



Online Garda 2020 Survey



Online Garda Survey 2020: An Urbanised Cohort



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Foreword

An Garda Síochána regularly measures public perceptions of crime and policing in Ireland. The public's views on the effectiveness of An Garda Síochána, in terms of service delivery, their perceptions of national and local crime and policing priorities are invaluable metrics which aid in operational and strategic decision-making.

Due to the Covid pandemic and related restrictions, the usual Public Attitudes Survey fieldwork had to be suspended in 2020. An online survey was conducted instead over a four-month period, between September and December 2020. As with most online surveys of this nature, the sampling method meant that respondents could opt-in. This resulted in a more urban, younger sample and with a large number of victims. It should be noted at the outset, that the nature of this sample brought with it some findings that may not be wholly indicative of a nationally representative sample. However, the findings have merit. They speak to the sample characteristics and are a useful guide to the views of a highly urbanised group of people, who have opted to complete the survey (as opposed to random selection). In addition, the large sample of victims provides insight into the views of those who have experienced crime in the 12 months preceding the survey.

As might be expected from an opt-in and urbanised sample of this nature, certain metrics of Garda service were lower than expected (e.g. satisfaction with service to local communities, victim satisfaction with Garda service, views on fairness and measures of police-community relations). Again, while not necessarily wholly representative of the Irish public's view, these are relevant findings and they provide An Garda Síochána with an opportunity to understand the concerns and priorities of a particular group of people.

It was clear from the 2020 online survey that trust in the Gardaí is generally high – a highly valued measure of Garda-community relations. Similarly, views on respectful treatment by Gardaí were also high among both victims and the wider sample, as was the view that Gardaí listen to the concerns of local people - a testament perhaps to the work carried out by Gardaí during the Covid pandemic. In addition, An Garda Síochána is viewed as a friendly, helpful force.

2020 was a challenging year for each and every one of us. Extraordinary circumstances such as those faced by us all then and still, offer an opportunity for An Garda Síochána to assess our performance with a different lens. We can now refocus our efforts on those in our society who require more from us. Equally, we can build once again on our existing strengths and continue to improve and develop. An Garda Síochána's new Operating Model (a restructuring of current Garda divisions) provides us with more opportunities to do this and improve our service to the Irish public.

We would like to take this opportunity to offer our sincerest thanks to the public for your support through these difficult times. We will continue to seek your feedback and use this to improve our standard of delivery to all of society to achieve our mission of Keeping People Safe.



Executive Summary

This report presents the findings of an online Garda survey, which was conducted between September and December 2020. There were 6,000 adult respondents to the survey, and 238 respondents aged 16 and 17 years. Themes examined related to crime and policing in Ireland and perceptions of the Garda organisation. Due to the online nature of the survey, it was representative of the population in terms of age, gender, social class and region. However, weightings could not be applied for location variables hence the sample is skewed to an urban cohort. In addition, the online survey resulted in a much larger victim sample than would be seen in, for example, face-to-face surveys. As a result of the online nature of the survey, the findings must necessarily be standalone findings and are not comparable with previous Garda reports. The findings of the survey are summarised in the following section, and under the same headings as in the main report.

Public Perceptions of Crime in Ireland

In 2020, national crime was viewed as more serious than local crime, with 66 percent of adult respondents considering it to be either 'very serious' or 'serious'. Local crime was viewed as 'very serious' or 'serious' by 25 percent of adults.

- Older respondents viewed national crime as more serious than younger age groups.
- Those in rural areas were more likely to view crime in their local area as 'not a problem' than those in city or 'other urban' areas. Those in Dublin and the rest of Leinster were more likely to consider national crime as 'a very serious' or 'serious' problem, than those in Munster and Connaught or Ulster.

Victims of Crime

There were 1,208 victims of crime within the 2020 online survey (who had been victims of crime in the 12 months preceding completion of the survey). Of these, 53 percent were either 'very satisfied' or 'satisfied' with how Gardaí handled their case.

