



Garda Research Unit

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# **GARDA PUBLIC ATTITUDES SURVEY 2008**

Colm Browne

For further information contact:

**Garda Research Unit  
Garda Síochána College  
Templemore  
Co. Tipperary**

Tel: (0504) 35428

Fax: (0504) 35455

Email: [gru@iol.ie](mailto:gru@iol.ie)

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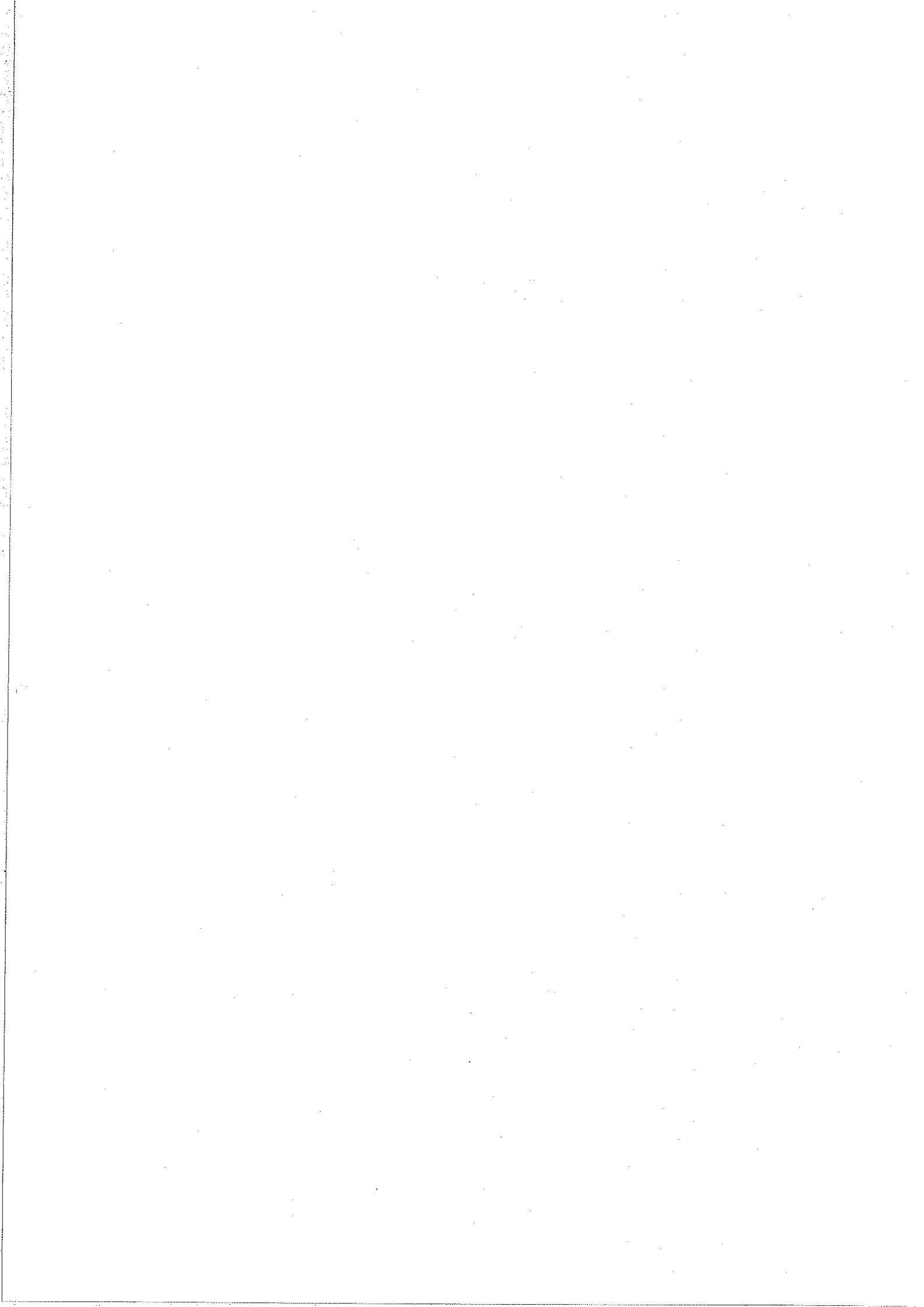
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## **Executive Summary**

This report presents the findings from the 2008 Garda Public Attitudes Survey. The main focus of the survey was on satisfaction with Garda service, policing priorities and experiences and fear of crime.

The survey was the seventh since 2002, and the tenth overall. This 2008 edition involved a sample of 10,000, essentially comprising a survey of 400 in each of the 25 Garda divisions. Similar large-scale surveys were conducted in 2002, 2005, 2006 and 2007. The 2003 and 2004 surveys involved national samples of 1,000.

The survey was carried out by Millward Brown IMS by means of in-home, face-to-face interviews. Interviewing took place between 9 January 2008 and 26 April 2008. Respondents were selected according to quotas based on age, gender and social class. Results were subsequently weighted to ensure a match with national populations. The sampling methodology is biased towards the settled community and is likely to under-represent certain hard-to-reach groups. Respondents to the survey were aged 18 years or over.

Results in respect of key indicators such as satisfaction with overall service, satisfaction with contact with the Gardaí, Garda approachability and overall performance at local level, have been consistent over recent surveys despite the use of different survey companies and methodologies.

The survey findings are presented as point estimates and the true population figures are likely to lie within a margin of  $\pm 1\%$  of the point estimate at the national level and  $\pm 4.9\%$  at the divisional level. Wider margins apply in comparisons between years, between divisions and for smaller sub-groups within the sample.

**Satisfaction with overall Garda service to the community** was 81 per cent, the same as in 2007. Previous rates were: 79 per cent in 2006, 83 per cent in 2005, 85 per cent in 2004, 81 per cent in 2003 and 87 per cent in 2002. Rates ranged from 71 to 89 per cent within Garda divisions. Compared with 2007, satisfaction rates increased in 12 divisions and declined in 13. Satisfaction was lowest among those in local authority housing compared with other housing tenure categories.

**Crime victimisation** rates were similar to most previous years, with 9.2 per cent saying they or a member of their household had been a victim of a crime in 2007 (down by 0.6 of a percentage point compared with last year). Divisional rates of victimisation ranged from two to 19 per cent. The most prevalent crimes were domestic burglary, criminal damage to vehicle, physical assault, criminal damage to home or other property and theft from vehicle.

Regarding **crime reporting**, 84 per cent of those victimised said that they reported the most recent crime to the Gardaí, a lower rate than in the 2007 survey (by three percentage points). Fewer than half expressed satisfaction with **being kept informed of progress** in the investigation of the crime they had been a victim of (44%). Divisional satisfaction rates ranged from 27 to 63 per cent.

Forty per cent of respondents had **contact with the Gardaí** in 2007. The most common forms of respondent-initiated contact were to have a passport signed or to report a crime or a nuisance/disturbance. The most common forms of Garda-initiated contact were to carry out a routine vehicle check or to request the production of documents. Service quality aspects such as speed of service, speed of answering telephone call, identification of station, Garda helpfulness, competence, sensitivity, politeness and interest were broadly on a par with previous surveys.

Four per cent of respondents requested an **emergency Garda response** in 2007. In 83 per cent of cases their phone call was answered within 10 seconds. This rate was higher than those reported in 2007, 2006 and 2005, lower than in 2003 and 2004 and the same as in the large-scale survey in 2002. Response time to a call was within 15 minutes for 48 per cent of respondents. Sixty-five per cent expressed satisfaction with the emergency service received; five percentage points lower than in the 2007 survey.

**Satisfaction with overall contact with the Gardaí** was 79 per cent, similar to the 2007 survey. Divisional satisfaction rates ranged from 65 to 88 per cent. Seventy-two per cent of respondents felt that the Garda service needed to be improved. The most frequent suggestions were for greater manpower, more foot patrols, more contact with the community and longer station opening hours.

When asked about **Garda approachability**, 91 per cent of respondents described Gardaí at their local station as either 'very approachable' or 'approachable' (excluding 'don't know' responses). Divisional rates ranged from 82 to 97 per cent (excluding 'don't know' responses). Almost four out of ten respondents knew a member of An Garda Síochána at their local station by name (39%), a lower rate than in the 2007 report (41%).

As regards **unacceptable behaviour**, eight per cent of respondents said that a member of the Garda Síochána had, at some time, acted in an unacceptable way towards them. This rate is similar to that in 2007. Divisional rates ranged from two to 14 per cent. The most frequent type of unacceptable behaviour was that a Garda had been 'disrespectful or impolite'.

Relatively few respondents said that they had ever been subjected to a **racist incident** (1.5%). Of these, 18 per cent had reported the most recent incident to the Gardaí. The rate of racist incidents for non-Irish nationals is higher, rising to nine per cent of the 220 respondents in the survey who were from outside the European Union. The survey is likely to under-represent certain minority groups and therefore understate racist incidents.

Regarding **Garda visibility**, 53 per cent reported seeing a Garda in their locality in the previous week. Seven per cent of respondents remembered seeing a Garda on the day of their interview. Sixty-five per cent of respondents were satisfied with the level of Garda visibility in their locality (62% in 2007). Divisional satisfaction rates ranged from 52 to 77 per cent. Compared with 2007, increases in the satisfaction rate were registered in 15 divisions, while the rate declined in the others.



Ratings for **how good a job the Gardaí do in the locality** were at 82 per cent, the same as in 2007 ('very good' or 'fairly good' combined). Satisfaction rates were lower among local authority tenants compared with other housing tenure categories. Divisional ratings ranged from 73 to 93 per cent. Compared with 2007, 16 divisions showed an increase in satisfaction ratings. Ratings for how good a job the Gardaí do in the locality **as regards road safety** were at 77 per cent, similar to the 2007 rate. Divisional ratings ranged from 58 to 88 per cent, with 14 divisions showing an increase in satisfaction ratings compared with 2007.

Three per cent of respondents had been involved in a **road traffic collision** in 2007. The level of satisfaction with the Garda investigation of the collision (79%) was similar to that in the 2007 survey (80%).

Respondents were asked about their **policing priorities** and their perceptions of Garda priorities. The public's top priorities were, in rank order: enforcing drug laws, ensuring an immediate emergency response, targeting of organised crime, investigating crime, dealing with crimes of sexual violence and dealing with youths racing around in cars. With a small number of exceptions, the public's rankings have been very consistent in recent surveys.

The perceived Garda priority ranking was generally different from respondents' own ranking. The more significant mismatches arose in respect to the sale of alcohol to those under age, youths racing around in cars, underage drinking on the streets (to which the public attached a higher priority than they perceive the Gardaí do), and State security, enforcement of traffic laws and immigration (to which the public attached a lower significance than they perceive the Gardaí do). Note that, regardless of rank positioning, the public attached higher levels of priority to all activities than they perceived the Gardaí do.

Responses about the **relationship between the Gardaí and the community** showed, among other things, high degrees of confidence that anyone in Garda custody would have their rights fully respected, that the Gardaí would help if a person's rights were infringed and that the Gardaí carry out their role in a fair and impartial manner. Majorities disagreed with the statements: 'the Gardaí discriminate against immigrants' and 'the people around here have a real say in deciding what is important for the Gardaí to attend to'.

**Feelings of safety walking in the neighbourhood after dark** were lowest in cities other than Dublin (Cork, Galway, Limerick and Waterford) and highest in Dublin and villages and rural areas. Overall, 74 per cent of respondents said that they felt safe out walking, similar to the 2007 survey (75%). Divisional rates ranged from 57 to 83 per cent. The proportion that felt safe alone at home at night was 89 per cent, similar to the 2007 survey (87%). Divisional rates ranged from 77 to 97 per cent.

Regarding **fear of crime**, 37 per cent of respondents worried about becoming a victim of crime themselves while 44 per cent were worried about other family members and friends becoming victims, identical to 2007 survey rates. Divisional rates for personal fear of becoming a victim ranged from 21 to 51 per cent; the range for fear of a family member or friend becoming a victim was 21 to 61 per cent.

Considerably more respondents thought crime and offending behaviour were major problems in the country as a whole, than thought they were major problems in their own area. Drug crime featured highest in both categories.

Responses about **crime and the criminal justice system** showed, among other things, support for responding to juvenile offending and drug abuse primarily with treatment rather than punishment. At the same time, a majority of respondents considered that the criminal justice system was too lenient on offenders (79%) and disagreed that penalties for possession of cannabis and ecstasy should be more lenient (68%). Just fewer than half of respondents felt that victims get a raw deal from the criminal justice system (49%).

A quarter of respondents said they were in **Neighbourhood Watch/Community Alert** schemes (25%). Seventeen per cent of those in schemes said that they were regularly informed by scheme co-ordinators about criminal activity in their area (19% in 2007). Forty per cent of all respondents and 59 per cent of those who were in schemes, believed that such schemes were successful in preventing crime ('very successful' or 'successful'). These rates are identical to those in the 2007 report.

## **Garda Public Attitudes Survey 2008**

### **Introduction**

This report presents the findings from the *Garda Public Attitudes Survey 2008*, the tenth in a series of national surveys commissioned by An Garda Síochána. The main focus of the survey was on satisfaction with Garda service, policing priorities and experiences and fear of crime. The results inform Garda policy and planning and form an important part of the Garda performance management system. The survey provides information on key performance indicators, which are reported on in the Garda Annual Report. A copy of the survey questionnaire is presented in Appendix 1.

The survey fieldwork was carried out by Millward Brown IMS, who were commissioned following a competitive public tendering process. The survey was conducted by means of in-home face-to-face interviews, with respondents selected on the basis of quotas in each Garda division. Interviewing took place between 9 January 2008 and 26 April 2008. Just over 10,000 interviews were completed across the 25 Garda divisions, generating a representative sample of approximately 400 in each division. Quotas were imposed by gender, age and social class, based on known demographics of the adult population aged 18 years or over. Results were subsequently weighted at national level in order to adjust for differences between the known population and the sample. It should be noted that the sampling methodology is biased towards the settled community and is likely to under-represent members of the travelling community and certain other hard-to-reach groups such as non-English-speaking immigrants. Details of the methodology are presented in Appendix 2. A profile of respondents is provided in Appendix 4.

This year's survey was substantially larger than those carried out in 2003 and 2004 and of a similar size to those carried out in 2002, 2005, 2006 and 2007. The larger sample size allows assessment of Garda performance in each division under key headings. Where relevant, results from these earlier surveys are presented in conjunction with the 2008 findings. Comparability between the surveys is maximised by retaining the exact wording in as many questions as possible.

Despite the use of different survey companies and methodologies over the years, the results are broadly consistent, at least at the national level.

A summary of methods used since 2002 is set out in table 1. An Garda Síochána also carried out public attitudes surveys in 2000, 1998 and 1993/94, but these are not reported on here.

**Table 1 Survey methodologies: 2002 – 2008**

Year	Sample	Company	Methodology
2008	10,000	Millward Brown IMS	quota sampling, face-to-face interviews
2007	10,000	Millward Brown IMS	quota sampling, face-to-face interviews
2006	10,000	Millward Brown IMS	quota sampling, face-to-face interviews
2005	10,000	Millward Brown IMS	quota sampling, face-to-face interviews
2004	1,000	RES	electoral register, telephone
2003	1,000	TNS/MRBI	telephone, random digit dialling
2002	10,000	RES	electoral register, telephone and postal

The survey results are presented in the report as point estimates, and the true population values are likely to lie within the range  $\pm 1$  percentage point of these point estimates at the national level and within the range  $\pm 4.9$  percentage points at the divisional level. Thus, for example, the true value of a national sample satisfaction rate of 80 per cent could vary between 79 and 81 per cent, while the true value of a similar divisional satisfaction rate could lie between 75.1 and 84.9 per cent. Larger margins of error occur where questions were rotated and not asked of all respondents and for sub-categories of respondents where numbers were small. Comparisons with other surveys also need to take account of the error margins associated with those surveys. Multiple comparisons between divisions widen the error margin further. Therefore, care should be taken in drawing inferences from the survey results.

Results are presented under the following headings:

- overall satisfaction with Garda service
- experience of crime
- contact with the Gardaí
- emergency Garda response
- Garda approachability
- unacceptable behaviour by Garda members
- racist incidents
- Garda visibility and activity
- road traffic collisions
- policing priorities
- further views on the Garda Síochána
- public safety and fear of crime
- views on crime and the criminal justice system
- Neighbourhood Watch and Community Alert.

## Overall satisfaction with Garda service

The 2008 survey found that 81 per cent of respondents were 'satisfied' or 'very satisfied' with overall Garda service to the community in 2007.<sup>1</sup>

**Table 2 Overall satisfaction with Garda service to the community and year of survey**

Year	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
	%	%	%	%	n
2008	11	70	14	5	9581
2007	14	67	16	3	10000
2006	13	67	16	4	9976
2005	16	67	14	3	9999
2004	15	69	11	4	996
2003	17	64	15	4	982
2002	17	69	11	2	10045

Some percentages do not sum to exactly 100 due to rounding. Total respondent numbers are fewer than overall sample sizes due to exclusion of 'don't know' responses.

The level of satisfaction varied widely between Garda divisions. The range between the divisions with the highest and lowest levels of satisfaction was 18 percentage points. In 2007 and 2006 this range was 21 and 17 percentage points, respectively (table 3).

**Table 3 Overall satisfaction: variation between highest and lowest division rankings**

Year	Division ranking	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
		%	%	%	%	n
2008	Highest	19	70	9	2	394
	Lowest	15	56	21	8	400
2007	Highest	25	64	9	2	401
	Lowest	2	66	26	6	401
2006	Highest	24	61	14	1	401
	Lowest	4	64	27	6	391
2005	Highest	35	57	7	1	399
	Lowest	6	71	16	6	406

Some percentages do not sum to exactly 100 due to rounding.

The highest level of satisfaction was in the Sligo/Leitrim division where 89 per cent of respondents were 'very satisfied' or 'satisfied'.

<sup>1</sup> There were n=1076 respondents in the 'very satisfied' category and n=6704 in the 'satisfied' category (total = 7780). Excluding respondents in the 'don't know' category (n=451) the calculation is  $7780/9581 \times 100 = 81.2$  per cent. When 'don't know' responses are included, the percentage is 77.6. The corresponding figures for the 2007 report are 80.9 per cent and 80.3 per cent, respectively.

The lowest level of satisfaction was in Waterford/Kilkenny (71%). Results are presented in table 4, with divisions ranked on the basis of mean score.<sup>2</sup>

**Table 4 Overall satisfaction with Garda service to the community and Garda division**

Division	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
	%	%	%	%
Sligo/Leitrim	19	70	9	2
Cavan/Monaghan	20	67	10	4
Cork West	18	69	11	2
DMR South Central	22	60	16	3
Clare	14	73	13	1
DMR East	11	77	9	2
Kerry	11	74	11	4
Carlow/Kildare	16	64	15	5
Longford/Westmeath	9	76	12	4
Laois/Offaly	9	78	9	5
Roscommon/Galway East	8	76	13	3
Tipperary	13	69	14	4
DMR South	11	71	14	4
Galway West	7	78	13	3
Louth/Meath	15	62	18	6
Mayo	7	75	12	5
Cork North	9	71	16	4
DMR North Central	12	67	14	7
DMR North	11	69	14	6
Cork City	6	78	12	6
Wexford/Wicklow	9	70	18	4
Donegal	12	67	11	10
DMR West	9	68	16	7
Waterford/Kilkenny	15	56	21	8
Limerick	9	66	18	7
average	12	70	14	5

Some percentages do not sum to exactly 100 due to rounding. Carlow/Kildare and Longford/Westmeath divisions had the same mean score (2.09), as had Laois/Offaly, Roscommon/Galway East and Tipperary (2.10), DMR South and Galway West (2.12), Cork North, DMR North Central and DMR North (2.16), Cork City and Wexford (2.17), DMR West and Waterford/Kilkenny (2.22).

Compared with 2007, satisfaction levels were up in 12 divisions and down in 13, based on the sum of those who were 'very satisfied' and 'satisfied'. Increases ranged from 1.1 to 13.2 percentage points, with decreases in the range 0.3 to 7.8 percentage points.

<sup>2</sup> Calculated on the basis of a score of 1 for 'very satisfied', 2 for 'satisfied', 3 for 'dissatisfied' and 4 for 'very dissatisfied' ('don't know' responses have been omitted from these calculations). These scores are multiplied by the frequencies in each category of satisfaction level. Using the Sligo/Leitrim frequencies as an example:  $[(1 \times 70) + (2 \times 267) + (3 \times 33) + (4 \times 9)] = [70 + 534 + 99 + 36] = 739 / 379 = 1.95$ . The lower the mean score, the higher the level of satisfaction. Although Limerick division was ranked lowest using this method (Table 4), its overall level of satisfaction (75% - 'very satisfied' and 'satisfied' combined) was higher than that of Waterford/Kilkenny.

The largest increases in satisfaction levels were in the divisions of Laois/Offaly (+13.2 percentage points), DMR East (+8.1), Clare (+6.7), DMR West (+6.3) and Longford/Westmeath (+6.1). The largest decreases were in Limerick (-7.8 percentage points), Louth/Meath (-7.2) and Wexford/Wicklow (-6.5). See table 5.

**Table 5 Overall satisfaction with Garda service: changes by Garda division**

Division	2008	2007	Change*	Division	2008	2007	Change
	%	%			%	%	
Sligo/Leitrim	88.9	89.4	-0.5	Carlow/Kildare	79.9	82.2	-2.3
Roscommon/Galway East	84.6	87.0	-2.4	DMR East	88.7	80.6	+8.1
Mayo	82.7	86.9	-4.2	Donegal	79.3	80.3	-1.0
Galway West	84.2	85.2	-1.0	DMR South	81.3	81.6	-0.3
Cork West	86.6	84.0	+2.6	Tipperary	81.6	79.8	+1.8
Cork City	83.0	83.8	-0.8	Clare	86.4	79.7	+6.7
Louth/Meath	76.8	84.0	-7.2	Longford/Westmeath	84.9	78.8	+6.1
Wexford/Wicklow	78.2	84.7	-6.5	DMR South Central	81.7	78.0	+3.7
Limerick	75.0	82.8	-7.8	DMR North	79.5	78.4	+1.1
Kerry	85.0	82.8	+2.2	Laois/Offaly	86.2	73.0	+13.2
DMR North Central	79.2	82.3	-3.1	DMR West	76.8	70.5	+6.3
Cavan/Monaghan	86.5	81.9	+4.6	Waterford/Kilkenny	70.9	68.0	+2.9
Cork North	79.8	81.5	-1.7	average	81.9	81.1	+0.80

\*Change is given in percentage points (percentage 'very satisfied' or 'satisfied').

There was little difference between males (81%) and females (82%) regarding overall satisfaction with Garda service, and the rates for each gender were similar or identical to the rates in 2007 and 2006 (table 6).

**Table 6 Overall satisfaction with Garda service and gender**

Year	Gender	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
		%	%	%	%	n
2008	male	10	71	14	6	4700
	female	12	70	14	4	4880
	average	11	71	14	5	9580
2007	male	14	66	16	4	4862
	female	14	68	15	3	5137
	average	14	67	16	4	9999
2006	male	13	66	17	4	4939
	female	13	67	16	4	5037
	average	13	67	17	4	9976

Some percentages do not sum to exactly 100 due to rounding. Total respondent numbers are fewer than overall sample size due to the exclusion of 'don't know' responses.



A larger percentage of respondents in the 65+ age group was satisfied with overall service compared with their younger counterparts (85%). The maximum difference in satisfaction rates between age groups was six percentage points (65+ and 45-64 years categories). As age category increased there was an increase in the percentage of respondents that reported being 'very satisfied' with overall service (table 7).

**Table 7 Overall satisfaction with Garda service and age category**

Year	Age category	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
		%	%	%	%	n
2008	18-24	9	73	14	5	1393
	25-44	10	72	13	5	4219
	45-64	13	66	16	5	2825
	65+	17	68	11	4	1141
	average	12	70	14	5	9578
2007	18-24	11	71	15	4	1380
	25-44	12	69	16	4	4166
	45-64	14	66	17	4	3062
	65+	21	63	14	3	1394
	average	15	67	16	4	10002
2006	18-24	10	68	16	5	1372
	25-44	10	69	17	4	4293
	45-64	14	65	16	4	2966
	65+	20	61	16	3	1345
	average	14	66	14	4	9976

Some percentages do not sum to exactly 100 due to rounding. Total respondent numbers are fewer than overall sample size due to the exclusion of those in the category 'refused/not stated'.

