%	5%	5%	4%
Agree	41%	41%	46%	43%	41%	44%	43%	42%	44%	44%	41%	35%
Disagree	34%	34%	26%	33%	33%	30%	31%	33%	32%	29%	31%	37%
Strongly disagree	7%	12%	7%	6%	8%	10%	7%	8%	9%	9%	8%	5%
Don't know/No Opinion	15%	11%	13%	14%	14%	12%	13%	12%	11%	13%	15%	19%
Provide a world class service												
Strongly agree	3%	3%	6%	3%	3%	5%	4%	4%	3%	4%	5%	-
Agree	35%	30%	35%	37%	33%	33%	35%	37%	33%	35%	32%	33%
Disagree	37%	39%	31%	39%	37%	36%	36%	34%	38%	33%	36%	43%
Strongly disagree	12%	19%	14%	10%	14%	15%	14%	14%	15%	15%	14%	9%
Don't know/No Opinion	14%	9%	14%	11%	13%	12%	11%	12%	11%	13%	12%	12%

Table 35: Effectiveness and capability by perceptions of crime

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Friendly and helpful	81%	82%	83%	79%	74%	80%	82%	84%
Community focused	58%	63%	62%	71%	54%	61%	61%	63%
Modern and progressive	58%	60%	58%	52%	50%	57%	60%	61%
Effective in tackling crime	52%	59%	63%	60%	39%	53%	59%	65%
Well managed	45%	47%	49%	58%	40%	45%	47%	53%
Provide a world class service	34%	37%	45%	46%	27%	34%	38%	43%

Perceptions of crime

Earlier on in the report it was highlighted that respondents had differing levels of perception of crime, which varied nationally and locally. Table 35 looks at respondents' perceptions of crime and their levels of agreement with the six statements.

At a national level, we see that the levels of agreement with some of the statements increase as the perceptions of the crime problem reduce. This is evident in responses to the organisation being community-focused, effective in tackling crime, well managed and providing a world class service. However, we see a marginal reduction in levels of agreement about whether the organisation is modern and progressive. There was little significant variation in responses to the statement of 'friendly and helpful'.

At a local level, as the perception of the crime problem decreases the levels of agreement with the statements begin to increase. Unlike the national picture, this is consistent across all six statements and the degree of change is generally of a greater magnitude. The most significant difference is with levels of agreement on whether the organisation is effective in tackling crime, which rises from 39 per cent (for those who see crime as a serious problem) to 65 per cent (for those who do not see it as a problem).

Victimisation

Being a victim of crime could obviously impact on the respondent's view of the organisation. Table 36 examines the levels of agreement by victims and non-victims of crime of the six statements. Victims of crime had lower levels of agreement than those who had not been victims of crime. The most significant differences in levels of agreement were around being community-focused and effective in tackling crime.

Table 36: Perceptions of effectiveness and capability by victimisation

	Experience of Crime	
	Crime victim	Not a victim
Friendly and helpful	73%	83%
Community focused	48%	63%
Modern and progressive	48%	60%
Effective in tackling crime	45%	59%
Well managed	37%	48%
Provide a world class service	28%	39%

Table 37: Perceptions of effectiveness and capability by satisfaction with service provision

	Satisfaction levels			
	Very satisfied	Quite satisfied	Quite dissatisfied	Very dissatisfied
Friendly and helpful	95%	89%	65%	46%
Community focused	88%	70%	34%	15%
Modern and progressive	78%	65%	39%	25%
Effective in tackling crime	84%	65%	33%	21%
Well managed	74%	53%	25%	13%
Provide a world class service	68%	40%	19%	10%

Satisfaction with service provision

Earlier on in this report we saw that the majority of respondents were satisfied with the service provided to the local community although there was also a significant minority who were not. Table 37 examines satisfaction with service provision and the respondents' view of An Garda Síochána. There is a clear pattern - as levels of satisfaction with service provision to the local community increase we also see levels of agreement with all of the six statements increase at the same time.

Trust

As noted earlier in this section, there were variations in trust levels. Table 38 examines levels of trust and agreement with the six statements. As levels of trust increase we also see an associated increase in levels of agreement with the six statements.

Table 38: Perceptions of effectiveness and capability by trust

	Trust		
	High trust	Mid trust	Low trust
Friendly and helpful	96%	82%	39%
Community focused	78%	58%	23%
Modern and progressive	76%	54%	23%
Effective in tackling crime	78%	52%	15%
Well managed	67%	41%	11%
Provide a world class service	59%	28%	9%

Summary

Respondents were asked about their perceptions of the organisation. A significant proportion of respondents agreed that the organisation is friendly and helpful. The majority of respondents also agreed that the organisation is community-focused, effective in tackling crime and is modern and progressive. However, in each case around one third of respondents disagreed. Only a minority of respondents agreed that the organisation provides a world class service and views on whether the organisation is well managed were split.