Of the 1,208 victims of crime in the 2020 survey, 645 respondents reported that they had been victims within the 12 months preceding their completion of the online survey and had reported this crime to the Gardaí – a reporting rate of 53 percent.

In terms of respondents' experience of reporting their crime, 61 percent stated that Gardaí responded quickly to the incident. Forty-four percent felt the information received from Gardaí in relation to their case was 'about right', 26 percent stated it was 'too little', and 30 percent were given no update on the status of their investigation.

Fear and Worry about Crime

The 2020 online survey showed that 48 percent of respondents worried about becoming the victim of both personal injury and property theft or damage, while 30 percent did not worry about victimisation at all. Over half (56%) of respondents had 'some fears' about the level of crime in Ireland, while 14 percent had 'a lot of fears'. Thirty-one percent of respondents had 'very few' or 'no fears' about the level of crime in Ireland.

Of those who did express some degree of fear, this did not impact quality of life to a large extent for most respondents, with 42 percent stating this. Fifty-one percent felt fear of crime reduced their quality of life 'a little' or to a moderate extent, while 8 percent felt it reduced quality of life 'greatly' or 'significantly'. Victimisation negatively impacted the extent to which fear of crime impacted quality of life, with 17 percent of crime victims reporting great or significant reduction in quality, compared to 5 percent of non-victims.

Policing Priorities for An Garda Síochána

The majority of respondents across all demographics (91%), felt that sexual offences should be the top policing priority for An Garda Síochána.

Human trafficking, robberies, illegal weapons and assaults were also considered high priorities by respondents, with public order and traffic offences given the lowest priority.

Garda Visibility

In terms of awareness of Garda patrols in their local area, 36 percent of respondents reported awareness of these, while 45 percent were unaware of such patrols. Whether or not Garda presence in their local area was adequate was also queried, with 62 percent of respondents of the view that Garda presence was 'not enough', while the proportion who considered it 'about right' stood at 37 percent.

Satisfaction with An Garda Síochána

In the 2020 online survey, the proportion of respondents who were 'very satisfied' or 'quite satisfied' with Garda service to local communities stood at 68 percent, with dissatisfaction levels at 32 percent.

- Younger cohorts (18-34 year olds) were more dissatisfied with Garda service than older groups.
- Victims of crime were less likely to be satisfied with Garda service to local communities, than non-victims (57% vs. 72% satisfaction between victims and non-victims).

Trust in An Garda Síochána

Trust in the Gardaí is an important measure of Garda-community relations and, in 2020, 81 percent of respondents reported medium to high trust levels in An Garda Síochána.

- As the age of respondents increased, so too did trust levels, with those aged 65 years and older expressing the highest trust levels in the Gardaí.
- Victimization negatively impacted trust levels, with 27 percent of crime victims expressing 'high' trust, compared to 41 percent of non-victims.

Treatment by An Garda Síochána

The 2020 online respondents held mainly positive views of the Gardaí in terms of their perceptions of how they would be treated. Eighty-six percent held the view that Gardaí would treat them with respect, while 69 percent felt that they would be treated fairly by Gardaí, regardless of who they are.

- Victimization negatively impacted agreement levels with the statements regarding respectful and fair treatment by Gardaí, although the proportion who agreed still remained high (e.g. 81% of those who had been crime victims in the 12 months preceding the online survey, agreed that Gardaí would treat them with respect should they have contact with them for any reason, compared to 88% of non-victims).
- Other metrics examined in the survey related to police-community relations:
 - 63% of respondents either 'agreed' or 'strongly agreed' that the Gardaí in their area can be relied on to be there when they are needed.
 - 60% of respondents disagreed that Garda-community relations were poor.
 - 72% of respondents agreed that Gardaí listen to the concerns of local people.
 - 50% disagreed that Gardaí are not dealing with things that matter to the community (please see main body of this report for these figures when 'don't know' responses were included in the analysis).