When examined on the basis of housing tenure, respondents in the 'rented privately' category had the highest level of overall satisfaction (84%), followed by owner-occupiers and 'other' (82%), and then those in local authority housing (78%).<sup>3</sup> See table 8.

<sup>3</sup> The 'owner-occupied' category included those who own their house outright and those who own with a loan. The 'local authority' category included those renting and purchasing their houses from the local authority.

**Table 8 Overall satisfaction with Garda service and housing tenure**

Housing tenure	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
	%	%	%	%	n
Owner occupied	12	70	14	4	7128
Local authority	11	67	14	8	888
Rented privately	13	71	12	4	880
Other	4	78	12	6	358
average	10	72	13	6	9254

Total respondent numbers are fewer than overall sample size due to the exclusion of those in the 'don't know' category.

Respondents in social class F (farmers) had the highest level of satisfaction (86%). Classes AB (upper middle and middle classes) and C1 (lower middle class) had the next highest rates at 83 per cent and 82 per cent, respectively. Categories DE (other working class and lowest level of subsistence) and C2 (skilled working class) had similar rates, at 80 per cent and 79 per cent, respectively (table 9).<sup>4</sup>

**Table 9 Overall satisfaction with Garda service and social class**

Social class category	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
	%	%	%	%	n
AB	12	71	14	3	919
C1	11	71	14	4	3244
C2	9	70	15	6	2073
DE	12	68	14	6	1856
F	13	73	10	4	588
average	11	71	13	5	8680

Total respondent number is fewer than overall sample size due to the exclusion of respondents in the 'refused/not stated' category.

<sup>4</sup> A list of social class definitions can be found in Appendix 3.

## Experience of crime

The level of crime victimisation was 9.2 per cent, down by 0.6 of a percentage point on last year. Over the last six years the rate has ranged from 11.7 per cent (2005 report) to 9.2 per cent (2008 report). See table 10.

**Table 10 Crime victimisation in preceding calendar year**

Year	2008	2007	2006	2005	2004	2003
	%	%	%	%	%	%
respondent	5.9	6.1	5.7	6.9	6.3	5.8
household member	2.5	2.9	3.1	3.7	3.7	3.7
both	0.8	0.8	1.3	1.1	0.3	1.2
not a victim	90.5	90.1	89.8	88.3	89.9	89.3
total sample size (n)	10032	10067	10046	10035	1000	1005

For some years, percentages do not sum to exactly 100 due to the omission of the 'don't know' category.

For respondents who were personally a victim of crime in 2007, the breakdown by gender and age category is set out in table 11. Males and those in the age categories 18-24 and 25-44 were somewhat over-represented among the victims, as seen in the respective ratios.

**Table 11 Crime victimisation in 2007: gender and age category**

Status	Gender		Age			
	Male	Female	18-24	25-44	45-64	65+
	%	%	%	%	%	%
victims	57.1	42.9	16.9	49.7	24.3	9.0
full sample	48.9	51.1	14.6	44.3	29.2	11.8
ratio	1.17	0.84	1.16	1.12	0.83	0.76

Percentages for victims' age categories do not sum to exactly 100 due to rounding. Victims only include respondents (not other household members).

The majority of victims experienced just one crime incident (86%) and one crime type (84%). Fourteen per cent were victims on more than one occasion, including three per cent who were victimised on four or more occasions (table 12).

**Table 12 Crime victimisation in 2007: incidents and crime types**

Category	1	2	3	4	5 or more	Total
	%	%	%	%	%	n
incidents	86	9	2	1	2	1010
crime type	84	12	3	1	1	929

Includes respondent and household victims. Percentages for crime type do not sum to exactly 100 due to rounding.

As in previous surveys, there was considerable variation in divisional rates of crime victimisation. Mayo, Cork West, Clare and Sligo/Leitrim recorded the lowest rates, at less than half the national average; Longford/Westmeath and DMR South Central recorded the highest, with DMR South Central more than double the average. The average was 8.5 compared with 9.3 in 2007.

Rural divisions that recorded higher than average victimisation rates were: Galway West, Limerick, Wexford/Wicklow, Louth/Meath and Longford/Westmeath (table 13).

**Table 13 Crime victimisation in 2007 and Garda division**

Garda division	%	Garda division	%
Mayo	2.3	Cork City	7.3
Cork West	3.2	Galway West	9.3
Clare	3.8	Limerick	10.4
Sligo/Leitrim	4.1	DMR South	11.0
Laois/Offaly	4.3	DMR North Central	11.1
Cork North	4.8	Wexford/Wicklow	11.2
Kerry	5.4	DMR West	11.3
Tipperary	5.8	DMR East	14.0
Waterford/Kilkenny	6.0	DMR North	14.0
Donegal	6.3	Louth/Meath	14.1
Cavan/Monaghan	6.5	Longford/Westmeath	14.5
Roscommon/Galway East	6.5	DMR South Central	19.3
Carlow/Kildare	6.7	average	8.5

Includes respondent and household victims.

The most common crimes were domestic burglary (experienced by 26 per cent of victims) and criminal damage to car or other vehicle (17%). These had also been the most frequently cited crimes in the 2007 survey. The reported rate of burglary here was the same as in 2007 (table 14).

**Table 14 Type of crime in preceding calendar year**

Type of crime	Percentage victimised at least once	
	2008	2007
	%	%
burglary of home or outbuildings	26	26
burglary of business premises owned by respondent	4	4
theft of vehicle	9	9
theft from vehicle	12	10
theft of bicycle	3	4
criminal damage to car or other vehicle	17	18
criminal damage to home or other property	12	11
robbery involving force or threat (including mugging)	4	5
theft from person without force (e.g. pickpocket)	8	6
theft from home or outbuildings (other than burglary)	5	5
consumer fraud (e.g. swindling or false pretences)	3	2
physical assault (other than sexual or domestic)	13	14
sexual assault	1	1
domestic violence (physical)	1	1
other	5	5
total (n)	1132	1175

The majority of victims said that the most recent crime was reported to the Gardaí (84%), which was consistent with previous surveys (table 15).

**Table 15 Was the crime (most recent) reported to the Gardaí?**

Survey	Yes	No	Total
	%	%	n
2008	84	16	929
2007	87	13	978
2006	86	14	1006
2005	83	17	1167
2004	79	21	101
2003	81	19	107
2002	84	16	1292

Where crimes were not reported, it was mostly because the respondent felt that the Gardaí could not have done anything; thought there was no chance of recovering property; felt the crime was not serious enough or believed the Gardaí would not have been interested. These were also the dominant reasons in the 2007 survey (table 16).

**Table 16 Reasons for not reporting crime**

Reason	2008	2007	2006
	%	%	%
not serious enough/no loss	24	28	19
no chance of recovering property	28	29	24
no insurance claim anticipated	5	4	7
believed Gardaí could not have done anything	32	38	38
believed Gardaí would not have been interested	18	20	25
felt the Gardaí would not believe you	1	6	4
no involvement wanted with the Gardaí	3	5	14
fear of reprisal	4	5	4
did not have time	3	1	2
other	6	12	18
number of respondents	146	132	130

Respondents could give more than one reason, so percentages do not sum to 100.

Almost a third of victims who reported the crime to the Gardaí indicated that they had received a letter acknowledging the report of the crime, and giving the name of the Garda dealing with the case or other information (32%). This rate is three percentage points higher than that in 2007 (table 17).

**Table 17 Receipt of Garda letter about the crime**

Receipt of letter		Yes	No	Total
		%	%	n
Survey	2008	32	68	728
	2007	29	71	773
	2006	27	73	807

Respondents in the category 'don't know/can't remember' have been excluded.

A majority of the letter recipients found it helpful (table 18).

**Table 18 Helpfulness of letter**

Year	Very helpful	Helpful	Not much help	No help	Total
	%	%	%	%	n
2008	31	40	23	7	229
2007	30	44	21	6	224
2006	28	40	24	8	217

Percentages for 2008 and 2007 do not sum to exactly 100 due to rounding.

Over two-fifths of victims who did not receive or did not recall receiving a letter said that they had been given the name of the Garda dealing with the case by some other means (47%). See table 19.

**Table 19 Victim informed of Garda name by other means?**

Year	Yes	No	Total
	%	%	n
2008	47	53	704
2007	41	59	741
2006	46	54	755

As in 2007, 88 per cent of victims said that they hadn't received a letter reporting significant developments in their case (table 20).

**Table 20 Contact by Gardaí about significant developments?**

Receipt of letter		Yes	No	Total
		%	%	n
Survey	2008	12	88	728
	2007	12	88	791
	2006	13	87	811

The majority of recipients found the update letter helpful (table 21).

**Table 21 Helpfulness of update letter**

Year	Very helpful	Helpful	Not much help	No help	Total
	%	%	%	%	n
2008	43	42	11	4	83
2007	44	44	12	-	92
2006	34	50	12	5	104

The percentages for 2006 do not sum to exactly 100 due to rounding.

Just over a quarter of victims – who did not receive or recall receiving an update letter – reported that they had been informed by the Gardaí in some other way about significant developments in their case (26%). See table 22.

**Table 22 Informed of significant developments by other means?**

Year	Yes	No	Total
	%	%	n
2008	26	74	713
2007	27	73	777
2006	25	75	802

Forty-four per cent of respondents expressed satisfaction with being kept informed of progress with their case. This level of satisfaction is similar to the 2007 figure (table 23).

**Table 23 Satisfaction with being kept informed of progress**

Survey	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
	%	%	%	%	n
2008	10	34	33	23	779
2007	11	34	35	21	824
2006	10	32	34	24	857
2005	12	37	31	21	956
2004	12	31	26	31	75
2003	9	28	37	26	82
2002	15	33	31	21	1045

The percentages for 2007 and 2005 do not sum to exactly 100 due to rounding.

Satisfaction with being kept informed of progress varied widely between Garda divisions and compared with the 2007 survey. The level of variation was due in large part to the small sample sizes, as the question was confined to those in each division who reported a crime to the Gardaí. Respondent numbers varied from just 9 in Mayo to 60 in DMR South Central (the range was 10–65 in 2007). Therefore, the results must be interpreted with caution.



**Table 24 Satisfaction with being kept informed of progress and Garda division**

Garda division	Satisfied/very satisfied		
	2008	2007	Change
	%	%	percentage points
DMR South Central	63.3	67.7	-4.4
DMR South	55.6	44.2	+11.4
Cavan/Monaghan	54.5	51.4	+3.1
DMR North Central	54.3	50.0	+4.3
Cork West	53.8	42.1	+11.7
Cork City	51.7	51.9	-0.2
Laois/Offaly	50.0	37.5	+12.5
Waterford/Kilkenny	50.0	25.8	+24.2
Kerry	50.0	43.8	+6.2
Wexford/Wicklow	47.4	42.4	+5.0
Roscommon/Galway East	45.8	42.9	+2.9
DMR East	45.0	65.1	-20.1
Tipperary	44.4	45.8	-1.4
Mayo	44.4	10.0	+34.4
Galway West	43.8	32.0	+11.8
DMR West	43.2	30.8	+12.4
Clare	42.9	25.0	+17.9
Donegal	40.0	45.2	-5.2
DMR North	38.3	36.8	+1.5
Longford/Westmeath	37.7	32.4	+5.3
Limerick	36.8	45.2	-8.4
Louth/Meath	33.3	44.7	-11.4
Carlow/Kildare	30.8	44.1	-13.3
Cork North	29.4	47.4	-18.0
Sligo/Leitrim	26.7	44.0	-17.3
average	44.5	41.9	+2.6

Ranked in terms of the percentages that were 'satisfied' or 'very satisfied', divisional satisfaction rates ranged from 27 per cent in Sligo/Leitrim to 63 per cent in DMR South Central.

Compared with 2007, 15 divisions recorded an increase in satisfaction, and rates decreased in ten. The largest increases occurred in Mayo (+34.4 percentage points), Waterford/Kilkenny (+24.2) and Clare (+17.9). The largest decreases were recorded in DMR East (-20.1 percentage points), Cork North (-18.0) and Sligo/Leitrim (-17.3). See table 24.

### Contact with the Gardaí

Forty per cent of respondents reported having had contact with the Gardaí in 2007, almost identical to the rate in the 2007 report (for year 2006). See table 25.

**Table 25 Contact with Gardaí in preceding calendar year?**

Survey	Yes	No	Total
	%	%	n
2008	40.5	59.5	10032
2007	40.3	59.7	10067
2006	41.8	58.2	10046
2005	42.6	57.4	10046
2004	38.1	61.9	1016
2003	55.4	44.6	1007
2002	37.9	62.1	10405

Two-thirds had contact on one occasion only (66%). Six per cent had four or more contacts during the year (table 26).

**Table 26 Number of contacts with Gardaí in 2007**

Survey 2008	1	2	3	4	5 or more	Total
	%	%	%	%	%	n
Those who had contact	66	20	8	3	3	4061

The main reasons for respondent-initiated contact were to have passport forms signed or to report a crime, similar to the pattern in 2007. The main types of Garda-initiated contact were routine vehicle checks or requests for the production of documents (table 27).

**Table 27 Type of contact with Gardaí**

Type of contact	2008	2007	2006
	%	%	%
Respondent-initiated contact			
to report a crime	14	14	20
to report a disturbance/nuisance	7	8	13
to report a traffic accident	4	4	7
to report suspicious activity	2	2	7
to report lost/found property	2	2	4
to make a general inquiry	5	5	10
to make a complaint	4	4	8
to enquire about a person in custody	1	1	1
to be a witness	1	1	3
signing passports	25	26	34
to avail of other services	9	9	12
Garda-initiated contact			
to produce documents	5	5	8
to ask about a crime	2	2	5
to investigate a traffic collision	1	1	2
to investigate noise/disturbance	1	1	2
to carry out a routine vehicle check (on-street)	11	6	11
to take a witness statement	1	1	2
alleged speeding offence	1	1	3
alleged drink driving offence	1	1	1
alleged other driving/traffic offence	1	1	1
arrested, detained for questioning or searched	1	1	1
to receive summons	1	1	1
total (at least one contact as % of total sample)	40	40	42
total (number with at least one contact)	4061	4058	4201

Respondents could indicate more than one type of contact.

Most respondents had only one contact per type of contact, but sizeable minorities had more than one contact in the same category. For example, 34 per cent of those who were in contact to report a disturbance/nuisance had contact under this heading more than once (although not necessarily in connection with the same incident). See table 28.

**Table 28 Frequency of contact and type of contact in 2007**

Type of contact	Number of contacts		
	1	2	3 or more
	%	%	%
<b>Self-initiated contact</b>			
to report a crime	83	11	7
to report a disturbance/nuisance	66	14	20
to report a traffic accident	90	6	4
to report suspicious activity	72	14	14
to report lost/found property	99	1*	-
to make a general inquiry	83	11	6
to make a complaint	74	11	15
to enquire about a person in custody	76	17*	7*
to be a witness	88	5*	8*
signing passports	96	3	1*
to avail of other services	92	5	3
<b>Garda-initiated contact</b>			
to produce documents	90	5	5
to ask about a crime	73	17	10
to investigate a traffic collision	84	16*	-
to investigate noise/disturbance	78	18	4*
to carry out a routine vehicle check (on street)	52	29	19
to take a witness statement	85	8*	8*
alleged speeding offence	89	5*	6*
alleged drink driving offence	91	9*	-
alleged other driving/traffic offence	92*	6*	2*
arrested, detained for questioning or searched	69	18*	14*
to receive summons	82	11*	7*
other reason	82	9	10

Some percentages do not sum to exactly 100 due to rounding. An asterisk (\*) denotes that percentages are based on a number of respondents fewer than 10.

The forms of the most recent contact with Gardaí are reported in table 29. By far the most common forms were a visit to a Garda station (58%) or a telephone call to the Gardaí (21%). While the percentage of respondents that visited a station was three points lower than in 2007, the percentage that spoke to a Garda at a vehicle checkpoint was three points higher. Contact with a Garda on patrol was at a level similar to those in 2007, 2006 and 2005.

**Table 29 Form of most recent contact**

Form of contact	2008	2007	2006	2005
	%	%	%	%
visit to Garda station	58	61	61	58
telephone call to the Gardaí (excluding 999/112 calls)	21	22	22	24
telephone call from the Gardaí	1	1	2	1
letter from the Gardaí	1	1	1	0
electronic means (email etc.)	1	1	1	-
spoke to Garda on patrol	3	2	3	3
spoke to Garda at checkpoint/vehicle stop	11	8	7	7
Garda called to home or work	3	4	4	5
other	2	1	2	2
total (n)	4058	4057	4151	4243

Some percentages do not sum to exactly 100 due to rounding.

A sizeable majority of visitors to Garda stations were dealt with more quickly than expected or within the time expected (87%), and results were similar to most previous years. In the three most recent surveys the percentages reporting 'quicker than expected' have been identical and represent a decrease for this category compared with earlier surveys (table 30).

**Table 30 How quickly were you dealt with on visiting a Garda Station?**

Survey	Quicker than expected	Within the time expected	Slower than expected	Total
	%	%	%	n
2008	28	59	13	2349
2007	28	60	12	2435
2006	28	61	11	2517
2005	33	56	11	2447
2004	41	48	11	171
2003	38	50	12	321
2002	34	57	9	1618

The vast majority of those who telephoned the Gardaí, other than by emergency number, said that their call was answered 'promptly' or 'following a short delay' (92%), up by three percentage points compared with 2007. The percentage of respondents that reported having had to call more than once before getting through was down by three points compared with 2007 (table 31).

**Table 31 How quickly was your telephone call answered?**

Survey	Promptly	Following a short delay	After an unacceptable delay	Had to call more than once before getting through	Total
	%	%	%	%	n
2008	69	23	6	3	814
2007	69	20	5	6	850
2006	70	21	3	5	876
2005	74	18	4	4	994
2004	77	8	5	10	123
2003	88	6	4	2	124
2002	79	11	3	7	1300

Some percentages do not sum to exactly 100 due to rounding.

Three-quarters of telephone callers said that the Garda gave the station name when answering (75%), while eight per cent said that the station name was not given (table 32). Excluding 'don't know' answers, 90 per cent of respondents said that the Garda gave the station name.

**Table 32 Was Garda station identified when telephone call was answered?**

Survey	Yes	No	Don't know	Total
	%	%	%	n
2008	75	8	17	841
2007	76	5	19	874
2006	77	6	17	894
2005	75	7	19	994
2004	73	12	15	124
2003	84	4	13	128
2002	76	8	16	1300

Some percentages do not sum to exactly 100 due to rounding.

Respondents were asked about the helpfulness, competence, sensitivity, politeness and interest shown by the Garda with whom they spoke. The majority of respondents said that the Garda's manner met or exceeded their expectations, ranging from 90 per cent for 'politeness' to 86 per cent for 'interest'. Compared with the 2007 survey, the percentages saying that Garda performance was 'better than expected' were identical or similar in all performance categories (table 33).

**Table 33 Garda manner**

Service category	Performance category	2008	2007	2006	2005	2004	2003
		%	%	%	%	%	%
Helpfulness	better than expected	20	21	21	25	30	31
	as expected	69	69	70	65	59	57
	worse than expected	11	10	10	10	10	11
Competence	better than expected	17	17	17	21	24	28
	as expected	72	73	74	70	63	64
	worse than expected	10	10	9	9	13	8
Sensitivity	better than expected	17	17	15	19	25	24
	as expected	71	72	74	70	65	66
	worse than expected	13	11	11	11	11	10
Politeness	better than expected	19	20	19	23	30	33
	as expected	71	71	72	69	66	60
	worse than expected	10	9	9	9	5	7
Interest	better than expected	17	17	17	21	24	27
	as expected	69	70	70	65	62	61
	worse than expected	15	14	14	14	14	12

Some percentages do not sum to exactly 100 due to rounding.

Table 34 presents the results for follow-up contact by Gardaí, focusing on the most recent contact by the respondent. A fifth of those who made contact felt that the matter required that a Garda call to them (20%). In three-quarters (75%) of these cases (not in table 34), they were told that a Garda would call, and in the majority of these cases a Garda actually called (68%). The percentages are similar to 2007 for three of the five variables in table 34. For two variables: 'did a Garda call on you?' and 'did a Garda call on you within the time indicated?', decreases of six and five percentage points, respectively, were recorded.

**Table 34 Follow-up contact by Gardaí (percentages – 'yes')**

Aspect of follow-up contact	2008	2007	2006	2005	2004	2003
	%	%	%	%	%	%
Do you think the matter required a Garda to call to your home?	20	19	21	22	29	21
Did the Gardaí indicate that someone would call on you?	18	17	18	19	23	21
Did a Garda call on you?	79	85	85	86	76	78
Were you told how long it would be before someone would call on you?	51	50	52	53	40	52
Did a Garda call on you within the time indicated?	74	79	77	83	77	69

The Gardaí got in touch with 16 per cent of respondents about the outcome of their contact. The majority of respondents who were not contacted did not think contact was necessary (table 35).

**Table 35 Follow-up contact by Gardaí regarding outcome (percentages – ‘yes’)**

Aspect of follow-up contact	2008	2007	2006	2005	2004	2003
	%	%	%	%	%	%
Did the Garda Síochána get in touch later to inform you about the outcome of your contact?	16	18	22	19	15	17
Do you think you should have been contacted?	21	20	21	19	*	*

\*Not reported in 2003 and 2004.



## Emergency Garda response

One in twenty-five respondents sought an emergency Garda response in 2007 by dialling 999 or 112, a rate similar to previous surveys (table 36).

**Table 36 Dialed 999 or 112 for an emergency Garda response in previous year**

Survey	Yes	Total
	%	n
2008	4	10032
2007	4	10067
2006	5	10046
2005	5	10046
2004	3	1014
2003	5	999
2002	5	10405

Of those who did seek an emergency response, 83 per cent had their call answered within 10 seconds (excluding those who couldn't remember). See table 37.

**Table 37 Speed of answering telephone**

Survey	Including 'not sure'				Excluding 'not sure'		
	Within 10 seconds	Outside 10 seconds	Not sure	Total	Within 10 seconds	Outside 10 seconds	Total
	%	%	%	n	%	%	n
2008	68	14	18	413	83	17	340
2007	70	16	14	395	82	18	338
2006	68	17	15	448	80	20	380
2005	66	20	14	456	76	24	391
2004	-	-	-	-	87	13	30
2003	-	-	-	-	90	10	43
2002	72	15	14	478	83	17	413

One of the percentages for 2002 does not sum to exactly 100 due to rounding.

Where an emergency response was provided, in just under half of cases it came within 15 minutes. No emergency response was provided in 13 per cent of cases (but one may not always have been needed). See table 38.

In the 136 cases where a response took more than 15 minutes, 60 per cent were within 30 minutes (n=81), 85 per cent within one hour (n=116) and 96 per cent within two hours (n=131). Times longer than two hours were recorded in five cases.<sup>5</sup>

<sup>5</sup> There were n=154 respondents who reported that the response time was longer than 15 minutes. When asked to indicate how much longer, some respondents didn't know.

**Table 38 Response time to call out to respondent**

Survey	Including 'did not respond'				Excluding 'did not respond'		
	Within 15 minutes	Longer than 15 minutes	Did not respond	Total	Within 15 minutes	Longer than 15 minutes	Total
	%	%	%	n	%	%	n
2008	48	39	13	392	55	45	343
2007	50	38	13	366	57	43	319
2006	53	36	12	400	59	41	353
2005	51	38	11	373	58	42	332
2002	47	36	17	415	57	43	344

Some percentages do not sum to exactly 100 due to rounding. Not asked in 2003 and 2004.

Two-thirds of respondents were satisfied with the emergency response received (65%). This was five percentage points lower than the rate in the 2007 report (table 39).