There were some variations in levels of agreement:

- Levels of agreement generally increased with age.
- Respondents from social class F had higher levels of agreement with the statements compared to other social class groupings.
- In general, Munster had the highest levels of agreement by region whilst Dublin had the lowest levels of agreement across the statements.
- Overall, respondents in rural areas had higher levels of agreement with the statements than respondents from city areas.
- Residents living 10 kilometres or more from their Garda station did have the lowest levels of agreement in four of the six statements.

Analysis was also conducted on perceptions of the organisation by the other key questions asked in the survey. This showed that:

- As the perception of the crime problem decreases we see levels of agreement with the statements increase at the same time.
- As satisfaction with the service provided to the local community increases we also see levels of agreement with the statements also increase.
- Victims of crime had lower levels of agreement with the statements, in particular about the organisation being community-focused and effective in tackling crime.
- As levels of trust increase we also see increases in levels of agreement with the six statements.

Summary

The survey asked respondents about: their perceptions of crime; their experience of victimisation and the views of victims of crime on the service they received from An Garda Síochána; satisfaction with the service provided by An Garda Síochána to the local community; what crime types respondents would like the organisation to focus on; respondents' trust in the organisation, and perceptions of the organisation.

Perceptions of crime

When respondents were asked about their perception of crime in Ireland a significant majority said that it was a very serious or serious problem. However, when asked about crime locally the proportion who said that crime was a serious problem reduced significantly.

At a national level, 31 per cent of respondents stated that crime was a very serious problem, 45 per cent a serious problem, 19 per cent something of a problem and 2 per cent stated that it was not a problem. When respondents were asked about crime in their local area, 7 per cent regarded it as a very serious problem, 24 per cent a serious problem, 46 per cent something of a problem and 21 per cent stated that it was not a problem.

There were some variations in this. At both a national and local level:

- ▶ Women were marginally more likely to say that crime was a problem compared to men.
- ▶ As age increased respondents were more likely to say crime is a problem nationally.
- ▶ Some social classes were less likely to say that crime was a problem (social class AB) whilst others were more likely to say this (social class F).
- ▶ Irish nationals were more likely to say that crime was a serious problem than Non-Irish nationals.

The differences noted above were in general more prominent at a national level than at a local level.

There were also geographical differences. When asked about crime in Ireland:

- ▶ Respondents from Munster and Leinster (outside of Dublin) were more likely to see crime as a very serious problem nationally than respondents from Dublin.
- ▶ Rural and 'other urban' respondents were much more likely to feel that crime was a very serious problem in Ireland compared to respondents living in a city.
- ▶ Those living within 3 kilometres of a Garda station reported lower perception levels of crime as a problem compared to those who lived 10 kilometres or more from a Garda station.

When asked about crime locally,

- ▶ Respondents from Leinster (outside Dublin) were most likely to see crime as a problem locally with respondents from Connaught/Ulster least likely to do so.
- ▶ Respondents from 'other urban' areas were more likely to see crime as a problem than respondents from city and rural areas.
- ▶ The further away from a Garda station the respondent lived the less likely they were to see crime as a problem.

Victimisation

There were 682 respondents who had been a victim of crime in the last 12 months. This represents a victimisation rate within the sample of 11 per cent. Of the 682 victims of crime 74 were repeat victims. The most common incident was burglary (experienced by 25% of the sample) followed by criminal damage, assault, theft of a bike, other thefts (other than from a person or vehicle), and then theft of a car. Not all incidents were reported to An Garda Síochána (the reporting rate was 75%). The incidents that were most likely to be reported to the Gardaí were theft of a car, burglary and robbery from property. The incidents that were least likely to be reported were online fraud and fraud.

The majority of victims of crime (57%) were satisfied with how the incident was handled by An Garda Síochána. However, a significant minority was not (41%). There were variations within this:

- ▶ Women were more satisfied than men.
- ▶ As age increased then so did the proportion of respondents who said that they were satisfied with the service provided.

When asked about their experience of reporting a crime, the majority of victims of crime felt that Gardaí arrived in a timely manner to their incident and that they were given the details of the investigating Garda as well as the local Garda station. However, there were gaps in service provision. The areas of concern were that:

- ▶ Only around one third of respondents recalled receiving a PULSE/crime number.
- ▶ Similarly, one third of respondents received information in relations to victims' helplines and services.
- ▶ A significant proportion also felt that the information they received on the progression of the investigation was either too little or indeed they did not receive any.

Victims of crime were also more likely to see crime as a very serious or serious problem in their local area than non-victims of crime (although there was little significant difference at a national level).