Perceptions of the Garda Organisation

In 2020, views of An Garda Síochána were as follows: the majority of respondents considered that the Gardaí are community focused (66%), friendly and helpful (85%), effective in tackling crime (61%), well-managed (54%) and modern or progressive (59%). Forty-seven percent agreed that the organisation provides a world-class police service.

The 16 and 17-year-old Sample

The 2020 online survey had a sample of young people which stood at 238. It is important to note that this is an unweighted sample and is a very small sample size. This should be kept in mind and caution taken when reading the findings. Due to the small sample size, headline findings only are presented here, as deeper analysis was not possible.

In 2020, among the 238, 16 and 17-year-olds who responded to the survey, trust was high at 81 percent (mid to high trust). Sixty-three percent were satisfied with Garda service to their local communities, while 80 percent felt Gardaí would treat them with respect if they had contact with them for any reason. Fifty-seven percent were of the view that they would be treated fairly.

In terms of reliability of Gardaí to be there when needed, 58 percent agreed, while 66 percent agreed that Gardaí are listening to the concerns of local people. However, half of the 238 young respondents agreed that Garda-community relations are poor, while 57 percent agreed that Gardaí are not dealing with things that matter to the local community. In terms of perceptions of the Garda organisation, the majority of young people in the survey felt that Gardaí are friendly and helpful (82%), while views on it being a world-class police service stood at 39 percent.



1

Chapter 1 - Introduction

'Online Garda Survey 2020: An Urbanised Cohort' presents the findings of a social survey of the Irish public's attitudes towards crime and policing in Ireland. It was launched in September 2020, and ran from September to December, during which time 6,000 surveys were completed of adults aged 18 years and over, and 238 surveys of 16 and 17 years olds were completed (further methodological detail will be provided in section 1.2 of this chapter, in addition to limitations of the online survey).



1.1 The 2020 Online Survey aimed to:

- **Gather** the views of a sample of the Irish public about crime in Ireland and the Garda organisation, as well as the views of victims of crime about their experiences of the service provided to them by An Garda Síochána.
- **Measure** perceived levels of crime on a national and local level.
- **Identify** the crime types viewed by the public as priority areas for An Garda Síochána.
- **Assess** satisfaction levels among the public with the service provided by An Garda Síochána.
- **Measure** the public's levels of trust in An Garda Síochána, perceptions of the organisation and service that can be expected from Gardaí.



1.2 Methodology: How was the 2020 Online Survey conducted?

In June 2020 discussions commenced with Amárach Research as to how An Garda Síochána would deliver a 2020 survey measuring the views of the Irish public. Through this consultation, it was decided to conduct a bespoke, online survey of 6,000 adults between September and December 2020 (4 months), with a target of 1,500 per month, and as many 16 and 17-year-olds as would be possible to survey in this timeframe (parental consent being a factor here).

For online surveys, Amárach uses a combination of survey panels to generate samples each month - this includes their own panel and a third parties (DataXcel). For the 2020 online survey, invitations were sent via email each month, both by DataXcel (to approximately 50,000 potential respondents) and by Amárach to approximately 6,000.

Each respondent was informed about the research being conducted, about Amárach, about GDPR (General Data Protection Regulations) and were given an option to either drop out or proceed by providing electronic consent. All data were collected and stored in Amárach and no third party had access to it (e.g. the external panel provider). Reporting was done on the aggregated and anonymised data.

As there are no random online sampling methodologies, quotas were based on demographics, namely age, gender, social class and region (based on Central Statistics Office and standard AIMRO (Association of Irish Market Research Organisations) methodologies).