**Table 39 Satisfaction with the emergency Garda service received**

Survey	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
	%	%	%	%	n
2008	21	44	23	12	393
2007	20	50	18	13	369
2006	25	45	17	13	412
2005	26	43	16	15	395
2004	34	35	12	20	30
2003	50	31	15	4	44
2002	32	31	22	15	453

Some percentages do not sum to exactly 100 due to rounding.

Thinking of their overall contact with the Gardaí, 79 per cent of respondents expressed satisfaction ('very satisfied' and 'satisfied' combined). These rates are similar to those in 2007 (table 40).

**Table 40 Satisfaction with overall contact with the Garda Síochána**

Survey	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
	%	%	%	%	n
2008	20	59	15	6	3942
2007	20	60	15	6	3829
2006	20	59	14	6	4068
2005	25	55	14	6	4128
2002	27	55	13	4	4012

Some percentages do not sum to exactly 100 due to rounding. Not asked in 2003 and 2004.

Satisfaction levels ranged from 65 per cent in Limerick to 88 per cent in DMR East and Cork North. Compared with results from the 2007 survey, increases were recorded in 15 divisions and decreases in ten. The largest increase was in Waterford/Kilkenny (10.4 percentage points); the largest decrease was in DMR North (15.4 percentage points). The results should be interpreted with caution as the sample sizes are small, restricted as they are to respondents who had contact with the Gardaí in the preceding calendar year (table 41).

**Table 41 Satisfaction with overall contact with the Garda Síochána and division**

Garda division	2008	2007	Change
	Satisfied/ Very satisfied	Satisfied/ Very satisfied	
	%	%	Percentage points
Carlow/Kildare	80.3	82.7	-2.4
Cavan/Monaghan	79.2	74.5	+4.7
Clare	86.6	82.3	+4.3
Cork City	81.5	81.2	+0.3
Cork North	87.7	85.0	+2.7
Cork West	86.1	82.2	+3.9
DMR East	87.9	80.7	+7.2
DMR North	66.3	81.7	-15.4
DMR North Central	82.5	74.5	+8.0
DMR South	76.0	80.6	-4.6
DMR South Central	82.3	78.5	+3.8
DMR West	73.6	75.0	-1.4
Donegal	71.1	70.4	+0.7
Galway West	80.6	84.8	-4.2
Kerry	86.3	84.2	+2.1
Laois/Offaly	80.4	78.0	+2.4
Limerick	64.8	79.7	-14.9
Longford/Westmeath	78.1	79.8	-1.7
Louth/Meath	72.8	76.1	-3.3
Mayo	83.7	78.0	+5.7
Roscommon/Galway East	85.2	80.3	+4.9
Sligo/Leitrim	79.5	83.6	-4.1
Tipperary	76.8	86.2	-9.4
Waterford/Kilkenny	79.4	69.0	+10.4
Wexford/Wicklow	79.0	76.5	+2.5
average	79.5	79.4	+0.1

Divisional sample sizes ranged between 82 in Tipperary and 207 in DMR East.

Just over seven out of every ten respondents (72%) felt that the Garda service needed to be improved (75%, 77%, 73% and 64% in 2007, 2006, 2005 and 2002, respectively). Respondents were invited to make unprompted suggestions for improvements. The suggestions most frequently mentioned were for more Gardaí, more Gardaí on foot patrol, more contact with the community and longer station opening hours (table 42).

**Table 42 Suggested improvements to Garda service**

Suggestion	Percentage of respondents			
	2008	2007	2006	2005
greater manpower	53	54	60	56
more Garda foot patrols	53	54	54	52
more contact with the community	32	30	31	-
Garda stations open longer	24	27	24	21
enforce traffic laws more thoroughly	16	18	21	15
Gardaí to be friendlier	17	16	15	11
miscellaneous other	11	9	11	14

The answers were unprompted. Sample sizes: n=7170 in 2008, n=7475 in 2007, n=7720 in 2006 and n=7350 in 2005. Percentages sum to more than 100 as respondents could make more than one suggestion.

### **Garda approachability**

When asked about how approachable the Gardaí were at their local station, 79 per cent said that they were 'approachable' or 'very approachable', a rate identical to that in 2007. Two per cent said that the Gardaí were 'very unapproachable' (table 43).

**Table 43 Approachability of Gardaí at local station**

Level of approachability	2008	2007	2006
	%	%	%
very approachable	32	33	31
approachable	47	46	48
unapproachable	6	6	6
very unapproachable	2	2	2
don't know	13	13	13
total	10032	10067	10046

For the purpose of further comparison with previous years, categories have been amalgamated and 'don't know' answers excluded in table 44. The 2008 survey result is similar to those in 2007, 2006 and 2005. The percentage of respondents that felt that local Gardaí were 'unapproachable' has been stable over the last four surveys (at either nine or ten per cent), but represents a deterioration compared with earlier years.

**Table 44 Approachability of Gardaí at local station: 2008 – 2002**

Year	Very approachable/ approachable	Very unapproachable/ unapproachable	Total
	%	%	n
2008	91	9	8727
2007	90	10	8771
2006	90	10	8792
2005	91	9	8969
2004	95	5	982
2003	94	6	959
2002	95	5	9618

In terms of age group and housing tenure, those in the 65+ cohort (95%) and those who owned their own houses (92%) reported the highest rates of Garda approachability. These rates were notably different from the lowest rates in each category, which were reported by those aged 18-24 (84%) and those in local authority housing (83%).

The proportion of respondents that considered local Gardaí to be 'very approachable' ranged from 20 per cent in Galway West and Longford/Westmeath to 52 per cent in Sligo/Leitrim. The proportion that considered local Gardaí to be 'very unapproachable' varied from one per cent (in eight divisions) to seven per cent in DMR North (table 45). The table is not rank ordered because the wide variation in the number of 'don't know' responses would distort the results.

**Table 45 Approachability of Gardaí at local station and division**

Garda division	Very approachable	Approachable	Unapproachable	Very unapproachable	Don't know
	%	%	%	%	%
Carlow/Kildare	39	45	4	1	11
Cavan/Monaghan	33	38	4	2	24
Clare	44	35	6	2	14
Cork City	22	46	2	1	29
Cork North	36	52	3	1	9
Cork West	44	42	3	2	10
DMR East	36	48	8	1	8
DMR North	28	49	5	7	13
DMR North Central	34	38	6	3	19
DMR South	37	43	6	4	10
DMR South Central	34	44	7	1	14
DMR West	28	58	5	4	6
Donegal	26	33	8	5	29
Galway West	20	55	8	2	15
Kerry	46	38	5	3	9
Laois/Offaly	30	53	6	2	9
Limerick	38	38	8	3	12
Longford/Westmeath	20	63	6	1	11
Louth/Meath	23	46	7	3	21
Mayo	33	45	5	2	15
Roscommon/Galway E.	31	51	7	1	10
Sligo/Leitrim	52	40	3	1	6
Tipperary	43	45	4	2	7
Waterford/Kilkenny	34	49	5	2	11
Wexford/Wicklow	28	53	7	2	10
average	34	46	6	2	13

Some percentages do not sum to exactly 100 due to rounding.

Comparisons with 2007 are complicated by the variations in 'don't know' answers. To simplify, 'don't knows' have been excluded and comparisons have been based on the percentage that rated the local Gardaí as 'approachable' or 'very approachable'.

Using this measure, satisfaction levels ranged from 82 per cent in Donegal to 97 per cent in Sligo/Leitrim, and 16 divisions showed an increase compared with 2007. The largest increases were in the Waterford/Kilkenny, DMR West and DMR South Central divisions (up by 10.5, 10.4 and 7.3 percentage points, respectively). The remaining nine divisions showed decreases in satisfaction levels. The largest decreases were in Louth/Meath, DMR North and Limerick (down by 8.7, 7.7 and 5.5 percentage points, respectively). See table 46.

**Table 46 Approachability of Gardaí at local station and division: 2008 and 2007**

Garda division	Very approachable/ approachable			Garda division	Very approachable/ approachable		
	2008	2007	change		2008	2007	change
	%	%	% points		%	%	% points
Carlow/Kildare	94.7	93.5	+1.2	Galway West	88.8	92.9	-4.1
Cavan/Monaghan	92.2	89.0	+3.2	Kerry	91.3	92.9	-1.6
Clare	91.3	85.3	+6.0	Laois/Offaly	91.6	90.1	+1.5
Cork City	95.7	92.4	+3.3	Limerick	87.1	92.6	-5.5
Cork North	96.4	92.3	+4.1	Longford/Westmth	92.5	92.3	+0.2
Cork West	94.8	91.6	+3.2	Louth/Meath	87.0	95.7	-8.7
DMR East	90.5	84.3	+6.2	Mayo	92.1	96.3	-4.2
DMR North	87.4	95.1	-7.7	Roscom./Galway E	91.6	90.3	+1.3
DMR Nth Central	89.5	91.5	-2.0	Sligo/Leitrim	96.8	92.7	+4.1
DMR South	88.6	86.3	+2.3	Tipperary	94.1	92.2	+1.9
DMR Sth Central	90.6	83.3	+7.3	Waterford/Kilkenny	92.1	81.6	+10.5
DMR West	91.2	80.8	+10.4	Wexford	90.4	91.5	-1.1
Donegal	81.8	86.4	-4.6	average	91.2	90.1	+1.1

Percentages exclude 'don't know' responses.

Reasons why respondents thought the Gardaí were approachable or unapproachable are presented in table 47. In answering, respondents were not prompted and could give more than one reason. For those who felt the Gardaí were approachable, by far the most frequently cited reason was that the Gardaí were friendly or helpful, followed by, 'they have time for you' and '[you] can communicate with them'. Among those who considered the Gardaí unapproachable, the most frequently cited reasons were that they were 'just not interested', 'unfriendly/rude' or 'think they are superior/formal manner'.

**Table 47 Reasons for approachability or unapproachability**

Reason why Gardaí were considered approachable	n=7927
very friendly/helpful	58%
respondent knows them	19%
very reassuring	16%
they have time for you	22%
they are members of the community	17%
can communicate with them	21%
other	3%
Reason why Gardaí were considered unapproachable	n=800
unfriendly/rude	34%
not always there/station frequently closed	17%
just not interested	45%
think they are superior/formal manner	32%
minor complaints dealt with more seriously	13%
unhelpful	28%
distance themselves from community	20%
other	5%

The answers were unprompted.

Almost four out of ten respondents said that they knew a Garda by name at their local station (39%). This is a decrease of two percentage points on the 2007 figure (table 48).

**Table 48 Do you know any Garda member by name at your local station?**

Survey	Yes	No	Total
	%	%	n
2008	39	61	9982
2007	41	59	10002
2006	40	60	9950
2005	46	54	9912
2004	48	52	1016
2003	54	46	997
2002	57	43	10255



### **Unacceptable behaviour by Garda members**

One out of every thirteen respondents reported that a Garda had ever behaved towards them in a way they considered unacceptable (7.7%), a rate similar to that in the 2007 survey (7.5%). The type of unacceptable behaviour cited most frequently was that the Garda had been 'disrespectful or impolite' (table 49).

**Table 49 Nature of any unacceptable behaviour**

Nature of behaviour	2008	2007	2006	2005	2004	2003
	%	%	%	%	%	%
was disrespectful or impolite	4.4	4.2	4.1	5.0	10.9	6.6
did not follow proper procedures	1.7	1.4	1.5	1.4	3.8	1.4
stopped or searched without reason	0.9	0.9	1.0	1.4	2.6	0.5
harassed	1.4	1.3	1.4	1.6	3.8	1.0
clearly was very lax in carrying out duty	1.2	0.8	1.2	1.4	5.3	1.1
used racist language	0.1	0.2	0.2	0.1	0.4	0
made wrongful accusation	1.4	0.1	1.4	1.5	4.5	1.7
behaved in a violent way (e.g. pushing)	0.7	0.9	0.7	0.9	2.6	0.9
discriminated due to age, gender, race or ethnicity	0.5	0.6	0.6	0.7	1.8	0.5
swore	0.9	0.8	0.6	0.8	3.3	0.9
searched house without reason	0.1	0.2	0.4	0.4	-	-
took an item of your property	0.1	0.1	0.2	0.3	0.5	0.2
other (incl. use of sexist or sectarian language)	1.0	0.5	1.2	1.2	2.9	0.4
any of the above	7.7	7.5	8.6	9.3	12.4	12.1

**Table 50 Unacceptable behaviour and Garda division**

Garda division	2008	2007	Change
	%	%	% points
Carlow/Kildare	5.8	5.8	0
Cavan/Monaghan	4.0	9.2	-5.2
Clare	3.5	3.9	-0.4
Cork City	3.3	4.8	-1.5
Cork North	7.3	5.6	+1.7
Cork West	8.5	4.5	+4.0
DMR East	13.5	9.6	+3.9
DMR North	10.6	9.0	+1.6
DMR North Central	13.1	11.3	+1.8
DMR South	9.6	10.3	-0.7
DMR South Central	14.3	10.2	+4.1
DMR West	8.1	12.7	-4.6
Donegal	6.0	9.0	-3.0
Galway West	9.3	6.4	+2.9
Kerry	6.9	7.8	-0.9
Laois/Offaly	7.6	8.6	-1.0
Limerick	8.2	6.0	+2.2
Longford/Westmeath	2.7	6.3	-3.6
Louth/Meath	10.1	5.1	+5.0
Mayo	2.0	3.2	-1.2
Roscommon/Galway East	6.8	6.3	+0.5
Sligo/Leitrim	5.3	4.3	+1.0
Tipperary	4.7	3.6	+1.1
Waterford/Kilkenny	4.5	12.7	-8.2
Wexford/Wicklow	9.0	9.7	-0.7
average	7.4	7.4	0

Percentage of respondents who said that a Garda had ever behaved towards them in a way that they considered unacceptable.

Rates of unacceptable behaviour ranged from two per cent in Mayo to 14 per cent in DMR South Central. Compared with the 2007 survey, the percentage of respondents answering that a Garda had ever behaved towards them in an unacceptable way was lower in 12 divisions, higher in 12 and the same in one.<sup>6</sup> The biggest improvements were in Waterford/Kilkenny (by 8.2 percentage points) and Cavan/Monaghan (by 5.2 percentage points). Disimprovements were biggest in Louth/Meath (by 5 percentage points) and DMR South Central (by 4.1 percentage points). The national average was unchanged from 2007 (table 50).

<sup>6</sup> Note that a negative change in percentage points represents an improvement.

## **Racist incidents**

A racist incident was defined as 'any incident which is perceived to be racist by the victim, a witness to the incident or the investigating Garda'.

Overall, 1.5 per cent of respondents said that they had ever been subjected to a racist incident (n=152). Eighteen per cent of these had reported the most recent incident to the Gardaí (n=28). Of these, a third were satisfied (33%) with the way the incident was handled (n=9). In the 2007 survey, 2.1 per cent reported having experienced a racist incident (n=215); 18 per cent reported it to the Gardaí (n=39) and 49 per cent were satisfied with the way it was handled (n=18).

The vast majority of the 10,032 respondents to the survey were of Irish nationality (92%), and the exclusion of these produces a different picture. The rates of experience of racist incidents by non-Irish nationals are as follows: UK (2%), EU (7%), and non-EU (9%). These represent decreases of three, eight and 17 percentage points, respectively, compared with the 2007 rates.

When asked if they had ever been subjected to a racist incident by a Garda, 17 respondents said they had, compared with 33, 22, 31 and 21 in 2007, 2006, 2005 and 2002, respectively. Two non-Irish nationals were included in the 17.

In another section of the survey, 57 per cent of respondents agreed with the statement 'people who are different are likely to experience ridicule or personal attack on our streets', while only 22 per cent disagreed.<sup>7</sup>

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<sup>7</sup> The rest were undecided. These findings are identical to those in the 2007 report.

### **Garda visibility and activity**

Just over a fifth of respondents reported seeing a Garda in their locality that day or the day before (22%). More than half had seen a Garda in the previous week (53%), identical to the rate in 2007.

The proportion of respondents that remembered seeing a Garda on the day of their interview was similar to that in 2007 (table 51).

**Table 51 Garda visibility**

Last sighting of Garda in locality	2008	2007	2006	2005	2004	2003
	%	%	%	%	%	%
today	7	8	8	8	16	15
yesterday	15	17	17	16	13	17
2-7 days ago	31	28	29	28	26	27
1-4 weeks ago	21	20	19	19	15	14
longer ago	14	14	14	18	21	21
can't remember	11	13	14	12	8	6

Some percentages do not sum to exactly 100 due to rounding.

Sixty-five per cent of respondents were satisfied with the level of Garda visibility in their locality. This represents an increase of three percentage points on 2007.

This year's level of satisfaction with visibility was higher than in any of the reports since 2002 (table 52).

**Table 52 Satisfaction with the level of Garda visibility in the locality**

Survey	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
	%	%	%	%	n
2008	9	56	29	6	9901
2007	10	52	31	8	9937
2006	8	51	32	10	9915
2005	11	50	30	8	9979
2004	15	42	31	13	989
2003	15	49	29	7	987
2002	12	48	33	7	9798

Some percentages do not sum to exactly 100 due to rounding.

Satisfaction with the level of local Garda visibility ranged from 52 per cent in Carlow/Kildare to 77 per cent in Cavan/Monaghan and Clare (table 53).

Compared with 2007, 15 divisions registered an increase in satisfaction levels and rates decreased in ten.

Compared with 2007, the largest increases in satisfaction rates were achieved in DMR North (+15.2 percentage points), Laois/Offaly (+12.6) and Galway West (+12.3). The largest decreases were recorded in Carlow/Kildare (-8.9 percentage points), Sligo/Leitrim (-8.5) and DMR South Central (-7.0).

**Table 53 Satisfaction with the level of Garda visibility in the locality and division**

Garda division	Satisfied/very satisfied		
	2008	2007	Change
	%	%	Percentage points
Cavan/Monaghan	76.9	73.2	+3.7
Mayo	73.7	77.9	-4.2
Kerry	72.1	60.6	+11.5
Sligo/Leitrim	69.1	77.6	-8.5
Roscommon/Galway East	68.7	68.2	+0.5
Clare	76.5	66.3	+10.2
Donegal	70.2	69.2	+1.0
DMR South Central	72.0	79.0	-7.0
Tipperary	61.9	64.4	-2.5
Galway West	65.1	52.8	+12.3
DMR East	75.0	76.5	-1.5
DMR North Central	62.5	59.6	+2.9
DMR South	63.3	69.2	-5.9
Cork North	58.3	59.4	-1.1
Laois/Offaly	70.8	58.2	+12.6
DMR West	57.0	46.4	+10.6
Cork West	75.4	67.3	+8.1
Cork City	59.4	56.3	+3.1
DMR North	62.7	47.5	+15.2
Limerick	59.5	61.5	-2.0
Carlow/Kildare	52.1	61.0	-8.9
Longford/Westmeath	67.4	58.6	+8.8
Louth/Meath	64.1	70.5	-6.4
Wexford/Wicklow	62.1	56.9	+5.2
Waterford/Kilkenny	55.4	44.0	+11.4
average	66.0	63.3	+2.7

The majority of respondents felt that the level of general Garda activity (60%) and the level of foot patrol (59%) in the locality had stayed the same in the previous year. This is broadly consistent with results from the 2007, 2006, 2005, 2004 and 2003 surveys.

A fifth of respondents felt that the level of general activity had increased (20%), while 13 per cent felt that it had decreased. Seventeen per cent felt that the level of foot patrol had increased, while 16 per cent felt that it had decreased (table 54).

**Table 54 Perceived changes in Garda activity in the locality in the last year**

Activity	Change	2008	2007	2006	2005	2004	2003
		%	%	%	%	%	%
General Garda activity	increased	20	21	15	17	22	24
	about same	60	57	60	60	60	60
	decreased	13	14	15	15	11	11
	don't know	7	8	9	9	8	5
Foot patrol	increased	17	18	12	14	19	15
	about same	59	56	61	60	59	57
	decreased	16	15	16	16	16	17
	don't know	9	11	11	11	6	11

Some percentages do not sum to exactly 100 due to rounding.

Over eight out of ten respondents rated the Garda performance in their locality as either 'very good' or 'fairly good' (82%). This performance rating is consistent with the satisfaction level with overall Garda service to the community as described at the beginning of this report (81%). Seventy-seven per cent of respondents felt that the Gardaí were doing a 'very good' or 'fairly good' job in their locality as regards road safety (table 55).

**Table 55 Garda performance in the locality**

Performance	Rating	2008	2007	2006	2005	2004	2003
		%	%	%	%	%	%
All in all, how good a job do the Gardaí do in your locality?	very good	15	17	15	22	22	27
	fairly good	67	65	65	62	62	59
	fairly poor	14	15	16	13	12	10
	very poor	4	3	4	3	4	4
How good a job do the Gardaí do in your locality as regards road safety?	very good	14	15	12	21	20	26
	fairly good	63	61	58	58	50	51
	fairly poor	18	20	24	17	20	16
	very poor	5	5	7	5	10	7

Some percentages do not sum to exactly 100 due to rounding.

Male (82%) and female (83%) respondents had similar levels of satisfaction ('very good' and 'fairly good' combined) for local Garda performance. Rates of satisfaction for males (77%) and females (76%) were also similar regarding road safety performance in the locality.

Respondents in the 65+ age category expressed a higher level of satisfaction with local Garda performance than those in other age categories (88%), while those in this group also had the highest levels of satisfaction with Garda performance in road safety (81%).<sup>8</sup>

On a divisional basis, ratings for how good a job the Gardaí do in the locality ranged from 73 per cent in Donegal to 93 per cent in Cork West ('very good' and 'fairly good' combined). See table 56.

Compared with 2007, 16 divisions showed an increase in the satisfaction rating, with an average increase among these of 5.2 percentage points. The largest increases occurred in Waterford/Kilkenny (+11.6 percentage points), DMR West (+10.7) and DMR South Central (+9.9). For the nine divisions in which there were decreases, the average decrease was 5.9 percentage points. The largest decreases were in Louth/Meath (-9.6 percentage points), Donegal (-9.2) and DMR North (-8.1).

Ratings for how good a job the Gardaí do locally regarding road safety ranged from 58 per cent in Donegal to 88 per cent in Clare and Laois/Offaly ('very good' or 'fairly good').

Compared with 2007, 14 divisions showed an increase in the satisfaction rating, with the average increase being 7.5 percentage points. For the other eleven divisions the average decrease was 5.2 percentage points. Compared with 2007, the largest increases in satisfaction occurred in DMR South Central (+16.8 percentage points), Waterford/Kilkenny (+14.6) and Clare (+14.5). The largest decreases were recorded in Donegal (-14.1 percentage points), Carlow/Kildare (-10.4) and DMR North (-9.5).

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<sup>8</sup> For Garda performance locally the exact percentages were: 81.7% (18-24 years), 81.3% (25-44), 81.2% (45-64) and 87.8% (65+). For Garda road safety performance the percentages were: 78.6% (18-24 years), 74.7% (25-44), 76.2% (45-64) and 81.2% (65+).

**Table 56 Garda performance in the locality and division**

Garda division	Overall performance			Road safety		
	very good / fairly good			very good / fairly good		
	2008	2007	change	2008	2007	change
	%	%	% points	%	%	% points
Cork West	92.5	87.6	+4.9	82.7	75.3	+7.4
Clare	91.1	83.3	+7.8	88.1	73.6	+14.5
Cork North	91.1	82.9	+8.2	76.0	71.1	+4.9
Sligo/Leitrim	89.0	87.7	+1.3	80.7	78.0	+2.7
Cavan/Monaghan	89.0	84.5	+4.5	85.5	80.1	+5.4
DMR East	88.9	85.6	+3.3	80.4	84.4	-4.0
Kerry	88.5	79.7	+8.8	80.0	72.0	+8.0
Laois/Offaly	88.3	85.3	+3.0	87.8	84.8	+3.0
Roscommon/Galway East	87.0	86.6	+0.4	81.1	77.0	+4.1
DMR South Central	86.6	76.7	+9.9	83.2	66.4	+16.8
Tipperary	86.4	88.4	-2.0	84.5	86.4	-1.9
Mayo	85.0	87.3	-2.3	78.0	82.3	-4.3
Galway West	83.0	80.2	+2.8	77.7	73.1	+4.6
Longford/Westmeath	82.7	79.8	+2.9	81.0	77.2	+3.8
DMR North Central	82.6	80.8	+1.8	78.2	78.7	-0.5
Wexford/Wicklow	81.8	83.7	-1.9	76.1	73.4	+2.7
Carlow/Kildare	80.8	88.0	-7.2	72.2	82.6	-10.4
Limerick	79.3	84.0	-4.7	75.9	76.1	-0.2
Cork City	79.3	78.8	+0.5	69.4	70.4	-1.0
DMR West	79.1	68.4	+10.7	79.9	67.1	+12.8
DMR South	78.5	86.2	-7.7	75.8	83.6	-7.8
DMR North	76.6	84.7	-8.1	71.6	81.1	-9.5
Louth/Meath	75.0	84.6	-9.6	71.6	74.7	-3.1
Waterford/Kilkenny	73.5	61.9	+11.6	68.9	54.3	+14.6
Donegal	72.6	81.8	-9.2	58.4	72.5	-14.1
average	83.5	82.3	+1.2	77.8	75.8	+2.0

Divisions ranked according to proportion rating overall Garda performance as 'very good' or 'fairly good'.