Satisfaction with service provision to local community

The survey also asked all respondents about their satisfaction with the service provided by An Garda Síochána to the local community. The majority of respondents were satisfied, with 16 per cent stating that they were very satisfied and 54 per cent that they were quite satisfied. Just under one quarter of respondents were not satisfied, with 18 per cent noting that they were quite dissatisfied and 5 per cent very dissatisfied.

Whilst the majority of respondents were satisfied with the service provided, there were some variations in the levels of satisfaction by socio-economic factors and geography:

- ▶ Levels of satisfaction increased with age.
- ▶ Irish nationals were more likely than Non-Irish nationals to have higher levels of dissatisfaction.
- ▶ There were regional variations, with Munster having the highest levels of satisfaction and Dublin the lowest.
- ▶ 'Other urban' areas and rural areas had relatively higher levels of satisfaction than respondents from rural areas.
- ▶ Respondents who lived within 3 kilometres of a Garda station were most likely to say that they were very satisfied compared to those living further away.

There were also variations in satisfaction levels related to perceptions of crime locally and victimisation. As perceptions of crime improved we also saw satisfaction with the service provided to the local community rising at the same time. Furthermore, victims of crime, compared to non-victims, had relatively lower level of satisfaction in the service provided to the local community.

Priorities

When responses are broken down on the basis of high, medium and low priority it was evident that respondents would like An Garda Síochána to focus on crimes against the person with a particular emphasis on sexual offences. Irrespective of sex, age, social class or nationality respondents believed that the main priority for An Garda Síochána should be sexual offences. Similarly, across area types sexual offences were ranked as the top priority by respondents for An Garda Síochána to focus on. There was also consistency in the bottom three priorities across the groupings: criminal damage, traffic and public order offences.

In terms of the other factors explored, we also saw a similar picture emerge:

- ▶ Irrespective of how serious respondents' regarded crime as a problem, the key priority was still sexual offences. However, for those who regard crime as a serious problem, the top priority is robbery followed by sexual offences.
- ▶ Both victims of crime and non-victims of crime identify sexual offences as their top priority for An Garda Síochána to focus on.
- ▶ The nature of the victimisation, as limited to burglary and criminal damage, did not seem to have any significant impact in the prioritisation of the crime type.

Trust

Eighty five per cent of respondents had a medium to high level of trust in An Garda Síochána. Although all groups expressed medium and high levels of trust, there were some variations in the levels:

- ▶ Women had slightly higher levels of trust than men.
- ▶ Trust levels tended to increase with age.
- ▶ Social class F had the most significant levels of high trust and, relative to the other social classes, C2 and DE had lower levels (though even then this was at 83% mid to high trust level).
- ▶ Munster had relatively greater levels of high trust compared to other regions with Dublin having the lowest.
- ▶ Respondents in rural and other urban areas reported greater levels of high trust than those in cities.

Trust also appears to be associated with some of the other factors covered in the survey.

- ▶ As the perceptions of crime improve, with more respondents saying that it is not an issue, trust levels also increase at the same time. This association is much stronger for perceptions of crime at a local level than at a national level.
- ▶ As satisfaction with the service provided to the local community increases we also see trust levels increase at the same time.

- ▶ Victims of crime had reduced levels of high trust and greater levels of low trust compared to non-victims of crime. Levels of mid trust remained the same.

Perceptions of An Garda Síochána

A significant proportion of respondents agreed that the organisation is friendly and helpful. The majority of respondents also agreed that the organisation is community-focused, effective in tackling crime and is modern and progressive. However, in each case around one third of respondents disagreed. Only a minority of respondents agreed that the organisation provides a world class service and views on whether the organisation is well managed were split.

There were some socio-economic variations as well as by geography:

- ▶ Levels of agreement generally tended to increase with age.
- ▶ Respondents from social class F had higher levels of agreement with the statements compared to other social class groupings.
- ▶ Munster had the highest levels of agreement by region (topping four of the categories and having highest levels of agreement along with Connaught and Ulster in the organisation being 'modern and progressive'). Dublin had the lowest levels of agreement across the statements (with the exception being on whether the organisation provides a world class service, where the lowest levels of agreement came from respondents living in the rest of Leinster).
- ▶ Respondents in rural areas tended to have higher levels of agreement with the statements than respondents from city areas.
- ▶ There was no clear trend between perceptions and distance from a Garda station. However, residents living 10 kilometres or more from their Garda station did have the lowest levels of agreement in four of the six statements (community-focused, modern and progressive, well managed and providing a world class service).

The perception of the organisation was also associated with the other areas covered in the survey:

- ▶ As the perception of the crime problem decreased the levels of agreement in the statements also increased.
- ▶ As satisfaction with the service provided to the local community increased then levels of agreement in the statements also increased.
- ▶ Victims of crime had lower levels of agreement with the statements, in particular about the organisation being community-focused and effective in tackling crime.
- ▶ As levels of trust increased so did the agreement with the six statements.