When conducting previous face-to-face surveys, the sampling points had involved a system of coding into what are termed 'Area 5' categories automatically (1=City; 2=10,000+; 3=5,000-10,000; 4=5,000-1,500; 5=less than 1,500), which were then coded into 'Area 2' categories (1=City; 2=Other Urban; 3=Rural). However, this could not be replicated for the online methodology. In the online survey, participants were asked the first 'Area' question (self-estimation). Amárach Research were of the view that a number of respondents may have categorised themselves into category '3' or '4', rather than '5'. In November and December 2020 an additional response option of "town" was included for more accurate data of Area/Area2, and therefore

a higher percentage of rural respondents was seen in December. However, with an online approach a lower proportion of rural respondents (essentially the ‘farming or countryside’ part of the population) would be expected. Weighting this variable up would have required applying heavy weights, that potentially could affect other results, therefore this was deemed inappropriate.

Regarding the young person’s sample, (aged 16 and 17 years), an invitation was first sent to parents of 16-17 year olds (Amárach Panel members) to obtain their electronic consent, and if they consented then the parents were emailed a link to the survey to share with their 16 and 17-year-old children.

1.3 The Impact of the Online Methodology

Points to note about the 2020 online survey:

- The 2020 survey consisted of an online questionnaire.
- The 2020 survey was condensed into a four-month period (September-December 2020). The survey was run during the second week of each of these months¹.
- The 16 and 17-year old survey was conducted in November, 2020.
- The 2020 sample was quota controlled by age, gender, social class and region. There were no quotas for nationality, therefore it is not based on a nationally representative sample.
- The survey was non-random. Each respondent was informed about the study, about Amárach, GDPR regulations and were given an option to either drop out or proceed by providing electronic consent.

- The online questionnaire was designed in consultation between Amárach and An Garda Síochána. The questionnaire was scripted and hosted by Amárach.

1.4 Sample Profile

While the 2020 online survey was weighted according to age, gender, social class and region, it was not possible to further weight the sample based on nationality, nor is the sample representative of geographical area. As such, as with many online surveys, older adults and those in less urban areas are under-represented.

A limitation, therefore, of this research is that the sample is not as representative of the population as desirable, and this is very much reflected in the findings. Another point to note relates to margin of sampling error. This only applies to probability-based surveys, where participants have a known and non-zero chance of being included in the sample. It does not apply to opt-in, online surveys and other non-probability-based polls (AAPOR – American Association for Public Opinion Research). It must, therefore, be accepted that it is not possible to calculate a margin of error for this online, non-probability based survey.

Tables 1 and 2, later in this section, show the sample size and characteristics. Respondents were asked whether they had been a victim of crime in the 12 months preceding the online survey – known as the reference period. The victimisation² section does not capture data on all crimes: crimes of a sexual nature are excluded from the survey. Point of note: the sample of victims high in this survey (n=1208). The online survey methodology and the higher proportion of urban respondents could be a contributing factor in the resulting high victim’s sample.

¹During some months, Amárach concentrated on specific categories of respondents (e.g. in terms of age or gender), and so not all panel members were invited at this time. Respondents were invited to take part voluntarily with a chance to win a prize draw (1x €250 or 5 x €50) each month.

² This includes being a victim of burglary, theft, robbery, criminal damage and/or assault.

1.5 Interpreting tables and figures

Frequency and percentage tables are used to explore survey responses within this report. One issue with lower sample sizes is they may provide unreliable findings, as well as presenting confidentiality issues. As such, any cell size with fewer than 30 weighted/unweighted respondents is represented by a line. However, it should be noted, percentages for those cell sizes greater than 30 are based on total number of responses for that column. A percentage may be quoted in the text for a single category (e.g. 'agreement' is made up of 'strongly agree' plus 'agree') identified in the figures or tables by summing two or more percentages. The percentage has been recalculated for the single combined category and therefore may differ by one or two percentage points from the sum of the percentages derived from the figures and tables. Some questions in the survey allow respondents to choose multiple responses. These percentages will not sum to 100 percent with the other percentages presented. Finally, not all columns where percentages are used will add up to 100 per cent. This is due to the rounding of figures.