When respondents were categorised according to housing tenure, the range of ratings for satisfaction with Garda performance locally in 2008 was similar to that in 2007. Ratings ranged from 78-85 per cent, compared with 76-84 per cent in 2007. In 2008, occupants of local authority housing gave a lower rating than other respondents, with 78 per cent saying they thought the Gardaí did a 'very good' or 'fairly good' job in their locality (table 57).

**Table 57 Local Garda performance by housing tenure 2008 and 2007**

2008 Survey		2007 Survey	
Housing type	%	Housing type	%
owner occupied	82.4	owner occupied	82.9
local authority housing	77.5	local authority housing	75.8
rented privately	85.2	rented privately	84.1
other	85.1	other	82.6



## **Road traffic collisions**

Three per cent of respondents said that they had been involved in the previous year in road traffic collisions dealt with by the Gardaí, similar to last year's percentage (4% in 2007). The majority believed that the other party was at fault for the collision (58%), while 28 per cent felt that they themselves were at fault. Thirteen per cent felt that both parties were, while one per cent did not know who was at fault.<sup>9</sup> Seventy-nine per cent of respondents were satisfied with the Garda investigation of the collisions, a finding similar to last year's (table 58).

**Table 58 Satisfaction with the Garda investigation of road traffic collisions**

Survey	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
	%	%	%	%	n
2008	31	48	17	4	273
2007	22	58	11	10	344
2006	30	48	13	8	358
2005	25	48	15	12	272
2002	39	40	12	9	465

Respondents who expressed dissatisfaction were invited to give a reason. The number of respondents was small. Responses were not prompted and the reasons that were cited are presented as frequencies in table 59.

**Table 59 Dissatisfaction with Garda investigation of road traffic collisions**

Reason for dissatisfaction	Mentioned (n)	Mentioned (n)
	2008	2007
Garda withheld information	-	7
nothing was/has been done	13	23
nobody came to the scene	9	11
Garda took very long time to come to scene	17	20
Garda wrongfully charged the respondent	3	1
very bad service	18	21
were not interested in incident	21	25
other	5	8

In 2008 there were no responses to the category 'Garda withheld information'.

<sup>9</sup> There was only one respondent who reported not knowing who was at fault. This frequency has been rounded up to one per cent.

### **Policing priorities**

As with previous Garda surveys, respondents were asked about the priority they would give to policing tasks and the priority they think the Gardaí actually give. The questions were preceded with the statement 'the Garda Síochána has limited resources and is faced with a wide range of demands', and respondents were asked, 'in your opinion, what priority do you think the Garda should give to the following policing tasks?', and then, 'in your opinion, what priority do you think the Garda actually give to the following policing tasks?' A listing of 28 tasks was presented, with rotation of the starting point to avoid any position effect on responses.

The top priority for respondents was enforcing laws relating to drugs, followed by ensuring an immediate response to emergencies, targeting organised crime, investigating crime and dealing with crimes of sexual violence. Crime prevention advice to businesses, advice on personal safety and home security and supervision of licensed premises were the lowest ranked tasks (table 60).

The majority of respondents assigned a 'very high' or 'high' priority to all tasks, even the lowest-ranked tasks. The percentages assigning these levels of priority ranged from 77 per cent for 'supervise licensed premises' to 99 per cent for 'investigate crime'. Readers should note that differences in rank can reflect very small differences in levels of priority, especially for tasks that are ranked closely together. It would be unwise, therefore, to attach too much importance to, say, the first-ranked task over the second, or the second over the third, and so on, or to over-emphasise relatively minor changes from one year to the next.

**Table 60 Respondents' policing priorities**

Task	Very high priority	High priority	Low priority	Rank
	%	%	%	
enforce laws relating to drugs	75	22	3	1
ensure immediate response to emergencies	73	25	2	2
target organised crime	72	26	2	3
investigate crime	69	31	1	4
deal with crimes of sexual violence	66	31	3	5
deal with youths racing around in cars	62	34	4	6
enforce drink driving laws	62	34	4	7
enforce speed laws	59	36	5	8
deal with domestic violence incidents	59	37	4	9
deal with underage drinking on the streets	59	36	5	10
tackle the sale of alcohol to those under age	57	36	6	11
deal with underage drinking in pubs	53	38	9	12
deal with vandalism	46	46	8	13
enforce laws relating to fraud and white collar crime	45	48	8	14
provide help and support to victims of crime	44	48	8	15
enforce laws relating to wearing of seat belts	44	48	8	16
patrol by car/van	43	49	8	17
ensure State security	43	46	11	18
deal with public annoyances (e.g. loud music, fights)	41	49	10	19
enforce immigration laws	39	48	13	20
work with community groups	36	53	11	21
patrol on foot or bicycle	39	47	15	22
ensure effective traffic management and flow	34	53	13	23
enforce other traffic laws	32	54	14	24
patrol by motorcycle	34	47	19	25
supervise licensed premises	30	47	23	26
advise on personal safety and home security	26	52	22	27
advise businesses/shops on crime prevention	25	53	22	28

Some percentages do not sum to exactly 100 because of rounding. 'Don't know' answers are excluded; they ranged from 0.5% to 1.5% of respondents. Tasks are ranked by mean score, and these scores are shown in table 63.

Respondents' perceptions of the priority that the Gardaí assign to tasks are presented in table 61. In answering, respondents were allowed an additional option of 'very low priority' that was not offered in relation to their own priorities. The top ranked activity was investigating crime, which was followed by ensuring immediate emergency response, targeting organised crime, enforcing drink driving laws and ensuring State security.

The perceived Garda priority order was generally different from respondents' own priorities. The rankings were the same for five activities: ensuring immediate response to emergencies, targeting organised crime, dealing with domestic violence incidents, dealing with public annoyances (e.g. loud music, fights) and advising on personal safety and home security.

The difference in rankings was relatively small for 13 of the remaining activities, while the other ten showed differences of six or more ranking places (table 62).

**Table 61 Respondents' perceptions of Garda priorities, ranked by mean score**

Task	Very high priority	High priority	Low priority	Very low priority	Rank
	%	%	%	%	
investigate crime	31	55	13	2	1
ensure immediate response to emergencies	33	49	15	3	2
target organised crime	29	49	17	5	3
enforce drink driving laws	26	53	18	4	4
ensure State security	26	50	18	6	5
enforce laws relating to drugs	26	51	19	5	6
enforce speed laws	25	51	20	5	7
deal with crimes of sexual violence	24	51	20	5	8
deal with domestic violence incidents	19	47	26	8	9
enforce laws relating to wearing of seat belts	18	48	27	6	10
enforce immigration laws	17	46	29	8	11
patrol by car/van	16	48	29	7	12
enforce laws relating to fraud and white collar crime	15	44	32	9	13
enforce other traffic laws	13	46	33	7	14
ensure effective traffic management and flow	13	44	36	8	15
provide help and support to victims of crime	13	40	37	10	16
deal with youths racing around in cars	14	36	37	13	17
deal with vandalism	13	38	38	11	18
deal with public annoyances (e.g. loud music, fights)	12	40	38	10	19
deal with underage drinking on the streets	14	34	39	13	20
deal with underage drinking in pubs	14	32	41	13	21
supervise licensed premises	12	34	40	14	22
tackle the sale of alcohol to those under age	12	32	42	14	23
work with community groups	9	36	41	14	24
advise businesses/shops on crime prevention	9	31	43	17	25
patrol by motorcycle	9	28	42	22	26
advise on personal safety and home security	8	29	44	19	27
patrol on foot or bicycle	9	24	42	25	28

Some percentages do not sum to exactly 100 because of rounding. 'Don't know' answers are excluded; they ranged from 0.9% to 3.5% of respondents. Tasks are ranked by mean scores, and these scores are shown in table 63.

The largest difference occurred in respect of 'ensuring State security', which the public rated 13 ranking places lower than it perceived the Gardaí do. The next largest differences were for tackling the sale of alcohol to those under age, dealing with youths racing around in cars and dealing with underage drinking on the streets, which the public rated 12, 11 and ten places, respectively, higher than it perceived the Gardaí do.

Other significant mismatches arose in relation to dealing with underage drinking in pubs (to which the public attached a higher ranking than they perceive the Gardaí do), enforcing other traffic laws and enforcing immigration laws (to which the public attached a lower ranking than they perceive the Gardaí do – ten and nine ranking places, respectively).

**Table 62 Respondents' priorities and their perception of Garda priorities – rankings**

Task	Desired rank	Perceived rank	Rank difference		
			Garda lower	Garda higher	Same
enforce laws relating to drugs	1	6	5		
ensure immediate response to emergencies	2	2			0
target organised crime	3	3			0
investigate crime	4	1		3	
deal with crimes of sexual violence	5	8	3		
deal with youths racing around in cars	6	17	11		
enforce drink driving laws	7	4		3	
enforce speed laws	8	7		1	
deal with domestic violence incidents	9	9			0
deal with underage drinking on the streets	10	20	10		
tackle the sale of alcohol to those under age	11	23	12		
deal with underage drinking in pubs	12	21	9		
deal with vandalism	13	18	5		
enforce laws relating to fraud and white collar crime	14	13		1	
provide help and support to victims of crime	15	16	1		
enforce laws relating to wearing of seat belts	16	10		6	
patrol by car/van	17	12		5	
ensure State security	18	5		13	
deal with public annoyances (e.g. loud music, fights)	19	19			0
enforce immigration laws	20	11		9	
work with community groups	21	24	3		
patrol on foot or bicycle	22	28	6		
ensure effective traffic management and flow	23	15		8	
enforce other traffic laws	24	14		10	
patrol by motorcycle	25	26	1		
supervise licensed premises	26	22		4	
advise on personal safety and home security	27	27			0
advise businesses/shops on crime prevention	28	25		3	

Without exception, respondents assigned a higher priority to activities than they perceived the Gardaí do. This was so even when an activity appeared in the same ranking position in both respondent and Garda lists.

**Table 63 Respondents' priorities and perceived Garda priorities – mean scores**

Task	Desired priority	Perceived Garda priority	Difference
	mean score	mean score	mean score
enforce laws relating to drugs	1.28	1.98	-0.70
ensure immediate response to emergencies	1.29	1.86	-0.57
target organised crime	1.30	1.93	-0.63
investigate crime	1.32	1.84	-0.52
deal with crimes of sexual violence	1.37	2.02	-0.65
deal with youths racing around in cars	1.41	2.36	-0.95
enforce drink driving laws	1.42	1.95	-0.53
enforce speed laws	1.45	2.00	-0.55
deal with domestic violence incidents	1.46	2.14	-0.68
deal with underage drinking on the streets	1.46	2.38	-0.92
tackle the sale of alcohol to those under age	1.49	2.45	-0.96
deal with underage drinking in pubs	1.56	2.40	-0.84
deal with vandalism	1.63	2.36	-0.73
enforce laws relating to fraud and white collar crime	1.63	2.26	-0.63
provide help and support to victims of crime	1.63	2.34	-0.71
enforce laws relating to wearing of seat belts	1.65	2.15	-0.50
patrol by car/van	1.65	2.21	-0.56
ensure State security	1.68	1.97	-0.29
deal with public annoyances (e.g. loud music, fights)	1.69	2.36	-0.67
enforce immigration laws	1.73	2.20	-0.47
work with community groups	1.75	2.45	-0.70
patrol on foot or bicycle	1.76	2.58	-0.82
ensure effective traffic management and flow	1.79	2.30	-0.51
enforce other traffic laws	1.81	2.27	-0.46
patrol by motorcycle	1.85	2.55	-0.70
supervise licensed premises	1.93	2.42	-0.49
advise on personal safety and home security	1.96	2.55	-0.59
advise businesses/shops on crime prevention	1.97	2.52	-0.55

Mean scores for desired priority are calculated on the basis of 'very high priority' = 1, 'high priority' = 2 and 'low priority' = 3. For example, when asked what priority the Gardaí should give to tackling the sale of alcohol to those under age, 5710 said 'very high', 3628 'high' and 637 'low', giving a mean score of  $[(5710 \times 1) + (3628 \times 2) + (637 \times 3)] / [5710 + 7256 + 1911] = 14877 / 9975 = 1.4914$ . Mean scores for perceived Garda priority are calculated on the basis of 'very high priority' = 1, 'high priority' = 2, and 'low priority' + 'very low priority' = 3. The lower the mean score, the higher the priority. Mean scores are shown to two decimal places. Ranking is based on four decimal places.

The largest differences occurred in respect of tackling the sale of alcohol to juveniles, dealing with youths racing around in cars and dealing with underage drinking on the streets and in pubs. Among the other sizeable differences were those relating to patrolling on foot or bicycle and dealing with vandalism (table 63).

With a small number of exceptions, the public's own rankings have been very consistent in the surveys since 2002. Compared with 2007, enforcing laws relating to fraud and white collar crime, enforcing immigration laws and working with community groups achieved the greatest jumps in ranking. The largest falls in ranking were for enforcing laws relating to wearing of seat belts, ensuring effective traffic management and flow and enforcing other traffic laws (table 64).<sup>10</sup>

**Table 64 Respondents' priorities: 2008, 2007, 2006, 2005, 2002**

Task	Year	2008	2007	2006	2005	2002
	n	n <sup>1</sup>	n <sup>2</sup>	n <sup>3</sup>	n <sup>4</sup>	n <sup>5</sup>
enforce laws relating to drugs		1	2	2	2	3
ensure immediate response to emergencies		2	1	1	1	1
target organised crime		3	3	3	3	2
investigate crime		4	4	5	5	6
deal with crimes of sexual violence		5	5	6	4	-
deal with youths racing around in cars		6	7	8	6	3
enforce drink driving laws		7	6	4	8	3
enforce speed laws		8	8	7	12	7
deal with domestic violence incidents		9	10	11	10	-
deal with underage drinking on the streets		10	9	9	7	8
tackle the sale of alcohol to those under age		11	11	10	9	9
deal with underage drinking in pubs		12	12	12	11	11
deal with vandalism		13	15	14	13	13
enforce laws relating to fraud and white collar crime		14	17	15	14	12
provide help and support to victims of crime		15	14	16	15	14
enforce laws relating to wearing of seat belts		16	13	13	16	10
patrol by car/van		17	16	17	17	16
ensure State security		18	18	19	18	15
deal with public annoyances (e.g. loud music, ...)		19	19	18	19	17
enforce immigration laws		20	23	25	25	23
work with community groups		21	24	23	22	22
patrol on foot or bicycle		22	22	20	20	21
ensure effective traffic management and flow		23	20	22	23	18
enforce other traffic laws		24	21	21	24	18
patrol by motorcycle		25	25	24	21	20
supervise licensed premises		26	27	27	27	24
advise on personal safety and home security		27	26	26	26	26
advise businesses/shops on crime prevention		28	28	28	28	25

Table includes two tasks: 'deal with crimes of sexual violence' added in 2004 and 'deal with domestic violence incidents', added in 2005. Sample size: n<sup>1</sup> = 10,000; n<sup>2</sup> = 10,000; n<sup>3</sup> = 10,000; n<sup>4</sup> = 10,000 and n<sup>5</sup> = 10,000. Rankings prior to 2005 were based on mean scores to two decimal places and joint rankings occurred in several instances.

<sup>10</sup> Note that a change in rank position from 23 in 2007 to 20 in 2008 (enforce immigration laws) represents an increase in respondents' priority for that task. A change in rank from 21 in 2007 to 24 in 2008 (enforce other traffic laws) represents a decrease in priority.

### Further views on the Garda Síochána

The survey sought the public's views about other aspects of the relationship between the Gardaí and the community and attempted to gauge the degree of public confidence in the Gardaí. Respondents were asked to indicate if they agreed or disagreed with various statements using a five-point scale from 'strongly agree' to 'strongly disagree'.

**Table 65 Relationship between the Gardaí and the community**

Statement	Agree	Neither	Disagree
	%	%	%
Anyone in Garda custody would have their rights fully respected	76	13	11
If my rights were infringed, I could rely on the Gardaí to help me	73	15	12
I would encourage a friend or relative to join the Gardaí	69	17	13
People like me would be welcome in the Gardaí as a member	68	16	17
The Gardaí carry out their role in a fair and impartial manner	67	17	16
Gardaí are sensitive to the needs of vulnerable people	64	19	16
The Garda organisation is made up of honest/honourable people	63	22	15
Gardaí are representative of the communities they serve	62	19	19
Anyone in Garda custody would be well treated	55	28	17
Garda management fully supports community policing (e.g. assigning Community Gardaí to area)	55	25	21
The Gardaí provide good leadership in the guidance and direction of our young people	54	23	24
The local Gardaí reflect the make-up of my local community	52	22	26
The local Gardaí are fully answerable to the people for their actions and conduct	50	19	32
The Gardaí never blame victims of crime	45	31	24
The Gardaí serve the interests of the rich more than the poor	35	21	44
When people are dissatisfied with what the Gardaí do, it is easy to have the matter corrected	35	22	43
The people around here have a real say in deciding what is important for the Gardaí to attend to	26	23	51
The Gardaí discriminate against immigrants	15	25	60
Domestic violence is a private matter, not a Garda matter	13	14	73

Questions were rotated in four groups and sample sizes ranged from 2435 to 2542. Some percentages do not sum to exactly 100 because of rounding.



The results are summarised in table 65 showing agreement ('strongly agree' and 'agree' combined), disagreement ('disagree' and 'strongly disagree' combined) or neither.<sup>11</sup>

The highest levels of agreement were with the statements: 'anyone in Garda custody would have their rights fully respected', 'if my rights were infringed, I could rely on the Gardaí to help me', 'I would encourage a friend or relative to join the Gardaí' and 'domestic violence is a private matter, not a Garda matter' (73% disagreed). Agreement was also high with: 'people like me would be welcome in the Gardaí as a member' and 'the Gardaí carry out their role in a fair and impartial manner'. Minorities that disagreed with these statements ranged from 11–17 per cent. A majority disagreed that the Gardaí discriminate against immigrants (60%).

The results are broadly along expected lines, with majorities agreeing where agreement is desirable or disagreeing where disagreement is desirable. There were two notable exceptions. Over half disagreed that 'the people around here have a real say in deciding what is important for the Gardaí to attend to' (51%), while 43 per cent disagreed with the statement 'when people are dissatisfied with what the Garda do, it is easy to have the matter corrected'. These were also exceptions in the 2007, 2006, 2005 and 2002 surveys.

A comparison of responses from 2002 to 2008 is set out in table 66. Sixteen statements were common to all surveys, and for one statement, 'when people are dissatisfied with what the Gardaí do, it is easy to have the matter corrected', there has been a continuous increase in the percentage agreeing with it; from 23 per cent in 2002 to 35 per cent in 2008. In 2002, 56 per cent of respondents agreed that 'the local Gardaí are fully answerable to the people for their actions and conduct'. This year the level of agreement for this variable was 50 per cent.

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<sup>11</sup> Most statements were posed such that a high level of agreement would be desired (e.g. 'If my rights were infringed, I could rely on the Gardaí to help me') and others were posed such that a low level of agreement would be desired (e.g. 'the Gardaí discriminate against immigrants').

**Table 66 Relationship between the Gardaí and the community: 2008 – 2002**

Agreement with statement	2008	2007	2006	2005	2002
	%	%	%	%	%
Anyone in Garda custody would have their rights fully respected	76	72	70	70	64
If my rights were infringed, I could rely on the Gardaí to help me	73	71	69	72	75
I would encourage a friend or relative to join the Gardaí	69	68	65	67	71
People like me would be welcome in the Gardaí as a member	68	64	63	63	71
The Gardaí carry out their role in a fair and impartial manner	67	67	65	69	-
Gardaí are sensitive to the needs of vulnerable people	64	59	62	61	60
The Garda organisation is made up of honest/ honourable people	63	60	61	62	60
Gardaí are representative of the communities they serve	62	61	64	66	68
Anyone in Garda custody would be well treated	55	51	50	56	60
Garda management fully supports community policing (e.g. assigning Community Gardaí to area)	55	52	48	54	52
The Gardaí provide good leadership in the guidance and direction of our young people	54	48	51	51	46
The local Gardaí reflect the make-up of my local community	52	50	53	53	54
The local Gardaí are fully answerable to the people for their actions and conduct	50	50	51	51	56
The Gardaí never blame victims of crime	45	43	42	42	-
The Gardaí serve the interests of the rich more than the poor	35	35	39	34	34
When people are dissatisfied with what the Gardaí do, it is easy to have the matter corrected	35	34	32	31	23
The people around here have a real say in deciding what is important for the Gardaí to attend to	26	23	27	25	22
The Gardaí discriminate against immigrants	15	16	16	14	11
Domestic violence is a private matter, not a Garda matter	13	13	17	16	-

The statements: 'the Gardaí carry out their role in a fair and impartial manner', 'the Gardaí never blame victims of crime' and 'domestic violence is a private matter, not a Garda matter' were not included in the 2002 survey.

An increase in agreement from 2002 to 2005 with respect to the statement 'anyone in Garda custody would have their rights fully respected' (from 64% in 2002 to 70% in 2005), was sustained in 2006 and improved on in 2007 and 2008. In the period 2002 to 2006 there was a decline in the percentage agreeing that 'anyone in Garda custody would be well treated'. However, since 2006, there has been an increase in agreement for this variable (51% in 2007 and 55% in 2008).

From 2005 to 2006 the largest changes had been for declines in agreement with the statements: 'Garda management fully supports community policing' and 'anyone in Garda custody would be well treated' (a drop of six percentage points for each).

From 2006 to 2007 the largest changes were in respect to the statements: 'Garda management fully supports community policing' (an increase in agreement of four percentage points), 'the Gardaí serve the interests of the rich more than the poor', 'the people around here have a real say in deciding what is important for the Gardaí to attend to' and 'domestic violence is a private matter, not a Garda matter' (a decrease in agreement of four percentage points for each).

From 2007 to 2008 the largest changes were for the statements: 'the Gardaí provide good leadership in the guidance and direction of our young people' and 'Gardaí are sensitive to the needs of vulnerable people' (an increase in agreement of six and five percentage points, respectively).

## **Public safety and fear of crime**

Almost three-quarters of respondents said that they felt safe out walking in their neighbourhood after dark (74%). In earlier surveys the corresponding figures were: 75 per cent in 2007, 71 per cent in 2006 and 69 per cent in 2005 and 2002.

Feelings of safety were lowest in cities other than Dublin (Cork, Galway, Limerick and Waterford) and in large towns. An average of four per cent of respondents felt very unsafe walking in their neighbourhood after dark, rising to six per cent in cities outside Dublin (table 67).

**Table 67 How safe do you feel walking in your neighbourhood after dark?**

Type of area	Very safe	Safe	Unsafe	Very unsafe	Total
	%	%	%	%	n
Dublin	16	62	18	4	2589
other city	11	57	27	6	1047
large town (10,000)	17	52	26	5	837
town (1-10,000)	17	55	25	3	1813
village, rural, open country	19	56	20	5	3709
all	17	57	22	4	9995

One percentage does not sum to exactly 100 due to rounding.