The tables use a breakdown of social class as used by market research companies. Table 2, on the following pages, sets out the definition of these social classes. The tables also break down responses by geographical areas, including 'city', 'other urban' and 'rural'. 'City' areas are city boroughs, 'other urban' is any area with a population between 1,500 and 10,000 and 'rural' areas have a population of less than 1,500.

Table 1: Sample profile 2020

Gender		Age		Social Class		Region	
Male	49%	18 - 24	11%	AB	13%	Dublin	29%
Female	51%	25 - 34	19%	C1	29%	Leinster (excluding Dublin)	26%
		35 - 44	21%	C2	21%	Munster	27%
		45 - 54	18%	DE	31%	Connaught or Ulster	18%
		55 - 64	14%	F	6%		
		65+	18%				

Area		Nationality		Ethnicity		Religion	
City	35%	Irish	92%	White Irish	90%	Roman Catholic	67%
Other Urban	45%	UK	3%	Other white	8%	Church of Ireland	3%
Rural	20%	Polish	1%	Other Asian	1%	Other Christian	4%
		Other	4%	Other Black	1%	Other	4%
				Other Mixed Race	1%	No religion	20%
						Refused	3%

Table 2: Definitions of social class groupings

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



2

Chapter 2 - Public Perceptions of Crime in Ireland



In 2020, **national crime** was viewed as more serious than local crime.



Women perceived national crime and local crime as more serious than men.

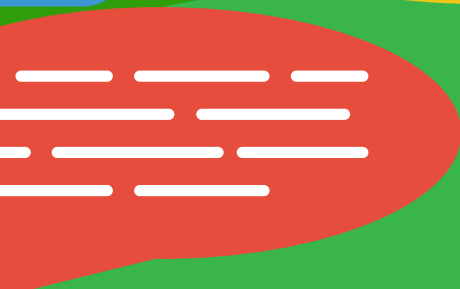


Respondents in **older age** categories viewed national crime as more serious than younger respondents.



Respondents in **Dublin** (36%) and the 'rest of **Leinster**' (27%) considered local crime as more serious, than those in **Munster** (23%) and **Connaught** or **Ulster** (12%).

The online survey respondents were asked about their perceptions of crime in their local area and on a national level; respondents perceived national crime to be more serious than local crime.



2.1 Perceptions of National and Local Crime in Ireland in 2020

As figure 1 indicates, during 2020, the proportion of respondents who viewed national crime as ‘a very serious problem’ was 18 percent, with this figure being 6 percent for local crime. The contrast between respondents’ views of national and local crime can be clearly seen in terms of those who saw it as ‘a serious problem’ (48% for national crime versus 19% for local crime). Similarly, the differences in perceptions of national and local crime are evident when considering those respondents who viewed it as ‘not a problem’. In 2020, this stood at 2 percent for national crime, and 23 percent for local crime.

The following sections explore this theme further, by examining perceptions of national and local crime by demographics and geography.