The vast majority of respondents felt secure alone in their homes at night (89%), although on average ten per cent felt unsafe and one per cent felt very unsafe. Feelings of safety were similar in four categories of area (range 87% – 89%), with respondents in the 'large town' category having a notably higher rate (93%). See table 68.

**Table 68 How safe do you feel alone in your home at night?**

Type of area	Very safe	Safe	Unsafe	Very unsafe	Total
	%	%	%	%	n
Dublin	21	66	11	2	2589
other city	19	70	10	2	1048
large town (10,000)	26	67	6	1	837
town (1-10,000)	22	66	10	1	1813
village, rural, open country	26	63	10	1	3709
all	23	66	10	1	9996

Some percentages do not sum to exactly 100 due to rounding.

Feelings of safety walking in the neighbourhood after dark varied substantially by division ('very safe' and 'safe' combined), ranging from 57 per cent in Carlow/Kildare to 83 per cent in Clare, DMR East and Cavan/Monaghan (table 69).

Of the seven divisions that had the lowest rates for feelings of safety, three (Cork, Waterford/Kilkenny and Limerick) contain 'other cities' consistent with earlier results in table 67.

The proportions feeling 'safe' or 'very safe' alone at home at night ranged from 77 per cent in Waterford/Kilkenny to 97 per cent in Cork North (table 69).

**Table 69 Feelings of safety and Garda division**

Garda division	Out walking after dark		Home alone at night	
	safe/very safe	unsafe/very unsafe	safe/very safe	unsafe/very unsafe
	%	%	%	%
Clare	83	17	96	4
DMR East	83	17	95	5
Cavan/Monaghan	83	18	94	6
Mayo	82	19	90	10
Sligo/Leitrim	81	19	94	6
DMR South Central	79	21	91	9
DMR North Central	79	21	88	12
Donegal	78	22	91	9
Longford/Westmeath	78	22	80	20
DMR North	77	23	84	16
Galway West	76	24	91	9
Tipperary	76	24	90	11
Roscommon/Galway East	76	24	87	13
Cork West	76	24	92	8
DMR South	76	25	85	16
Louth/Meath	75	25	93	8
DMR West	74	26	86	14
Cork North	72	28	97	3
Wexford	69	31	82	18
Laois/Offaly	69	31	89	11
Cork City	69	31	93	8
Kerry	68	32	91	9
Waterford/Kilkenny	67	33	77	24
Limerick	63	37	81	19
Carlow/Kildare	57	43	89	12
average	75	25	89	11

Table ordered according to values in column 2 (to one decimal place). Some percentages do not sum to exactly 100 due to rounding.

Compared with 2007, feelings of safety when out walking after dark were higher in 14 divisions and lower in eleven. The largest increases were recorded in Clare, DMR South Central and DMR West (table 70).

From 2005 to 2008, feelings of safety when out walking after dark have shown continuous improvement in four divisions (Cavan/Monaghan, Mayo, DMR North Central and Cork West).

Using the 2005 and 2008 reports as reference points, the largest increases in feelings of safety out walking after dark were recorded in DMR North Central, Galway West and Cork City. The largest decrease was in Limerick.

**Table 70 Feelings of safety and Garda division: 2008, 2007, 2006 and 2005**

Garda division	Safe/very safe out walking after dark				Safe/very safe home alone at night			
	2008	2007	2006	2005	2008	2007	2006	2005
	%	%	%	%	%	%	%	%
Clare	83	74	80	83	96	94	95	93
DMR East	83	88	79	76	95	93	88	93
Cavan/Monaghan	83	82	77	70	94	92	86	91
Mayo	82	79	74	73	90	91	89	80
Sligo/Leitrim	81	80	71	78	94	93	85	87
DMR South Central	79	74	77	74	91	77	90	87
DMR North Central	79	77	68	63	88	85	85	78
Donegal	78	81	74	75	91	91	84	83
Longford/Westmeath	78	74	77	72	80	79	83	78
DMR North	77	78	75	70	84	88	93	87
Galway West	76	79	73	61	91	92	87	83
Tipperary	76	75	76	70	90	86	89	83
Roscommon/Galway East	76	77	83	74	87	85	94	85
Cork West	76	75	72	67	92	93	93	91
DMR South	76	77	67	65	85	88	82	85
Louth/Meath	75	79	76	63	93	90	87	78
DMR West	74	69	68	71	86	85	88	86
Cork North	72	68	71	67	97	87	83	87
Wexford/Wicklow	69	66	69	71	82	81	81	82
Laois/Offaly	69	71	60	62	89	80	73	76
Cork City	69	70	62	55	93	92	88	87
Kerry	68	65	73	68	91	82	90	83
Waterford/Kilkenny	67	66	67	69	77	76	77	84
Limerick	63	67	56	68	81	86	78	81
Carlow/Kildare	57	66	69	59	89	77	75	73
average	75	74	72	69	89	87	86	84

Table ordered according to values in column 2 (to one decimal place).

Compared with 2007, feelings of safety alone in the home at night were higher in 18 divisions, lower in six and the same in one. The largest increase was recorded in DMR South Central and the largest decrease in Limerick (table 70).

From 2005 to 2008, feelings of safety in the home at night have shown a continuous increase in two divisions: Cork City and Carlow/Kildare. Using the 2005 and 2008 survey findings as reference points, the greatest increase in feelings of safety were recorded in Carlow/Kildare, Louth/Meath and Laois/Offaly. Two divisions recorded decreases: Waterford/Kilkenny and DMR North.

In two divisions – Mayo and Cork West – a decrease in feelings of safety alone at home at night occurred, even though an increase had been recorded regarding feeling safe when out walking after dark.

In each of the report years 2005, 2006, 2007 and 2008, every division reported higher levels of feelings of safety alone at home compared with feelings of safety walking in the neighbourhood after dark. For the period 2005-2008, the percentage of respondents that felt safe alone at home was, on average, 14 points higher.

Just over a fifth of respondents felt less safe when out walking in their area than they had felt 12 months ago (21%), while over a quarter felt less safe out walking than they had felt 6 years ago (29%). See table 71.

**Table 71 Do you feel more safe or less safe out walking in your area now?**

Time	Survey	Safer	No different	Less safe	Don't know	Didn't live in area	Total
		%	%	%	%	%	n
compared with 12 months ago	2008	5	71	21	1	2	10032
	2007	5	71	20	2	2	10067
	2006	4	70	23	1	2	10046
	2005	3	69	23	2	2	10046
	2002	5	69	24	1	1	10193
compared with 6 years ago	2008	8	52	29	3	9	10032
	2007	9	53	25	3	8	10067
	2006	8	52	29	2	9	10046
	2005	7	50	31	3	9	10046
	2002	11	38	44	2	5	10051

Some percentages do not sum to exactly 100 due to rounding. Missing values have been excluded; there were n=15 of these for the variable, 'compared with 12 months ago' and n=46 for the variable, 'compared with 6 years ago'.

Thirty-seven per cent of respondents were worried about becoming a victim of crime themselves and 44 per cent were worried about other family members and friends. These rates are identical to those in 2007 (table 72).

Since 2002 there has been a downwards trend in the proportion of respondents that worried about themselves, or their family and friends, becoming victims of crime.

**Table 72 Worry about becoming a victim of crime**

Person	Survey	Yes	No	Total
		%	%	n
you	2008	37	63	10018
	2007	37	63	10044
	2006	41	59	10009
	2005	45	55	9959
	2004	45	55	1016
	2003	54	45	1007
	2002	52	48	10267
family member of friend	2008	44	56	9972
	2007	44	56	9999
	2006	49	51	9939
	2005	53	47	9892
	2004	68	32	1016
	2003	68	32	1003
	2002	69	31	10147

One percentage does not sum to exactly 100 due to rounding. 'Don't knows' have been excluded; there were n=14 (for 'you') and n=60 (for 'family member or friend').

Almost eight out of ten respondents were as worried about becoming a victim of personal injury crime as property crime (78%), and over six out of ten were as worried about personal injury crime as property crime for a family member or friend (66%). Of the remainder, eight per cent worried about themselves being subject to personal injury only and 14 per cent worried about property theft or damage only. The corresponding figures for worry about family and friends were 28 per cent (personal injury only) and six per cent (property theft or damage only). See table 73.



**Table 73 Worry about personal injury or property theft/damage crime**

Person	Survey	Personal injury only	Property theft/damage only	Both	Total
		%	%	%	n
you	2008	8	14	78	3715
	2007	10	14	77	3656
	2006	16	15	69	4011
	2005	15	13	73	4396
	2002	16	17	67	5141
family member or friend	2008	28	6	66	4326
	2007	25	6	69	4325
	2006	25	7	69	4713
	2005	18	7	75	5118
	2002	26	7	67	6801

Some percentages do not sum to exactly 100 due to rounding.

Fear of personally becoming a victim of crime ranged from 21 per cent in Donegal to 51 per cent in Limerick. Compared with 2007, the levels of fear were lower in 14 divisions and higher in eleven (table 74).

The largest decreases in fear of crime were registered in Kerry (15 percentage points), Cavan/Monaghan (10 points) and Longford/Westmeath (8 points). The largest increases were recorded in DMR East (21 percentage points), DMR West (9 points) and Roscommon/Galway East (8 points).

From 2005 to 2008, the levels of fear of personally becoming a victim of crime have continually decreased in four divisions. The largest decrease was in Donegal (22 percentage points – from 43% in 2005 to 21% in 2008).

**Table 74 Worry about crime victimisation and Garda division (percentage 'yes')**

Garda division	You				Family member or friend			
	2008	2007	2006	2005	2008	2007	2006	2005
	%	%	%	%	%	%	%	%
Donegal	21	26	32	43	26	27	39	52
Mayo	25	32	24	35	35	33	30	47
Cavan/Monaghan	25	35	26	31	29	42	35	40
Clare	27	31	33	32	21	26	30	35
Sligo/Leitrim	29	27	35	45	44	26	37	52
Louth/Meath	31	36	37	48	35	47	46	57
Cork West	32	33	34	26	40	40	41	31
DMR North Central	32	36	43	44	42	43	45	50
Cork City	34	31	48	62	41	39	50	64
Longford/Westmeath	34	42	46	43	34	49	54	55
DMR South Central	35	41	36	39	47	52	39	47
Laois/Offaly	36	39	49	50	31	36	52	53
Galway West	37	41	39	46	39	44	52	53
DMR South	38	32	51	55	45	45	61	65
DMR North	38	40	39	55	48	54	49	65
Kerry	38	53	36	38	49	66	38	41
DMR East	39	18	40	44	48	27	49	53
Tipperary	39	34	40	45	40	36	43	45
Roscommon/Galway East	42	34	33	48	41	42	46	51
Wexford/Wicklow	43	40	48	49	49	48	57	60
DMR West	45	36	40	44	58	46	53	51
Carlow/Kildare	45	38	51	55	50	43	48	56
Cork North	48	42	44	50	61	45	52	53
Waterford/Kilkenny	49	46	52	41	56	48	60	56
Limerick	51	52	56	49	53	58	67	55
average	37	37	40	45	42	42	47	51

Table ordered according to values in column 2 (ascending).

Fear of a family member or friend becoming a victim of crime ranged from 21 per cent in Clare to 61 per cent in Cork North. Compared with 2007, the levels of fear decreased in 13 divisions, increased in ten and were at the same level in the remaining two (table 74).

The largest decreases were in Kerry (17 percentage points), Longford/Westmeath (15 points) and Cavan/Monaghan (13 points). The largest increases were in DMR East (21 percentage points), Sligo/Leitrim (18 points) and Cork North (16 points).

From 2005 to 2008, the levels of fear of a family member or friend becoming a victim of crime have continually decreased in seven divisions. The largest decrease was in Donegal (26 percentage points – from 52% in 2005 to 26% in 2008).

In an attempt to get specific information on their perception of particular crimes, respondents were asked how worried they were about particular types of personal injury and property theft/damage crimes. On average, respondents worried more about becoming the victim of property theft/damage crimes, compared with personal injury crimes. One of the major concerns identified was 'having your home broken into and something stolen' (87% – 'very worried' and 'fairly worried' combined). See table 75.

**Table 75 How worried are you about the following crimes?**

Personal injury	Very	Fairly	Not very	Not at all
	%	%	%	%
being mugged or robbed	35	48	16	1
being raped	22	27	29	23
being physically attacked by stranger	34	47	16	3
being insulted or pestered by anybody in street/public place	23	33	30	14
being subject to physical attack because of your religion/race/skin colour	15	15	28	42
Property theft/damage	Very	Fairly	Not very	Not at all
	%	%	%	%
having your home broken into and something stolen	41	46	11	2
having your car stolen	38	39	16	8
having things stolen from your car	35	39	18	8
having your property vandalised	40	40	16	4

Some percentages do not sum to exactly 100 due to rounding.

The majority of respondents indicated that fear of crime did not affect their quality of life significantly. A quarter indicated that fear of crime moderately reduced their quality of life (25%), while 29 per cent indicated that it reduced the quality a little. There was no reduction in quality of life for almost a third of those who responded (32%). See table 76.

**Table 76 How much did the fear of crime reduce your quality of life?**

Year	Greatly	Significantly	Moderately	Little	None	Total
	%	%	%	%	%	n
2008	4	10	25	29	32	3640
2007	4	11	27	30	28	3549
2006	4	11	25	31	29	4016

'Don't knows' have been excluded; there were n=81 in 2008, n=129 in 2007, and n=117 in 2006.

Relatively few respondents thought crime was decreasing or staying the same in Ireland. Almost nine out of ten respondents thought that it was increasing (89%). Respondents were more optimistic about their own area; half of them thought crime was increasing (50%), while 45 per cent thought it was staying the same (table 77).

**Table 77 Do you believe that crime is increasing, decreasing or staying the same?**

Where	Increasing	Decreasing	Staying the same	Total
	%	%	%	n
in Ireland	89	3	8	9852
in your area	50	5	45	9869

'Don't knows' have been excluded; there were n=180 ('in Ireland') and n=163 ('in your area').

Eighty-nine per cent of respondents thought crime was a 'very serious' or 'serious' problem in Ireland (table 78).

**Table 78 How would you describe crime in Ireland today?**

A very serious problem	A serious problem	A fairly serious problem	Not a serious problem	Not a problem	Total
%	%	%	%	%	n
57	32	10	1	1	9805

Percentages do not sum to exactly 100 due to rounding.

In an attempt to get more specific information about respondents' perceptions of the nature of the crime problem, respondents were asked about different types of offending in their area and in Ireland as a whole. The order of questions was rotated among respondents to avoid position bias.

Considerably more respondents thought crime and offending behaviour were major problems in the country as a whole, than thought they were major problems in their own area. Drug crime featured highest in both categories.

Nine out of ten respondents thought 'drug abuse' (91%) and 'other drug crime' (91%) were major problems in the country as a whole, while for their own areas the corresponding figures were 39 per cent (drug abuse) and 33 per cent (other drug crime). In the country as a whole, 'violent crime' (78%) and 'juvenile crime' (76%) were the third and fourth most prominent of the categories (table 79).

**Table 79 Do you think the following are a major, minor, or no problem?**

Where you live	Major problem	Minor problem	Not a problem	Don't know
	%	%	%	%
juvenile/teenage crime	27	47	24	3
drug abuse	39	38	17	7
other drug crimes	33	33	22	12
public drunkenness	22	41	34	3
public nuisance	18	42	37	3
race/hate crime	8	26	57	9
violent crime	13	30	51	6
property crime	21	44	30	6
car crime	22	44	29	5
white collar crime	9	27	40	24
rape-sexual assault	9	25	51	15
domestic violence	10	27	36	26
In the country as a whole	Major problem	Minor problem	Not a problem	Don't know
	%	%	%	%
juvenile/teenage crime	76	21	1	2
drug abuse	91	7	1	1
other drug crimes	91	7	1	1
public drunkenness	60	33	5	2
public nuisance	52	39	6	3
race/hate crime	48	36	11	6
violent crime	78	18	2	3
property crime	63	31	3	4
car crime	64	30	3	3
white collar crime	51	30	7	13
rape-sexual assault	59	28	6	8
domestic violence	53	29	3	15

Some percentages do not sum to exactly 100 due to rounding; n =10032.

### Views on crime and the criminal justice system

Respondents were asked about what they believed was the main cause of crime in Ireland today. They were pressed to give only one answer but some respondents gave more than one.

Two-thirds believed that crime could be attributed to drugs or drink or both (66%), which for these categories was five percentage points higher than in the 2007 survey. The next most frequent answer was 'lack of parental control' (9%). See table 80.

**Table 80 What do you believe to be the main cause of crime in Ireland today?**

Cause	2008	2007	2006	2005	2002
	%	%	%	%	%
drugs	24	22	18	18	29
drink/alcohol	8	7	8	7	4
drugs and drink	34	32	34	32	19
reduction in moral standards	5	6	7	5	5
human greed and individual deviance	5	5	5	5	6
an unequal society – unfair distribution of wealth	4	5	5	5	6
insufficient education, health, and welfare provision	3	3	3	4	3
lack of parental control	9	10	10	11	7
the Irish system of criminal justice	4	4	4	4	2
poor policing	2	2	2	2	1
lenient penal system	2	3	3	4	2
other (specify)	2	1	2	2	12
don't know	1	2	1	2	3

n = 10032 in 2008, n = 10067 in 2007, n = 10046 in 2006 and 2005 surveys, and n=10315 in 2002 survey. Percentages do not sum to exactly 100, due to rounding and because some respondents gave more than one cause.

A majority of respondents felt that the predominant response to juvenile offending and drug abuse should be treatment rather than punishment (52% for juvenile offending and 61% for drug abuse). Since 2002, there has been a notable increase in the proportion of respondents advocating punishment, and this year the percentages advocating punishment for juvenile offending and drug abuse were five and four percentage points higher, respectively, compared with 2007 (table 81).

**Table 81 Response to juvenile/teenage crime and drug abuse**

Category	Survey	Punishment	Rehabilitation /counselling	Don't know	Total
		%	%	%	n
juvenile/teenage crime	2008	45	52	3	9949
	2007	40	56	4	10021
	2006	40	56	4	9997
	2005	38	55	7	10046
	2002	32	63	5	10245
drug abuse	2008	36	61	3	9809
	2007	32	63	4	9994
	2006	32	63	4	9992
	2005	30	63	7	10046
	2002	19	77	4	10188

Some percentages do not sum to exactly 100 due to rounding. The response category 'both' has been omitted from the questions. There were n=83 of these for 'juvenile/teenage crime' and n=223 for 'drug abuse'.

When asked to indicate which of three statements about the treatment of offenders in the criminal justice system was nearest the truth, over three-quarters opted for 'our criminal justice system is too lenient on offenders' (79%). This has also been the most popular option in previous surveys (table 82).

**Table 82 Criminal justice system treatment of offenders**

View	2008	2007	2006	2005	2002
	%	%	%	%	%
...is too lenient on offenders	79	78	82	71	74
...deals with offenders properly	19	19	16	24	23
...is too harsh on offenders	2	3	2	4	3

One percentages does not sum to exactly 100 due to rounding; n= 9934 in 2008, n= 9945 in 2007, n= 9936 in 2006, n= 9882 in 2005 and n=9560 in 2002.

The survey also sought the views of respondents about other aspects of the criminal justice system by asking whether they agreed or disagreed with various statements.

**Table 83 Views on the criminal justice system and public safety**

Statement	Agree	Neither	Disagree
	%	%	%
Prison does not prevent re-offending	80	10	10
Alternatives to prison, such as fines, community service and probation, should be used for all but the most serious crimes and offenders	60	16	24
People who are different are likely to experience ridicule or personal attack on our streets	57	21	22
Young people who are caught in possession of cannabis or ecstasy should be cautioned for first offence	56	13	32
Young people who are caught in possession of cannabis or ecstasy should be treated as criminals	54	20	26
The better off you are, the better you are treated by the criminal justice system	52	16	33
Victims of crime get a raw deal from the courts	49	24	27
Irish culture accepts violence as a means to resolve problems	36	18	46
Penalties for possession of so-called 'soft' and 'hard' drugs should be the same	36	12	52
The criminal justice system treats crimes of violence committed by strangers as different to those committed by people known to the victim	35	35	31
Penalties for people caught in possession of cannabis or ecstasy should be more lenient	18	14	68

Some percentages do not sum to exactly 100 due to rounding. Questions were rotated in four groups and sample sizes ranged from 2464 to 2541.

Eight out of ten respondents agreed that prison does not prevent re-offending (80%), while six out of ten felt that alternatives to prison should be used for all but the most serious crimes and offenders (60%). See table 83.

Just over two-thirds disagreed that penalties for possession of cannabis or ecstasy should be more lenient (68%), while over half disagreed that penalties for possession of 'soft' and 'hard' drugs should be the same (52%). Over half agreed that young people caught in possession of cannabis or ecstasy should be treated as criminals (54%) and over half agreed that they should be cautioned for a first offence (56%).



### **Neighbourhood Watch and Community Alert**

A quarter of respondents said that they were in a Neighbourhood Watch or Community Alert scheme (25%), with half saying they were not (50%); a quarter were unsure. The proportion of respondents in schemes is two percentage points lower than in the 2007 survey (table 84).

**Table 84 Is your household in a Neighbourhood Watch/Community Alert scheme?**

Survey	Yes	No	Don't know	Total
	%	%	%	n
2008	25	50	25	10032
2007	27	49	25	10067
2006	29	48	24	10046
2005	33	49	18	10046
2002	45	46	9	10149

Some percentages do not sum to exactly 100 due to rounding.

Of those who said that they were covered by a scheme, 17 per cent were regularly kept informed about criminal activity in their area. This is two percentage points lower than in 2007 (table 85).

**Table 85 Do your scheme co-ordinators keep residents informed?**

Survey	Regularly	Occasionally	Never	Total
	%	%	%	n
2008	17	46	38	2428
2007	19	44	37	2598
2006	15	45	40	2773
2005	18	38	44	3267
2002	15	36	50	4336

Some percentages do not sum to exactly 100 due to rounding; 'don't knows' excluded.

This year, the level of information provision was higher than that recorded in any of the large-scale surveys of recent years. Four out of ten respondents said that they knew the name of at least one of the scheme co-ordinators (41%). See table 86.

**Table 86 Do you know who your scheme co-ordinator(s) are?**

Survey	Yes	No	Not sure	Total
	%	%	%	n
2008	43	36	21	2488
2007	41	38	21	2675
2006	37	38	25	2868
2005	36	43	21	3338
2002	32	63	6	4526

One percentage does not sum to exactly 100 due to rounding.

Four out of ten respondents felt that the schemes were 'very successful' or 'successful' in preventing crime (40%). This is identical to last year's rate, but lower than in years prior to 2007. Almost a third of respondents felt that the schemes made no difference (31%), while the remainder didn't know if the schemes were successful (29%). See table 87.

**Table 87 How successful are such schemes? (all respondents)**

Year	Very successful	Successful	Make no difference	Don't know	Total
	%	%	%	%	n
2008	7	33	31	29	10032
2007	8	32	30	31	10067
2006	8	34	28	30	10046
2005	9	33	26	32	10046
2002	10	42	31	17	10062

One percentage does not sum to exactly 100 due to rounding.

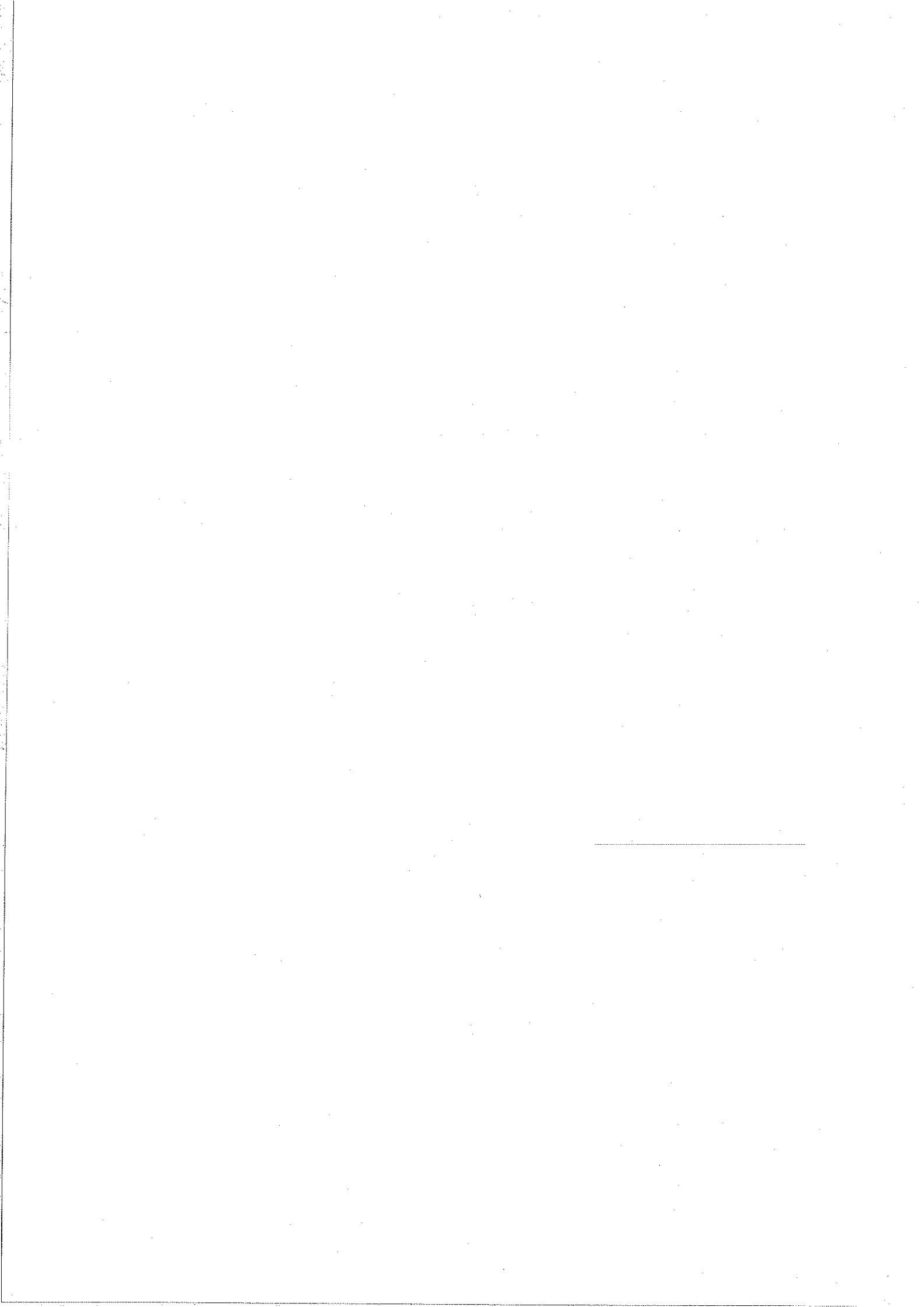
The results were more positive from respondents who had said that they were in a scheme. Almost six out of ten felt that the schemes were 'very successful' or 'successful' in preventing crime (59%). See table 88.

**Table 88 How successful are such schemes? (respondents in schemes)**

2008 Survey	Very successful	Successful	Make no difference	Don't know	Total
	%	%	%	%	n
all respondents	7	33	31	29	10032
those in schemes	13	46	31	9	2488

One percentage does not sum to exactly 100 due to rounding.

**Appendix 1**  
**Survey questionnaire**



Questionnaire no.

( ) ( ) ( ) ( ) ( )

Version no.

- 1. Blue
- 2. Green
- 3. Pink
- 4. Yellow

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**PUBLIC ATTITUDES  
TO THE GARDA SÍOCHÁNA**

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NAME : .....

ADDRESS : .....

.....

TELEPHONE : .....

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GARDA REGION CODE: 

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GARDA DIVISION: 

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ASSIGNMENT NUMBER

--	--	--	--	--	--

LENGTH OF INTERVIEW

MINS

INTERVIEWER NUMBER 

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*I certify that this interview has been carried out strictly in accordance with your instructions*

**SIGNED** ..... **DATE**

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## PUBLIC ATTITUDES TO THE GARDA SÍOCHÁNA

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Good morning / afternoon / evening, my name is \_\_\_\_\_ from Millward Brown IMS. We have been commissioned by the Department of Justice, Equality and Law Reform to conduct a Garda Public Attitudes Survey.

Garda Surveys are conducted to get the views of the public on Garda performance, priorities and policies. Information from the surveys helps An Garda Síochána to continuously improve and develop the services it provides.

We would like to get your views and experiences. The questions will take about twenty minutes to answer.

The replies you give are completely confidential and your household will never be associated with the responses. The information collected will be used only for the purpose of the survey.

If you have any questions about the survey, feel free to call:

- Garda divisional office (list provided)
- Conor Hughes – Millward Brown IMS (01-2974500)
- Garda Research Unit – Sergeant Patrick Kennedy at (0504) 35428

The following question relates to the level of satisfaction with the overall service provided by the Gardai

1. How satisfied or dissatisfied overall were you with the service provided to the community by the Garda Siochána during 2007? (circle one only).

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
1	2	3	4	5

The following set of questions relate to any experience of being the victim of crime in 2007

2. Were you or any member of your household the victim of a crime in 2007? (circle one only).

You	1	
Household member	2	
Both	3	
Neither	4	← go to Q9

**SHOW CARD 'A'**

3. a) What type of crime did you or a household member experience in 2007?  
 b) How many times did you experience this in 2007?  
 c) Which incident was the most recent? (single code only).

	(A)		(B)	(C)
	Type of crime		No. of occasions in 2007	Most recent
	Yes	No		
burglary of your home or outbuildings (breaking and entering and stealing or attempting to steal)	1	2		1
burglary of your business premises (owned by you)	1	2		2
theft of car or other vehicle	1	2		3
theft from car or other vehicle	1	2		4
theft of bicycle	1	2		5
criminal damage to car or other vehicle	1	2		6
criminal damage to home or other property	1	2		7
Robbery involving force or threat of force (including mugging)	1	2		8
theft from your person without force (e.g. pickpocket)	1	2		9
theft from your home or outbuildings, other than burglary	1	2		10
consumer fraud, such as swindling or obtaining payment using false pretences	1	2		11
physical assault (other than domestic or sexual)	1	2		12
sexual assault	1	2		13
domestic violence (physical)	1	2		14
Other (please specify) .....	1	2		15

4. Thinking of the most recent incident, was the crime reported to the Garda Síochána?

Yes	1	
No	2	← go to Q8

5(a). Did you or anyone else in your household receive a letter acknowledging the report of the crime and giving the name of the Garda dealing with the case and other information?

Yes	1	Go to Q5b
No	2	Go to Q5c
Don't know/can't remember	3	Go to Q5c

5(b). To what extent did you find the letter helpful?

Very helpful	1
Helpful	2
Not much help	3
No help	4

5(c). Were you or anyone else in your household informed of the Garda's name through any other means?

Yes	1
No	2
Don't know/can't remember	3

5(d). Have you ever received information on victim support services from a member of the Garda Síochána?

Yes	1
No	2
Don't know/Not sure	3

6(a). Did you or anyone else in your household receive a letter reporting significant developments in your case (such as an arrest)?

Yes	1	Go to Q6b
No	2	Go to Q6c
Don't know/can't remember	3	Go to Q6c

6(b). To what extent did you find this further letter helpful?

Very helpful	1
Helpful	2
Not much help	3
No help	4

6(c). Were you or anyone else in your household contacted through any other means by the Gardaí about significant developments?

Yes	1
No	2
Don't know/can't remember	3

**SHOW CARD 'B'**

7. In regard to this most recent incident, how satisfied or dissatisfied was your household with being kept informed of progress?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4
Please go to Q9.			



**SHOW CARD 'C'**

8. Why was the crime not reported (circle all that apply).

Not serious enough/no loss	1
No chance of recovering property	2
No insurance claim anticipated	3
Believed Gardaí could not have done anything	4
Believed Gardaí would not have been interested	5
Felt the Gardaí would not believe you	6
No involvement wanted with the Gardaí	7
Fear of reprisal	8
Did not have time	9
Other (please specify)	
.....	10
.....	
Don't Know	11

**ASK ALL:**

The following questions relate to various forms of contact you personally may have had with the Gardaí in 2007

**SHOW CARD 'D'**

9. a) Have you had contact with the Garda Síochána in 2007 for any of these reasons?  
 b) How many times have you had contact with the Gardaí for that reason? (Repeat for each contact)  
 c) What was the most recent contact? (Single code only)

	(A)		(B)	(C)
	Yes	No	No. of occasions in 2007	Most recent contact
<b>Contact initiated by you</b>				
to report a crime	1	2		1
to report a disturbance/nuisance	1	2		2
to report a traffic incident	1	2		3
to report suspicious activity	1	2		4
to report lost/found property	1	2		5
to make a general enquiry	1	2		6
to make a complaint	1	2		7
to enquire about a person in custody	1	2		8
to be a witness	1	2		9
signing passports	1	2		10
to avail of other services (witness documents etc.)	1	2		11
<b>Garda-initiated contact</b>				
to produce documents	1	2		12
to ask about a crime	1	2		13
to investigate a traffic collision	1	2		14
to investigate noise/disturbance	1	2		15
to carry out a routine vehicle check (on public street)	1	2		16
to make a witness statement	1	2		17
alleged speeding offence	1	2		18
alleged drink driving offence	1	2		19
alleged other driving/traffic offence	1	2		20
arrested, detained for questioning or searched	1	2		21
to receive summons	1	2		22
any other reason (please specify)	1	2		23
.....				
.....				
If 'no' to all above please go to Q25(a)				

**SHOW CARD 'E'**

10. Thinking of the most recent contact, what form did it take? (circle one only).

Visit to a Garda station	1	← go to Q11
Telephone call to Gardai (excluding 999/112 calls)	2	← go to Q12
Telephone call from Gardai	3	← go to Q14
Letter from Gardai	4	← go to Q15
Spoke to Garda on patrol	5	← go to Q14
Spoke to Garda at checkpoint/vehicle stop	6	
Garda called to my home/work	7	
Electronic means (email, etc)	8	
Other (please specify) ..... .....	9	

11. If you visited a Garda station were you dealt with...? (circle one only)

Quicker than expected	1	← go to Q14
Within the time expected	2	
Slower than expected	3	

12. If you telephoned, was your call answered...? (circle one only)

Promptly	1
Following a short delay	2
After an unacceptable delay	3
Had to call more than once before getting through	4

13. When your call was answered, did the respondent identify the station?

Yes	1
No	2
Don't know/can't remember	3

**SHOW CARD 'F'**

14. To what extent did the manner of the Garda with whom you spoke meet your expectations in terms of the following?

Read out	Better than you expected	As you expected	Worse than you expected
Helpfulness	1	2	3
Competence	1	2	3
Sensitivity	1	2	3
Politeness	1	2	3
Interest	1	2	3

15. Thinking of the most recent contact, do you think the matter required that a Garda call on you at your home?

Yes	1
No	2

16. Did the Gardai indicate that someone would call on you?

Yes	1
No	2

17. Did a Garda call on you?

Yes	1
No	2

If 'no' to both Q16 and Q17 please go to Q20

18. When you originally contacted the Garda Síochána on this matter, were you told approximately how long it would be before someone would call on you?

Yes	1	
No	2	← go to Q20.

19. Did a Garda call on you within the time indicated?

Yes	1
No	2
This amount of time has not yet elapsed	3

Ask All

20. Did the Garda Síochána get in touch later to inform you about the outcome of your contact?

Yes	1	← go to Q22(a)
No	2	

21. Do you think you should have been contacted?

Yes	1
No	2

Ask All

22(a). Have you dialled 999 or 112 and asked for emergency Garda response in 2007?

Yes	1	
No	2	← Go to Q24

22(b). Was your call answered within 10 seconds?

Yes	1
No	2
Not sure	3

22(c). How long did it take for the Gardaí to call out to you?

Within 15 minutes	1	← go to Q23
More than 15 minutes	2	← go to Q22(d)
Did not respond	3	← go to Q23

22(d). If more than 15 minutes, how long did it take for the Gardaí to call out to you?

minutes

SHOW CARD 'G'

23. If you called for emergency Garda response, how satisfied or dissatisfied were you with the service you received?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

The following questions relate to your overall contact with the Gardaí and suggestions for improvement

SHOW CARD 'G' AGAIN

24. Thinking of your overall contact with the Gardaí, how satisfied or dissatisfied were you with the service you received?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

25(a). Do you think the service which the Garda provides needs to be improved?

Yes	1	
No	2	← go to Q26

25(b). How do you think the service could be improved?

More Gardaí on foot patrols	1
Greater Garda numbers	2
Enforce traffic laws more thoroughly	3
Garda stations open longer	4
Gardaí to be friendlier	5
More contact with the community	6
Other (please specify)	7
.....	
.....	

The next questions deal with Garda approachability and behaviour

SHOW CARD 'H'

26. In general, how approachable do you think the Gardaí are at your local station? (circle one only)

Very approachable	1	
Approachable	2	← go to Q27(a)
Unapproachable	3	
Very unapproachable	4	← go to Q27(b)
Don't Know	5	← go to Q28

27(a). Why do you think they are approachable? (circle all that apply)

Very friendly/helpful	1
Respondent know them	2
Very reassuring	3
They have time for you	4
They are members of the community	5
Can communicate with them	6
Other (please specify)	7
.....	
.....	

GO TO Q28

27(b). Why do you think they are unapproachable? (circle all that apply)

Unfriendly/rude	1
Not always there/station frequently closed	2
Just not interested	3
Think they are superior/formal manner	4
Minor complaints dealt with more seriously	5
Unhelpful	6
Distance themselves from the community	7
Other (please specify)	8
.....	
.....	

ASK ALL

28. Do you know, by name, any member of the Garda Síochána at your local station or the station which you would normally contact?

Yes	1
No	2

29. Has a Garda ever behaved towards you in a way you consider unacceptable?

Yes	1	
No	2	← go to Q31

**SHOW CARD 'I'**

30. In what way was the behaviour unacceptable? (circle all that apply).

Was disrespectful or impolite	1
Did not follow proper procedures	2
Stopped or searched without reason	3
Harassed	4
Clearly was very lax in carrying out duty	5
Used racist language	6
Used sexist or sectarian language	7
Made wrongful accusation	8
Behaved in a violent way (e.g. pushing)	9
Discriminated due to age, gender, race or ethnicity	10
Swore	11
Searched house without reason	12
Took an item of your property	13
Other – please specify: ..... .....	14

**ASK ALL**

The next set of questions are about racism

31. Have you ever been subjected to a racist incident?  
(A racist incident is any incident which is perceived to be racist by the victim, a witness to the incident or the investigating Garda.)

Yes	1	
No	2	← go to Q36

32. Thinking of the most recent incident, was it reported to the Garda Síochána?

Yes	1	
No	2	← go to Q34

**SHOW CARD 'J'**

33. How satisfied or dissatisfied were you with how it was dealt with?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4
Please go to Q35.			

34. Why did you not report the incident?

**SHOW CARD 'J1'**

Not serious enough	1
Believed Gardaí could not have done anything	2
Believed Gardaí would not have been interested	3
No involvement wanted with the Gardaí	4
Fear of reprisal	5
Did not have time	6
Other (please specify) .....	7
Don't Know	8

35. Have you ever been subjected to a racist incident by a Garda?

Yes	1
No	2

ASK ALL

The following questions are concerned with Garda presence in your locality and road safety

SHOW CARD 'K'

36. When was the last time you remember seeing a Garda in your locality?

Today	1
Yesterday	2
2-7 days ago	3
1-4 weeks ago	4
Longer	5
Can't remember	6

SHOW CARD 'L'

37. How satisfied or dissatisfied are you with this level of Garda visibility in your locality?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4

SHOW CARD 'M'

38. Do you think the level of Garda foot patrol in your locality has changed in the past year?

Yes – increased	1
Yes – decreased	2
About the same/little or no change	3
Don't Know	4

SHOW CARD 'M' AGAIN

39. Do you think the level of Garda activity in your locality, generally, has changed in the past year?

Yes – increased	1
Yes – decreased	2
About the same/little or no change	3
Don't Know	4

SHOW CARD 'N'

40(a). All in all, how good a job do the Gardai do in your locality?

Very Good	Fairly Good	Fairly Poor	Very Poor
1	2	3	4

SHOW CARD 'N' AGAIN

40(b). How good a job do the Gardai do in your locality as regards road safety?

Very Good	Fairly Good	Fairly Poor	Very Poor
1	2	3	4

41. Were you involved in a road traffic collision as a driver of a vehicle (e.g. car, bus, lorry, motorcycle etc), a pedestrian or a cyclist in 2007 which was dealt with by the Gardai?

Yes	1	
No	2	← go to Q44.

42. If yes, who was most at fault?

You	1
The other party	2
Both equally	3

**SHOW CARD 'O'**

- 43(a). How satisfied were you with the Garda investigation of the collision?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1	2	3	4
go to Q44		go to Q43(b)	

- 43(b). Why were you dissatisfied with the Garda investigation?

Garda withheld information	1
Nothing was/has been done	2
Nobody came to the scene	3
Garda took very long time to come to scene	4
Garda wrongfully charged the respondent	5
Very bad service	6
Were not interested in incident	7
Other (Specify)	8

**SHOW CARD 'P'**

44. The Garda Síochána has limited resources and is faced with a wide range of demands. In your opinion, what priority do you think the Garda should give to the following policing tasks? **ROTATE STARTING POINT.**

	Very high priority	High priority	Low priority
Investigate crime	1	2	3
Patrol on foot or bicycle	1	2	3
Patrol by car/van	1	2	3
Patrol by motorcycle	1	2	3
Enforce drink/drive laws	1	2	3
Enforce speed laws	1	2	3
Ensure effective traffic management and flow	1	2	3
Enforce laws relating to wearing of seatbelts	1	2	3
Enforce other traffic laws	1	2	3
Advise on personal safety and home security	1	2	3
Advise businesses/shops on crime prevention	1	2	3
Enforce laws relating to drugs	1	2	3
Ensure immediate response to emergencies	1	2	3
Deal with public annoyances (e.g. loud music, street fights)	1	2	3
Deal with vandalism	1	2	3
Provide help and support to victims of crime	1	2	3
Supervise licensed premises	1	2	3
Work with community groups (e.g. Neighbourhood Watch/Community Alert, youth clubs, schools, senior citizens)	1	2	3
Ensure state security	1	2	3
Enforce immigration laws	1	2	3
Deal with under-aged drinking in pubs	1	2	3
Deal with under-aged drinking on the streets	1	2	3
Tackle the sale of alcohol to those under age	1	2	3
Target organised crime	1	2	3
Deal with youths racing around in cars	1	2	3
Enforce laws relating to fraud & white collar crime	1	2	3
Deal with crimes of sexual violence	1	2	3
Deal with domestic violence incidents	1	2	3



**SHOW CARD 'Q'**

45. In your opinion, what priority do you think the Garda actually give to the following policing tasks? **ROTATE STARTING POINT.**

	Very high priority	High Priority	Low priority	Very low priority
Investigate crime	1	2	3	4
Patrol on foot or bicycle	1	2	3	4
Patrol by car/van	1	2	3	4
Patrol by motorcycle	1	2	3	4
Enforce drink/drive laws	1	2	3	4
Enforce speed laws	1	2	3	4
Ensure effective traffic management and flow	1	2	3	4
Enforce laws relating to wearing of seatbelts	1	2	3	4
Enforce other traffic laws	1	2	3	4
Advise on personal safety and home security	1	2	3	4
Advise businesses/shops on crime prevention	1	2	3	4
Enforce laws relating to drugs	1	2	3	4
Ensure immediate response to emergencies	1	2	3	4
Deal with public annoyances (e.g. loud music, street fights)	1	2	3	4
Deal with vandalism	1	2	3	4
Provide help and support to victims of crime	1	2	3	4
Supervise licensed premises	1	2	3	4
Work with community groups (e.g. Neighbourhood Watch/Community Alert, youth clubs, schools, senior citizens)	1	2	3	4
Ensure state security	1	2	3	4
Enforce immigration laws	1	2	3	4
Deal with under-aged drinking in pubs	1	2	3	4
Deal with under-aged drinking on the streets	1	2	3	4
Tackle the sale of alcohol to those under age	1	2	3	4
Target organised crime	1	2	3	4
Deal with youths racing around in cars	1	2	3	4
Enforce laws relating to fraud and white collar crime	1	2	3	4
Deal with crimes of sexual violence	1	2	3	4
Deal with domestic violence incidents	1	2	3	4

Blue

**ASK ALL**

The next set of questions concern the relationship between Gardaí and the community, personal safety and crime generally in Ireland

**SHOW CARD 'R'**

46. Please indicate whether you agree or disagree with each of the following statements

	strongly agree	agree	neither	disagree	strongly disagree
The Gardaí serve the interests of the rich more than the poor	1	2	3	4	5
The better off you are, the better you are treated by the criminal justice system	1	2	3	4	5
Gardaí discriminate against immigrants	1	2	3	4	5
Gardaí are representative of the communities they serve	1	2	3	4	5
The local Gardaí reflect the make-up of my local community	1	2	3	4	5
Gardaí are sensitive to the needs of vulnerable people	1	2	3	4	5
The local Gardaí are fully answerable to the people for their actions and conduct	1	2	3	4	5
The people around here have a real say in deciding what is important for the Gardaí to attend to	1	2	3	4	5

GREEN

**ASK ALL**

The next set of questions concern the relationship between Gardaí and the community, personal safety and crime generally in Ireland

**SHOW CARD 'R'**

46. Please indicate whether you agree or disagree with each of the following statements

	strongly agree	agree	neither	disagree	strongly disagree
When people are dissatisfied with what the Gardaí do, it is easy to have the matter corrected	1	2	3	4	5
The Gardaí carry out their role in a fair impartial manner	1	2	3	4	5
Garda management fully support community policing (e.g. assigning Community Guards to area, etc.)	1	2	3	4	5
The Garda organisation is made up of honest and honourable people	1	2	3	4	5
People who are different are likely to experience ridicule or personal attack on our streets	1	2	3	4	5
The Gardaí provide good leadership in the guidance and direction of our young people	1	2	3	4	5
Anyone in Garda custody would be well treated	1	2	3	4	5

PINK

ASK ALL

The next set of questions concern the relationship between Gardai and the community, personal safety and crime generally in Ireland

**SHOW CARD 'R'**

46. Please indicate whether you agree or disagree with each of the following statements

	strongly agree	agree	neither	disagree	strongly disagree
Anyone in Garda custody would have their rights fully respected	1	2	3	4	5
Penalties for people caught in possession of cannabis or ecstasy should be more lenient	1	2	3	4	5
Penalties for possession of so-called 'soft' and 'hard' drugs should be the same	1	2	3	4	5
Young people who are caught in possession of cannabis or ecstasy should be treated as criminals	1	2	3	4	5
Young people caught in possession of cannabis or ecstasy should be cautioned, for first offence	1	2	3	4	5
Alternatives to prison, such as fines, community service and probation, should be used for all but the most serious crimes and offenders	1	2	3	4	5
Prison does not prevent re-offending	1	2	3	4	5
I would encourage a friend or relative to join the Garda Síochána	1	2	3	4	5

YELLOW

ASK ALL

The next set of questions concern the relationship between Gardai and the community, personal safety and crime generally in Ireland

**SHOW CARD 'R'**

46. Please indicate whether you agree or disagree with each of the following statements

	strongly agree	agree	neither	disagree	strongly disagree
People like me would be welcome in the Garda Síochána as members	1	2	3	4	5
If my rights were infringed, I could rely on the Gardai to help me	1	2	3	4	5
The Gardai never blame victims of crime	1	2	3	4	5
Domestic violence is a private matter, not a garda matter	1	2	3	4	5
Irish culture accepts violence as a means to resolve problems	1	2	3	4	5
The criminal justice system treats crimes of violence committed by strangers as different to those committed by people known to the victim	1	2	3	4	5
Victims of crime get a raw deal from the courts	1	2	3	4	5

**SHOW CARD 'S'**

47. How safe do you feel walking in your neighbourhood after dark?

Very safe	Safe	Unsafe	Very Unsafe
1	2	3	4

**SHOW CARD 'S' AGAIN**

48. How safe do you feel alone in your home at night?

Very safe	Safe	Unsafe	Very Unsafe
1	2	3	4

**SHOW CARD 'T'**

49. Do you feel more safe or less safe out walking in your area now than you did 12 months ago? And compared with six years ago?