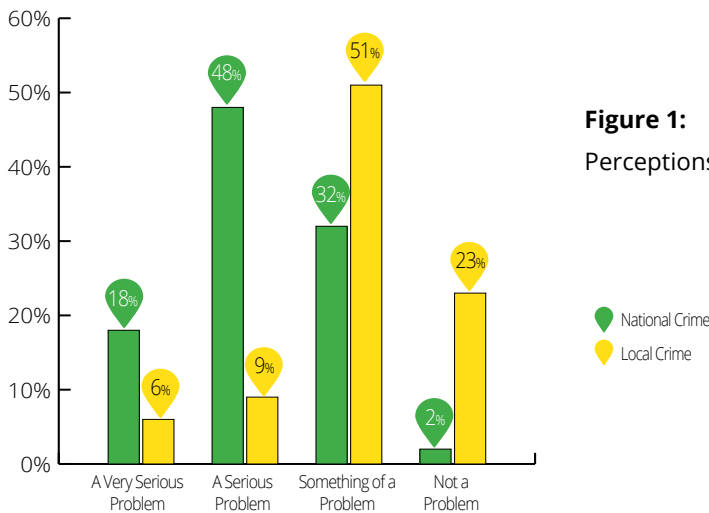


Figure 1:
Perceptions of national and local crime in Ireland in 2020

2.2 Perceptions of national crime by demographic, socio-economic and area groupings in 2020.

Tables 3 and 4 below illustrate respondents’ perceptions of national crime by demographic, socio-economic and area groupings in 2020. Table 4a presents analysis done on unweighted data - perceptions of national crime by nationality and urban/rural divide.





	<p>18 - 65+</p>			
<p>Gender: women were more likely to view national crime as 'a very serious' or 'serious' problem, than men (70% versus 62%).</p>	<p>Age: in general, as age increased, perceptions of national crime being 'a very serious' or 'serious' problem also increased. Respondents in the age category 18-24 years were more likely to consider national crime as 'something' of a problem than those in older age groups.</p>	<p>Social Class: respondents from social class groups C2 and DE were more likely to view national crime as 'a very serious' or 'serious' problem (70%), compared to other social class groups.</p>	<p>Region: lower proportions of respondents in Munster (16%) and Connaught or Ulster (15%) considered the national crime problem 'a very serious problem' than those in Dublin (21%) and the rest of Leinster (20%).</p>	<p>Distance from Garda station: those respondents who lived greater than 10 kilometres from a Garda station were more likely to view crime as 'a very serious problem' than those who lived nearer to Garda stations (21%).</p>

Table 3: Perceptions of national crime in Ireland during 2020 by demographic and socio-economic groupings

	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
A Very Serious Problem	17%	19%	8%	19%	16%	21%	22%	29%	12%	15%	21%	22%	18%
A Serious Problem	45%	51%	44%	44%	50%	50%	50%	50%	49%	48%	49%	48%	50%
Something of a Problem	35%	29%	45%	34%	32%	27%	27%	29%	37%	36%	29%	28%	32%
Not a problem	3%	1%	-	3%	-	-	-	-	-	2%	-	-	-

Table 4: Perceptions of national crime in Ireland during 2020 by area groupings

	Region				Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	Less than 1km	1-3kms	3-5kms	5-10kms	10+kms
A Very Serious Problem	21%	20%	16%	15%	17%	19%	16%	17%	21%
A Serious Problem	48%	51%	48%	46%	45%	47%	51%	51%	47%
Something of a Problem	30%	27%	35%	38%	34%	31%	32%	30%	30%
Not a Problem	2%	-	2%	-	-	2%	-	-	-

Nationality: non-Irish nationals considered national crime to be less serious than Irish nationals (54% viewed national crime as ‘a very serious’ or ‘serious’ problem, compared to 68% of Irish nationals).

Urban/Rural: slightly fewer rural respondents (17%) viewed national crime as ‘a very serious problem’ than those in city areas (20%).

Table 4a: Perceptions of national crime in Ireland during 2020 by nationality and urban/rural divide (unweighted)



	Nationality		Urban/Rural		
	Irish	Non Irish	City	Other Urban	Rural
A Very Serious Problem	19%	9%	20%	18%	17%
A Serious Problem	49%	45%	47%	49%	48%
Something of a Problem	31%	41%	31%	32%	33%
Not a Problem	2%	-	2%	2%	-

*The shaded area represents analysis done on unweighted data

2.3 Perceptions of local crime by demographic, socio-economic and area groupings in 2020.

Perceptions of crime at a local level during 2020, by demographics and geographic groupings, are shown in tables 5 and 6. Table 6a shows analysis done on unweighted data.