	Safer	No different	Less safe	Don't know	Didn't live in area then
12 months ago	1	2	3	4	5
6 years ago	1	2	3	4	5

50(a). Do you worry that you might become a victim of a crime?

Yes	1	
No	2	← go to Q51(a)

**SHOW CARD 'U'**

50(b) Do you worry that you might become a victim of personal injury or property theft/damage?

Only personal injury	1	← go to Q50(c)
Only property theft, damage	2	← go to Q50(d)
Both personal and property	3	← go to Q50 (c) & (d)

**SHOW CARD 'V'**

50(c) How worried are you about the following?

	very	Fairly	Not very	Not at all
Being mugged or robbed	1	2	3	4
Being raped	1	2	3	4
Being physically attacked by stranger	1	2	3	4
Being insulted or pestered by anybody in street/public place	1	2	3	4
Being subject to physical attack because of your religion/race/skin colour	1	2	3	4

**SHOW CARD 'V' AGAIN**

50d) How worried are you about the following?

	Very	Fairly	Not very	Not at all
Having your home broken into and something stolen	1	2	3	4
Having your car stolen	1	2	3	4
Having things stolen from your car	1	2	3	4
Having your property vandalised	1	2	3	4

**SHOW CARD 'W'**

50e) How much has your fear of crime affected your quality of life?

Greatly reduced quality	Significantly reduced quality	Moderately reduced quality	Reduced quality a little	No effect on quality
1	2	3	4	5

**Ask All**

51(a). Do you worry that a family member or friend might become a victim of a crime?

Yes	1	
No	2	← go to Q52

**SHOW CARD 'X'**

51(b). Do you worry that a family member or friend might become a victim of personal injury or property theft/damage?

Only personal injury	1
Only property theft, damage	2
Both personal and property	3

52. Do you believe that crime in Ireland is increasing, decreasing or staying the same?

Increasing	Decreasing	Staying the same
1	2	3

53. Do you believe that crime in your area is increasing, decreasing or staying the same?

Increasing	Decreasing	Staying the same
1	2	3

**SHOW CARD 'Y'**

54. How would you describe crime in Ireland today?

A very serious problem	A serious problem	A fairly serious problem	Not a serious problem	Not a problem
1	2	3	4	5

**SHOW CARD 'Z'**

55. Thinking about where you live, do you think the following are a major problem, minor problem or not a problem?  
**ROTATE STARTING POINT.**

READ OUT	Major problem	Minor problem	Not a problem	Don't know
Juvenile / teenage crime	1	2	3	4
Drug abuse (taking drugs)	1	2	3	4
Other drug crime (importing/selling)	1	2	3	4
Public drunkenness	1	2	3	4
Public nuisance	1	2	3	4
Race/hate crime	1	2	3	4
Violent crime	1	2	3	4
Rape/sexual assault	1	2	3	4
Domestic violence	1	2	3	4
Property crime	1	2	3	4
Car crime	1	2	3	4
White collar crime	1	2	3	4

**SHOW CARD 'Z' AGAIN**

56. With regard to the country as a whole, do you think the following are a major problem, minor problem or not a problem?  
**ROTATE STARTING POINT.**

READ OUT	Major problem	Minor problem	Not a problem	Don't know
Juvenile / teenage crime	1	2	3	4
Drug abuse (taking drugs)	1	2	3	4
Other drug crime (importing/selling)	1	2	3	4
Public drunkenness	1	2	3	4
Public nuisance	1	2	3	4
Race/hate crime	1	2	3	4
Violent crime	1	2	3	4
Rape/sexual assault	1	2	3	4
Domestic violence	1	2	3	4
Property crime	1	2	3	4
Car crime	1	2	3	4
White collar crime	1	2	3	4

**SHOW CARD 'Z1'**

57. What do you believe to be the main cause of crime in Ireland today? (circle one only)

Drugs	1
Drink/alcohol	2
Drugs and drink	3
Reduction in moral standards	4
Human greed and individual deviance	5
An unequal society – unfair distribution of wealth	6
Insufficient education, health and welfare provision	7
Lack of parental control	8
The Irish system of criminal justice	9
Poor policing	10
Lenient penal system	11
Other (please specify)	
.....	12
.....	
Don't know	13

- 58A. Do you believe that juvenile/teenage crime should be combated predominantly by ... ?
- 58B. Do you believe that drug abuse (taking drugs) should be combated predominantly by ... ?

	Punishment	Rehabilitation /counselling	Don't know
Juvenile / teenage crime	1	2	3
Drug abuse (taking drugs)	1	2	3

**SHOW CARD 'Z2'**

59. Which of the following do you feel is nearest to the truth? (circle one only)

Our criminal justice system is too lenient on offenders	1
Our criminal justice system deals with offenders properly	2
Our criminal justice system is too harsh on offenders	3

**ASK ALL:**

The next set of questions is about Neighbourhood Watch/Community Alert Schemes

60. Is your household in a Neighbourhood Watch or Community Alert Scheme?

Yes	1	← go to Q62
No	2	
Don't know	3	

- 61(a). Do your scheme co-ordinators keep residents informed about criminal activity in your area?

Regularly	Occasionally	Never
1	2	3

- 61(b). Do you know who your scheme co-ordinator(s) are?

Yes	1
No	2
Not sure / don't know	3

62. How successful do you think such schemes are in preventing crime?

Very successful	1
Successful	2
Make no difference	3
Don't Know	4

**ASK ALL**

**These final questions are general background questions used for basic analysis**

B1. What was your age last birthday...  
(STATE EXACT)

--	--

**& CODE:-**

18-24	1
25-44	2
45-64	3
65+	4

B2. Record...

Male	1
Female	2

**SHOW CARD 'Z3'**

B3. What is your marital status?

Single (never married)	1
Married	2
Co-habiting / living together	3
Separated	4
Divorced	5
Widowed	6

**SHOW CARD 'Z4'**

B4. What is your nationality?

Irish	1
English / British	2
Austrian	3
Belgian	4
Czech	5
Cypriot	6
Danish	7
Dutch	8
Estonian	9
Finnish	10
French	11
German	12
Greek	13
Hungarian	14
Italian	15
Latvian	16
Lithuanian	17
Luxembourg	18
Maltese	19
Polish	20
Portuguese	21
Slovakian	22
Slovenian	23
Spanish	24
Swedish	25
Other Non EU Country (please specify) ..... ..... .....	26



**SHOW CARD 'Z5'**

B5. What is your highest Educational Qualification? (circle one only).

Primary education	1
Lower secondary (Junior/Group/O Level)	2
<b>Upper secondary</b>	
- Technical or Vocational	3
- Leaving Certificate	4
- Both Technical/Vocational and Leaving Certificate	5
<b>Third Level</b>	
- Non degree qualification	6
- Primary degree	7
- Professional qualification (of at least primary degree status)	8
- Primary degree and professional qualification	9
- Postgraduate degree (excluding postgraduate diplomas)	10
No formal qualification	11

B6. Which one of these areas would best describe your locality?

Dublin City	1
Other city (Cork, Galway, Limerick, Waterford)	2
Town (10,000 – 40,000 pop.)	3
Town (1,000 – 10,000 pop.)	4
Village/rural/open country	5

B7. Do you have any dependent children?

Yes	1
No	2

**SHOW CARD 'Z6'**

B8. Is the home you live in... (circle one only)

Owned occupied with loan	1
Owned occupied without loan	2
Being purchased from a Local Authority	3
Rented from a Local Authority	4
Rented privately unfurnished	5
Rented privately furnished	6
Occupied free of rent	7
Other (please specify)	8
.....	
.....	
Don't know	9

**SHOW CARD 'Z7'**

B9. Employment status (circle one only):

Self-employed	1
Working full-time	2
Working part-time	3
Seeking work for the first time	4
Unemployed (having lost or given up a job)	5
Home (domestic) duties	6
Unable to work due to permanent illness / disability	7
Not working (seeking work)	8
Not working (not seeking work)	9
On a government training / education scheme (e.g. Fás)	10
On government employment scheme (CE, Jobs-option etc.)	11
Retired	12
Student (further education)	13
Other (please specify)	14
.....	

B10. Have you ever had a paid job?

Yes	1	
No	2	← go to B13

B11. If at work (either self-employed or employee) what is your main occupation **OR** If unemployed, retired, engaged in home duties or on government training scheme and previously employed, what is the main occupation you previously held (please give as full a description as possible).

B12. If currently / previously a farmer or farm worker, please state the NUMBER OF ACRES of land farmed.

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INTERVIEWER RECORD CLASS

- AB
- C1
- C2
- D
- E
- F50 +
- F50 -

B13. Do you have a telephone land-line?

Yes	1
No	2

B14a. Including yourself, how many people aged 18 years and over usually live in your household?

B14b. How many people aged under 18 usually live in your household?

SHOW CARD 'Z8'

B15. Do you have any of the following long lasting conditions? (circle yes to all that apply)

	Yes	No
Blindness, deafness or a severe vision or hearing impairment	1	2
A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting or carrying	1	2
A learning or intellectual disability	1	2
A psychological or emotional condition	1	2
Other, including any chronic illness	1	2

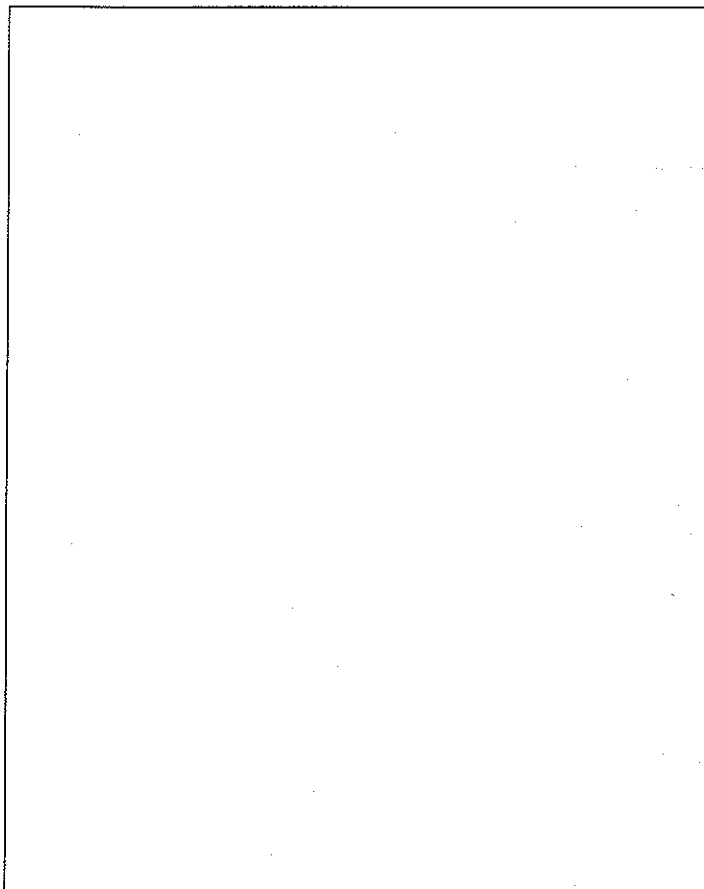
ASK IF YES TO ANY OF THE CONDITIONS IN B15

SHOW CARD 'Z9'

B16. Do you have any difficulty in doing any of the following activities? (circle yes to all that apply)

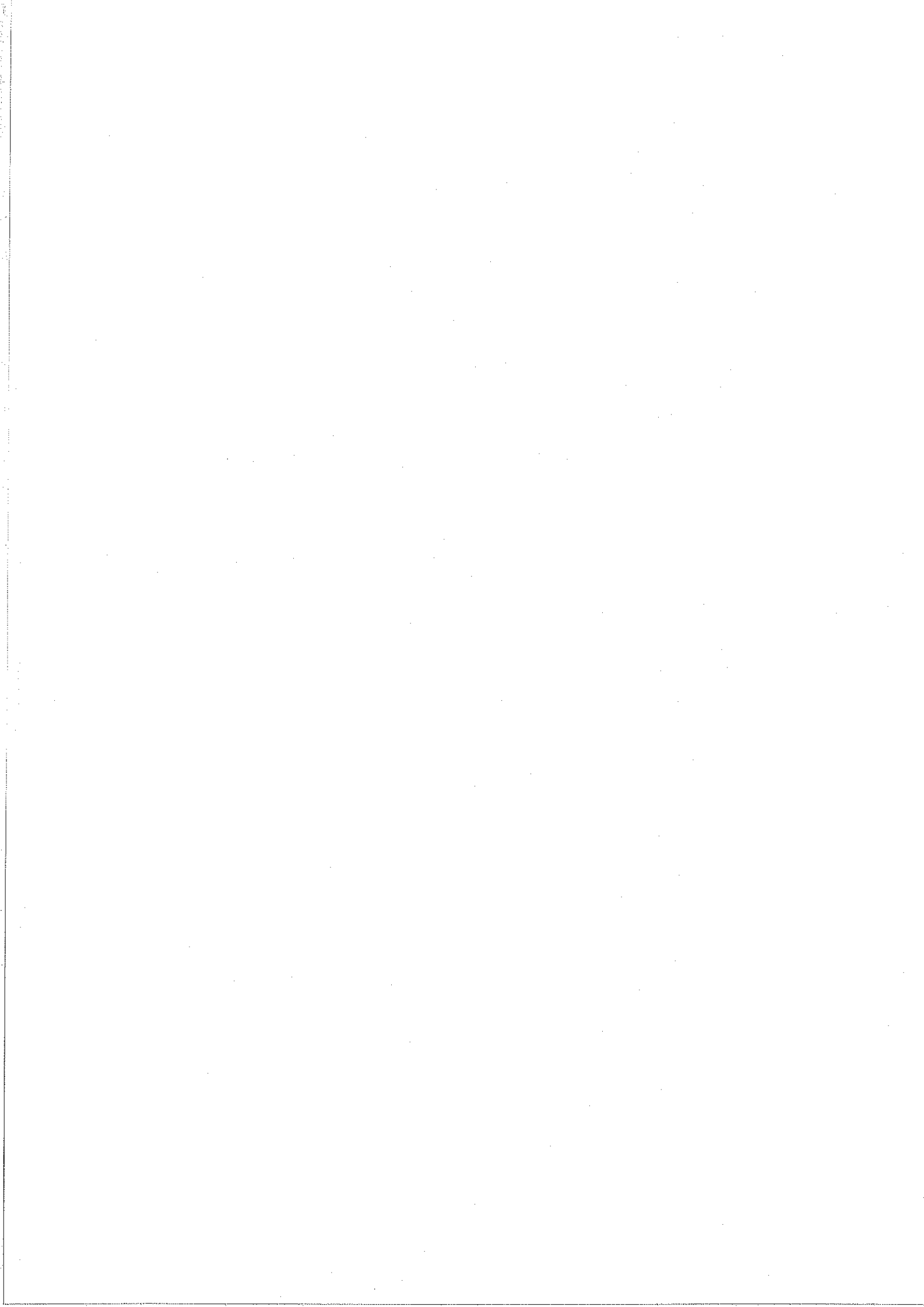
	Yes	No
Learning, remembering or concentrating	1	2
Dressing, bathing or getting around inside the home	1	2
Going outside the home alone to shop or visit a doctors surgery	1	2
Working at a job or business or attending school or college	1	2
Participating in other activities, for example leisure or using transport	1	2

Finally, do you have any further comments



## **Appendix 2**

### **Survey methodology**



The *Garda Public Attitudes Survey 2008* is the tenth in a series of national surveys of the adult population commissioned by An Garda Síochána. Surveys were also carried out in 2007, 2006, 2005, 2004, 2003, 2002, 2000, 1998, and 1993/1994. The main focus of the surveys was on satisfaction with Garda service, policing priorities and experiences and fear of crime.

The sample size was 10,000 in 2008, 2007, 2006, 2005 and 2002, and 1,000 in the other surveys. The larger sample size allows analysis at Garda division level and the national sample of 10,000 essentially comprises 25 divisional surveys of 400 each.

The fieldwork for the 2008 survey was carried out by Millward Brown IMS (MBIMS), who were commissioned following a competitive public tendering process. The questionnaire was drawn up by the Garda Research Unit and minor changes agreed with MBIMS. Comparability with previous surveys was maximised by retaining the exact wording in as many questions as possible. Following discussions with the National Disability Authority (NDA), two questions were added this year's survey to identify respondents who had a disability as defined by the NDA. The survey findings relating to respondents with a disability were the subject of a separate Garda Research Unit report.

The survey was conducted by means of in-home face-to-face interviews, with respondents selected on the basis of quotas in each Garda division and a limit of one interview per household. Interviewing took place between 9 January 2008 and 26 April 2008.

The sampling frame was created by MBIMS by matching Electoral Divisions (EDs) contained in a dataset of Garda divisions supplied by the Garda Research Unit with the complete list of EDs recorded by the Central Statistics Office. The sampling methodology is biased towards the settled community and is likely to under-represent members of the travelling community and certain other hard-to-reach groups such as non-English-speaking immigrants.

Quotas were imposed on each division by gender, age and social class, based on the known demographics of the adult population aged 18 years and over.

Social class was recorded on the basis of the occupation of the chief income earner in the household and then later coded according to the standard list of the Association of Irish Market Research Organisations (AIMRO) occupations (see Appendix 3).

A total of 10,032 interviews were conducted across 25 Garda divisions. One thousand two hundred and fifty (1,250) sampling points were selected nationwide; 50 sampling points per division. The interviewers received two copies each of four different colour coded questionnaires for each sampling point. This allowed specific questions to be rotated between respondents. The ordering of certain questions was also rotated to avoid possible position bias (see survey questionnaire in Appendix 1).

The interviewers used show cards where appropriate. Show cards are typically used when a question has a list of possible responses, one of which needs to be chosen by the respondent. The cards helped to speed the interview and were only used selectively.

On completion of the interview, the interviewer collected personal information such as name and telephone number. These were collected for verification purposes, and a supervisor at MBIMS verified at least ten per cent of the completed interviews. This information was removed from the final data file to preserve anonymity.

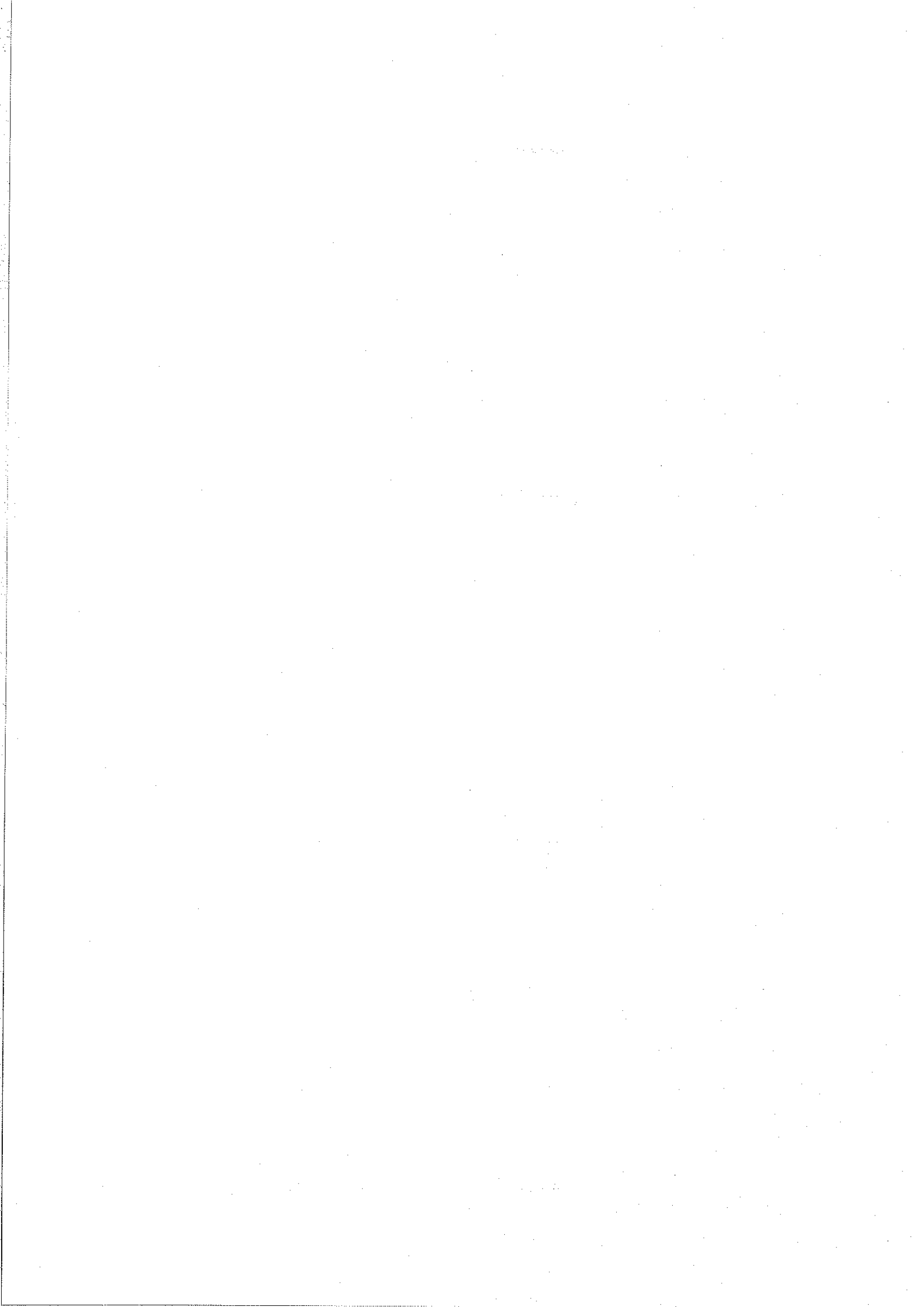
Once interviewing was completed, the data was entered onto computer by MBIMS using its Odin software package. The questionnaires were 'punched' into a flat ASCII datafile and the data then analysed using the company's Diana software package. The data was checked to ensure that all question filters had worked properly, and cleaned to remove internal system data as well as any personal information obtained from respondents (e.g. names and telephone numbers) that was present in the ASCII datafile. The dataset was then exported to an SPSS file for analysis by the Garda Research Unit. Results were subsequently weighted at national level in order to adjust for differences between the known population and the sample.

The survey results are presented in the report as point estimates and the true population values are likely to lie within a range of  $\pm 1$  per cent of these point estimates at the national level and within a  $\pm 4.9$  per cent error margin at divisional level.