	<p>18 - 65+</p>			
<p>Gender: as with national crime, women (27%) were slightly more likely to view crime in their local areas as ‘a very serious’ or ‘serious’ problem, than men (25%).</p>	<p>Age: those aged between 18 and 24 were less likely to view crime as ‘a serious problem’ in their local areas, than other groups.</p>	<p>Social Class: those respondents in social class grouping F viewed local crime as less of ‘a serious problem’ than those in other social class groups.</p>	<p>Region: in 2020, respondents in Connaught or Ulster viewed local crime as less serious than those in other areas, with Dublin respondents perceiving it to be the most serious (36% considered it ‘a very serious’ or ‘serious’ problem).</p>	<p>Distance from Garda station: those respondents who lived further from Garda stations were more likely to view crime in their local area as less of a problem, than those living closer to stations (35% considered local crime as ‘not a problem’).</p>
<p>Nationality: non-Irish respondents (28%) were more likely to perceive local crime as ‘not a problem’ than Irish nationals (23%).</p>				<p>Urban/Rural: thirty-nine percent of rural respondents viewed crime in their local area as ‘not a problem’, compared to 15 percent of those in city areas.</p>

Table 5: Perceptions of local crime in Ireland during 2020 by demographic and socio-economic groupings

	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
A Very Serious Problem	6%	7%	6%	8%	6%	9%	4%	4%	5%	7%	6%	8%	2%
A Serious Problem	19%	20%	14%	21%	21%	20%	21%	17%	18%	18%	23%	20%	12%
Something of a Problem	52%	51%	50%	48%	52%	52%	57%	51%	53%	54%	49%	49%	52%
Not a Problem	23%	23%	30%	23%	21%	19%	18%	28%	24%	22%	22%	23%	33%

Table 6: Perceptions of local crime in Ireland during 2020 by area groupings

	Region				Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	Less than 1km	1-3kms	3-5kms	5-10kms	10+kms
A Very Serious Problem	10%	7%	5%	-	6%	8%	7%	4%	-
A Serious Problem	26%	20%	18%	11%	21%	22%	20%	16%	12%
Something of a Problem	51%	53%	50%	53%	49%	52%	50%	54%	50%
Not a Problem	14%	20%	28%	35%	25%	19%	23%	27%	35%

Table 6a: Perceptions of local crime in Ireland during 2020 by nationality and urban/rural divide (unweighted)



	Nationality		Urban/Rural		
	Irish	Non Irish	City	Other Urban	Rural
A Very Serious Problem	6%	-	9%	6%	-
A Serious Problem	20%	15%	25%	19%	10%
Something of a Problem	51%	52%	50%	53%	49%
Not a Problem	23%	28%	15%	22%	39%

*The shaded area in Table 6a represents analysis done on unweighted data

2.4 Summary

- Respondents viewed national crime as a more serious problem than local crime.
- Older respondents considered national crime a more serious problem than those in younger age categories.
- Respondents in Dublin and the rest of Leinster considered national and local crime as more serious than those in other regions.

Perceptions of national and local crime will be examined further in the following chapters in terms of victimisation, fear and worry about crime, satisfaction with Garda service, trust in the Gardaí and views of the Garda organisation.

3

Chapter 3 - Victims of Crime



In the 2020 online survey, the
victimisation rate stood at 20%.



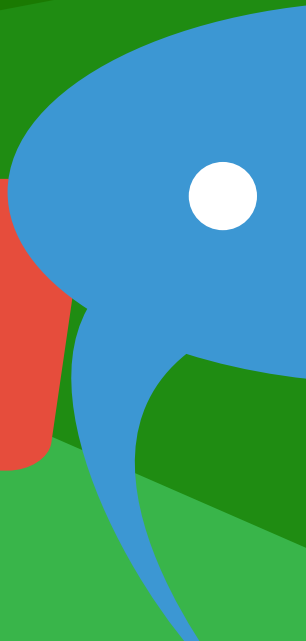
The **victim reporting rate**
stood at **55%.**



Satisfaction among victims
with how Gardaí handled their case **at 53%.**

In the 2020 online survey, the percentage of adults aged 18 years and older, who were victims of at least one crime in the twelve months preceding completion of the survey, was measured (regardless of whether they reported the crime to the Gardaí or not). This is referred to as the victimisation rate.