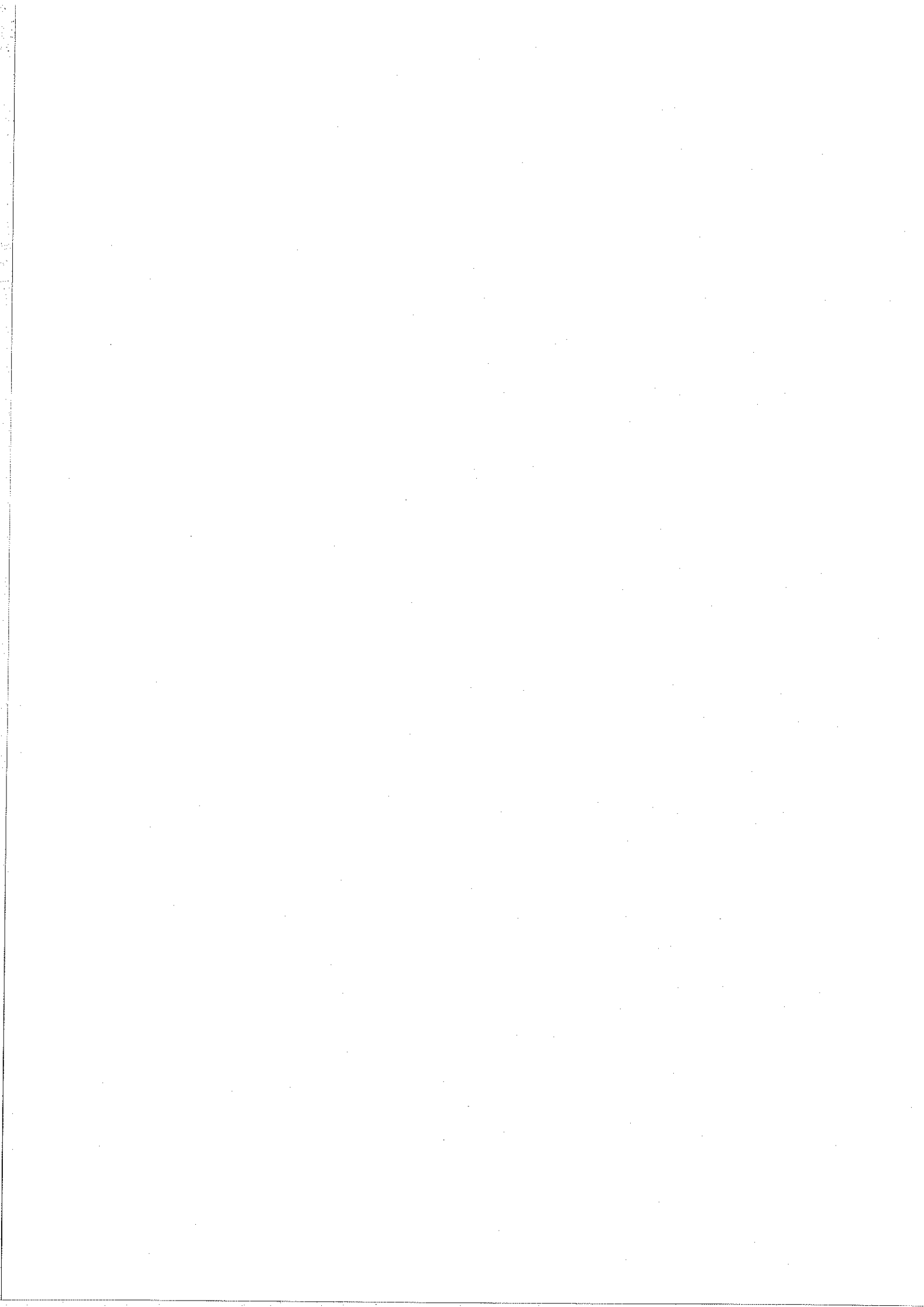


Thus, for example, the true value of the national sample satisfaction rate of 81 per cent could vary between 80 and 82 per cent, while the true value of a similar divisional satisfaction rate could lie between 76.1 and 85.9 per cent.

Larger margins of error occur where questions were rotated and not asked of all respondents and for sub-categories of respondents where numbers were small. Comparisons with other surveys also need to take account of the error margins associated with those surveys. Multiple comparisons between divisions widen the error margin further. Care should be taken, therefore, in drawing inferences from the survey results.



**Appendix 3**  
**Social class definitions**



## SOCIAL CLASS DEFINITIONS

Guide to Grade 'A' Households <i>Upper Middle Class</i>	Grade 'A' (cont'd)	Grade 'A' (cont'd)
<p>Accountant (chartered) - Own practice or Partner/Principal in practice with 12+ employees</p> <p>Actor</p> <p>Advertising Executive - Director/Partner/Principal in Agency with 12+ employees</p> <p>Architect - Own practice or Partner/Principal in practice with 12+ employees</p> <p>Auctioneer - Own business or Director/Partner/Principal in business with 12+ employees</p> <p>Bank Manager (Large branch with 12+ employees)</p> <p>Barrister - Own practice or Partner/Principal in practice with 12+ employees</p> <p>Botanist</p> <p>Business Proprietor (with 12+ employees)</p> <p>Buyer (Senior) in leading Wholesale/Retail establishment</p> <p>Captain - Irish Naval Service/Large merchant vessel</p> <p>Church Dignitaries (Bishop and above) any denomination</p> <p>Civil Servant (Secretary/Assistant Secretary)</p> <p>Colonel - Army</p> <p>Commander - Irish Naval Service</p> <p>Company Director (in firm with 12+ employees)</p> <p>Company Secretary (in firm with 12+ employees)</p> <p>Computer Consultant (in firm with 12+ employees)</p>	<p>County Planning Officer (Principal/Senior Official; Local Government)</p> <p>Dentist - Own practice or Partner/Principal in practice</p> <p>Doctor - Own practice or Partner/Principal in practice</p> <p>Editor - National Newspaper or Magazine</p> <p>Engineer - Senior (qualified with University degree) - own practice or Partner/Principal in practice with 12+ employees</p> <p>Fire Officer (Chief)</p> <p>Garda (Chief Superintendent)</p> <p>General - Lieutenant or Major - Army Government Member (T.D)</p> <p>Headmaster/mistress - large secondary school</p> <p>Insurance underwriter</p> <p>Journalist (Senior) - own column in National Newspaper/Magazine</p> <p>Librarian - qualified, in charge of large library</p> <p>Lieutenant Colonel - Army/Air Corps</p> <p>Manager of large Factory/Business/Hotel/Department etc. responsible for 12+ employees</p> <p>Matron of large Teaching Hospital</p>	<p>People living in comfort on Investments or Private Income</p> <p>People (retired) where H/H would have been Grade 'A' before retirement</p> <p>Physician</p> <p>Physicist</p> <p>Pilot (Commercial Airline)</p> <p>Professor - University</p> <p>Public Relations Executive - Director/Principal/Partner in Agency with 12+ employees</p> <p>Research - Director/Principal in Agency with 12+ employees</p> <p>Scientist - Senior Industrial</p> <p>Solicitor - own practice or Partner/Principal in practice with 12+ employees</p> <p>Specialist - Medical profession</p> <p>Stockbroker</p> <p>Surgeon</p> <p>Surveyor (Chartered) - own practice or Partner/Principal in practice with 12+ employees</p> <p>Town Clerk (City Manager, other Senior Principal Officer; Local Government)</p> <p>Treasurer (Senior Principal Officer; Local Government)</p> <p>Veterinary Surgeon - own practice or Partner/Principal in practice</p>

## SOCIAL CLASS DEFINITIONS

Guide to Grade 'B' Households	Grade 'B' (cont'd)	Guide to Grade 'C1' Households
<p style="text-align: center;"><b>Middle Class</b></p> <p>Accountant - Qualified; no practice; employed as Executive                      Architect - Qualified; no practice; employed as Executive                      Bank Manager (small branch office - up to 12 employees)                      Business Proprietor (with 3-12 employees)                      Captain - Army/Air Corps                      Civil Servant (Principal Officer/Assistant Principal Officer)                      Commandant - Army/Air Corps                      Computer Consultant (with 3 - 12 Employees)                      Engineer (Qualified - University degree) - no practice; employed as Executive; not Grade 'A'                      Ensign - Irish Naval Service                      Fire Officer (Assistant Chief)                      Garda - Superintendent/Inspector                      Headmaster/mistress in primary or Secondary smaller school                      Insurance Company Manager (small branch office - up to 12 employees)                      Journalist - not senior enough for Grade 'A'                      Lecturer - University or Technical College</p>	<p style="text-align: center;"><b>Grade 'B' (cont'd)</b></p> <p>Librarian - Senior, Qualified; in charge of small branch library                      Lieutenant, First - Army                      Lieutenant - Commander - Irish Naval Service                      Local Government Officer - Senior                      Manager of Factory/Business/Hotel/Department responsible for 6-12 persons                      Matron - Non-Teaching Hospital                      Parish Priest (or equivalent in any denomination)                      People, with smaller private incomes than Grade 'A' living less luxuriously                      People (retired); H/H before retirement would have been Grade 'B'                      Pharmacists - Qualified (University degree); own business with 3-12 employees                      Professional people - not yet established; qualified less than 3 years                      Sales Manager(Area) responsible for 6-12 persons                      Sister/Tutor in large hospital                      Solicitor - Qualified; no practice; employed as Executive, not Grade 'A'                      Surveyor - Qualified; no practice; employed as Executive, not Grade 'A'                      Teacher - Senior Secondary; in charge of Department                      Technician - with degrees in Electronics/Computers/Aircraft/Chemicals/Nuclear Energy</p>	<p style="text-align: center;"><b>Lower Middle Class</b></p> <p>Bank Clerk                      Buyer (except Senior Buyer)                      Civil Servant - (H.E.O./Junior Executive Officer/Staff Officer/Clerical Officer/Clerical Assistant)                      Clerical Employees - supervisory grades; non-manual workers                      Clerk (Articled)                      Clerk (Despatch)                      Clerk (Receptionist)                      Clerk (Typist)                      Clerk (National/Local Government)                      Clerk (Insurance)                      Commercial Traveller/Company Representative                      Curate (or equivalent in any denomination)                      Draughtsman                      Driving Instructor                      Entertainer (Actor/Musician etc. - main occupation but not well known or established)                      Garda Sergeant                      Insurance Agent - door to door                      Laboratory Assistant                      Leading Seaman - Irish Naval Service                      Lecturer - Junior, University                      Library Assistant - not fully qualified Librarian                      Lieutenant - School/Cadet - Army                      Lieutenant - Sub - Irish Naval Service</p>

## SOCIAL CLASS DEFINITIONS

Grade 'C1' (cont'd)	Guide to Grade 'C2' Households <i>Skilled Working Class</i>	Grade 'C2' cont'd
<p>Machine (Office) Operator (Punch Card, Calculating, Accounting <b>only</b>)                      Manager of Factory/Business/Hotel/Office/Department - responsible for 1-5 persons                      Midwife</p> <p>Nun - any denomination; but not those with special responsibilities                      Nurse - Student, Staff, Sister - all State Registered</p> <p>People (retired) who before retirement would have been Grade 'C1'; who have pensions rather than State or very modest private means</p> <p>Petty Officer - Irish Naval Service                      Physiotherapist                      Proprietor - Shop or Business - with 1-2 paid employees</p> <p>Radiographer                      Receptionist</p> <p>Secretary                      Sergeant - Army                      Student in any third level institution</p> <p>Teacher - Primary, Secondary, Vocational - without special responsibilities                      Technician/Engineer - (no degree but Technical/Professional qualification)                      Telegraphist                      Telephonist                      Telex Operator                      Typist</p> <p>Warrant Officer - Irish Naval Service</p>	<p>AA Patrolman                      Ambulance Driver</p> <p>Baker                      Barber                      Barman - Head - in charge of others                      Blacksmith                      Brewer                      Bricklayer                      Butcher</p> <p>Cabinet Maker                      Carpenter                      Charge - Hand                      Chef                      Coach Builder                      Cobbler (Shoemaker)                      Composer                      Coppersmith                      Corporal - Army</p> <p>Dental Mechanic/Technician                      Driver - Bus                      Driver - Long Distance Heavy Lorry                      Driver and Shunter (Engine)                      Driver - Taxi, Who owns his own taxi                      Dressmaker</p> <p>Electrician                      Electrotyper                      Engraver (Process)                      Excavator (Crane Driver)</p> <p>Filler                      Finisher - Paper and Board Manufacturer                      Fireman - not leading                      Fitter - Electrical                      Fitter - Mechanical</p>	<p>Foreman                      Furnace Man</p> <p>Ganger                      Garda - ordinary                      Gardener/Groundsman - Head - in charge of other employees                      Glazier                      Grinder                      Guard - Goods and Passenger</p> <p>Hewer                      Housekeeper - in charge of others                      Joiner</p> <p>Knitter - skilled in Hosiery/knitted goods</p> <p>Linesman (ESB)                      Linotype Operator</p> <p>Machine Man                      Maltster                      Manager - small shop; does most of work; not in charge of anyone                      Mason                      Millwright                      Miner                      Motor Mechanic                      Moulder</p> <p>Nylon (skilled in production)</p> <p>Overlooker                      Overseer (mainly manual work)</p> <p>Panel Beater                      Painter                      Pastry Cook</p>

## SOCIAL CLASS DEFINITIONS

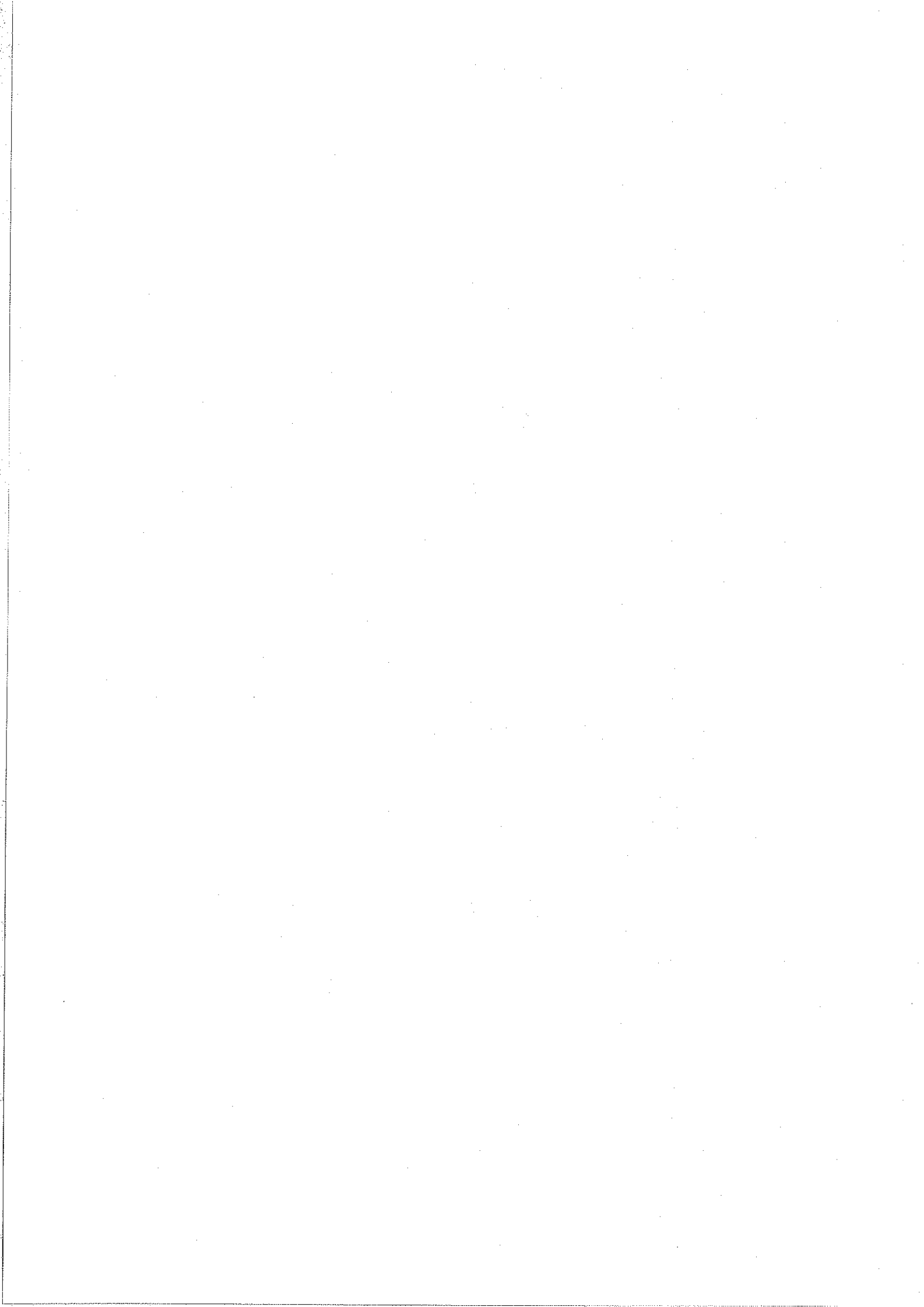
<u>Guide to Grade 'D' Households</u>	<u>Other Working Class</u>
<p><b>Grade 'C2' (cont'd)</b></p> <p>People (retired) who before retirement would have been Grade 'C2'; very modest private means; small pensions other than state</p> <p>Plasterer Plater Plumber Prison Officer Proprietor - small shop; no paid employees Putter Riveter Seaman - Able - Irish Naval Service Security Officer (e.g. Securicor etc.) Self-employed - Skilled; no paid employees - unskilled; 1-4 employees Setter Shipwright Shop Assistant - Head - in charge of others Signalman Sorter - Post Office Smelter Sprayer Stereotyper Stevadore Tailor - Cutter and fitter Telephone installer Toolmaker Turner Typesetter Upholsterer Vehicle Builder Waiter - Head - in charge of others Weaver Welder</p>	<p>Apprentices (those apprenticed to skilled trade) Assembler Attendant in hospital Barman (no special training/responsibilities) Blender Boilerman Bottler Breadman Carder Caretaker Chimney Sweep Cleaner Comber Conductor (Bus) Cook Docker (Dock Worker) Domestic Servant Dough Mixer Doubler Drawer Dustbin man/refuse collector Dyer Fisherman Forestry Worker Gardener/Groundsman (not in charge of others) Gardener (Market) - no employees Housekeeper (Not in charge of others)</p>
<p>Labourer Laundry Worker Lorry Driver (Local) Machinist (Tailoring) Mate (to those of 'C2' occupation category) Meter Reader Milkman Opener Oven-man Park-keeper People (retired) who before retirement would have been Grade 'D'; have small pensions other than State; very modest private means Porter - Railway/Hospital Postman Presser Processor Private or equivalent - Army Roundsman Seaman - Ordinary - Irish Naval Service Shop Assistant - no special training/responsibilities Spinner Storeman/Storekeeper - no special training/responsibilities Taxi Driver (who does not own cab) Textile Printer Ticket Collector Tractor Driver Twister</p>	<p>Labourer Laundry Worker Lorry Driver (Local) Machinist (Tailoring) Mate (to those of 'C2' occupation category) Meter Reader Milkman Opener Oven-man Park-keeper People (retired) who before retirement would have been Grade 'D'; have small pensions other than State; very modest private means Porter - Railway/Hospital Postman Presser Processor Private or equivalent - Army Roundsman Seaman - Ordinary - Irish Naval Service Shop Assistant - no special training/responsibilities Spinner Storeman/Storekeeper - no special training/responsibilities Taxi Driver (who does not own cab) Textile Printer Ticket Collector Tractor Driver Twister</p>



## SOCIAL CLASS DEFINITIONS

<p><b>Grade 'D' (cont'd)</b></p> <p>Underground worker - unskilled</p> <p>Van Driver/Van Salesman</p> <p>Waitress/Waiter (unless Head Waiter)</p> <p>Warehouseman</p> <p>Watchman</p> <p>Window Cleaner</p> <p>Woolsorter</p> <p>Workers in general who are unskilled or semi-skilled</p>	<p><b>Guide to Grade 'E' Households</b></p> <p><u>Lowest Level of Subsistence</u></p> <p>Casual/Part-time or lowest grade workers</p> <p>Pensioner - Old age, disability, Widows Pension - who are dependent on State Aid or Pensions only, with no other source of income</p> <p>People who are unable to take their place in the higher grades owing to periods of sickness/unemployment or lack of opportunity and are dependent on Social Security or whose private means are so modest as to be no more than basic Society Security payments</p> <p>Respondents will only be graded 'E' if the Head of the Household is 'E' and no other member of family is the Chief Wage Earner</p>	<p><b>Grade 'F'</b></p> <p><b>Guide to Grade 'F50+' Households</b></p> <p><b>Large Farmers</b></p> <p>Farmers or Farm Managers of holdings of 50 acres or more</p> <p><b>Guide to Grade 'F50-' Households</b></p> <p><b>Small Farmers</b></p> <p>Farmers or Farm Managers with holdings of less than 50 acres</p> <p>Farm Workers/Labourers</p>
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**Appendix 4**  
**Sample profile**



The sample profile variables presented here are from the weighted database. Therefore, in some cases, the variable categories do not sum to exactly 10032.

**Table A1**

<b>Housing tenure of respondents</b>	n	%
owner occupied with loan	4467	44.5
owner occupied without loan	2980	29.7
being purchased from a local authority	165	1.6
rented from a local authority	765	7.6
rented privately unfurnished	108	1.1
rented privately furnished	829	8.3
occupied free of rent	102	1.0
other	269	2.7
don't know	347	3.5
total	10032	100

**Table A2**

<b>Gender of respondents</b>	n	%
male	4905	48.9
female	5127	51.1
total	10032	100

**Table A3**

<b>Marital status of respondents</b>	n	%
single never married	3080	30.7
married	5297	52.8
cohabiting/living together	669	6.7
separated	325	3.2
divorced	110	1.1
widowed	520	5.2
refused/not stated	31	0.3
total	10032	100

**Table A4**

<b>Social class of respondents</b>	n	%
AB (middle/upper middle class)	973	9.7
C1 (lower middle class)	3399	33.9
C2 (skilled working class)	2179	21.7
D (other working class)	1899	18.9
E (lowest subsistence level)	31	0.3
F (farmer)	606	6.0
refused/not stated	946	9.4
total	10032	100

Percentages do not sum to exactly 100 due to rounding.

**Table A5**

<b>Age category of respondents</b>	<b>n</b>	<b>%</b>
18-24	1465	14.6
25-44	4449	44.3
45-64	2933	29.2
65+	1181	11.8
refused/not stated	5	0.05
total	10032	100

Percentages do not sum to exactly 100 due to rounding.

**Table A6**

<b>Dependent children of respondents</b>	<b>n</b>	<b>%</b>
Yes	4333	43.2
No	5621	56.0
Not stated	78	0.8
total	10032	100

**Table A7**

<b>Employment status of respondents</b>	<b>n</b>	<b>%</b>
self-employed	1154	11.5
working full-time	4164	41.5
working part-time	1039	10.4
seeking work for first time	22	0.2
unemployed (having lost or given up job)	180	1.8
home (domestic) duties	1182	11.8
unable to work due to permanent illness or disability	109	1.1
not working – seeking work	120	1.2
not working – not seeking work	98	1.0
on govt. training/education scheme	30	0.3
on govt. employment scheme	7	0.1
retired	1155	11.5
Student – further education	689	6.9
other	26	0.3
refused, not stated	55	0.5
total	10032	100

Percentages do not sum to exactly 100 due to rounding.

**Table A8**

<b>Nationality of respondents</b>	<b>n</b>	<b>%</b>
Irish	9220	91.9
UK	333	3.3
EU State	248	2.5
Other non EU country	220	2.2
Refused/not stated	10	0.1
total	10032	100

**Table A9**

<b>Highest educational qualification of respondents</b>	<b>n</b>	<b>%</b>
primary education	737	7.3
lower secondary	1242	12.4
technical or vocational	795	7.9
leaving certificate	3293	32.8
both technical/vocational and leaving certificate	659	6.6
non-degree qualification	958	9.5
primary degree	1225	12.2
professional qualification – at least primary degree level	458	4.6
primary degree and professional qualification	309	3.1
postgraduate degree	289	2.9
no formal qualification	31	0.3
refused/not stated	37	0.4
total	10032	100

**Table A10**

<b>Locality of respondents</b>	<b>n</b>	<b>%</b>
Dublin City	2591	25.8
other city	1047	10.4
town (pop. 10,000 – 40,000)	837	8.3
town (pop. 1,000 – 10,000)	1813	18.1
village, rural, open country	3717	37.1
refused, not stated	27	0.3
total	10032	100

**Table A11(i)**

<b>People aged 18 and over in respondent's household</b>	<b>n</b>	<b>%</b>
none	19	0.2
one	1439	14.3
two	4972	49.6
three	1803	18.0
four	1201	12.0
five	375	3.7
six	125	1.2
seven	25	0.2
eight	17	0.2
nine or more	15	0.1
not stated/refused	42	0.4
<b>total</b>	<b>10032</b>	<b>100</b>

Percentages do not sum to exactly 100 due to rounding.

**Table A11(ii)**

<b>People aged under 18 in respondent's household</b>	<b>n</b>	<b>%</b>
none	4613	46.0
one	1720	17.1
two	1708	17.0
three	765	7.6
four	266	2.7
five	62	0.6
six	21	0.2
seven or more	11	0.1
not stated/refused	866	8.6
<b>total</b>	<b>10032</b>	<b>100</b>

Percentages do not sum to exactly 100 due to rounding.