“ _____ ”



3.1 Victimisation in Ireland

In the 2020 online survey, of the 6000 survey respondents, 1,208 said they were a victim of crime (a victimisation rate of 20%), on at least one occasion in the preceding twelve months, of which 645 reported their most recent crime.

Figure 2 provides details of the most recent crime type experienced by victims of crime; online fraud (26%), criminal damage (18%), theft of bike (11%) and assault (10%) were the most common type of crime experienced by victims in the 2020 survey.

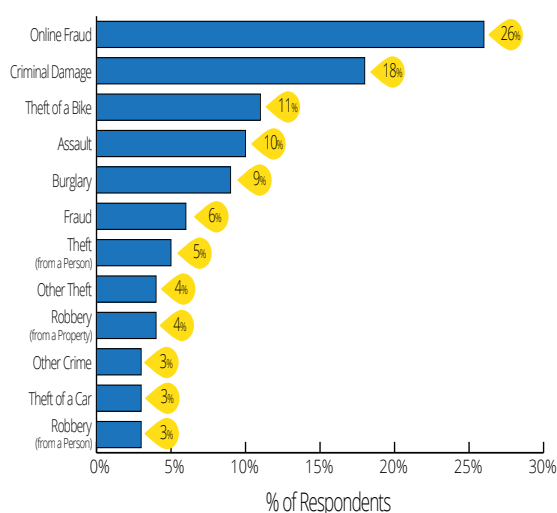


Figure 2:
Most recent crime experienced in the last 12 months

In the 2020 sample, there was little difference between men and women on the likelihood of being a victim (males 20% versus females 21%). Age groups were condensed so that broad trends could be examined. Victimization did vary across age groups; 24.1 percent of 18-34 year olds reported being a victim of crime in the 12 months preceding the survey interview; victimisation among 35-54 year olds was 21.7 percent and for over 55's was 14.5 percent.

Twenty-four percent of Dublin respondents said they were a victim of crime, higher compared to the rest of Leinster (20%), Munster (19%) and Connaught or Ulster (16%). A greater proportion of respondents in 'city' areas (23%) reported they were victims of crime compared to those living in rural areas (17%) and 'other urban' areas (20%).

3.2 Victimization in Ireland

Of the 1,208 victims of crime in the sample, 645 had reported their most recent crime. This reflects a 53 percent reporting rate to Gardaí.

As can be seen from table 7 'theft of a car', 'other crime', and 'burglary' were the crimes in 2020 most likely to be reported to Gardaí. This was followed by 'criminal damage', 'other theft' and 'robbery (from a property)'. Despite online fraud being the most experienced crime in 2020, it was the least reported at 26 percent.

Table 7: Reporting rate of most recent crime experienced 2020

	2020
Theft of a car	87%
Other crime	80%
Burglary	76%
Criminal damage	69%
Other theft	65%
Robbery (from a property)	63%
Assault	64%
Robbery (from a person)	61%
Theft of a bike	58%
Fraud	49%
Theft (from a person)	42%
Online fraud	26%

3.3 Experience of reporting a crime

When asked about their experience of reporting a crime to the Gardaí:

- 61% of respondents agreed that the Gardaí responded quickly when they reported the incident.
- 65% were provided with the name of the investigating Garda.
- Contact details were provided to 68% of respondents.
- PULSE identification numbers were given to 31% of respondents.
- Finally, 34% of respondents reported being given a number of a victim helpline or service.

Figure 3 outlines responses from respondents when asked whether the information they received from Gardaí during their most recent incident was satisfactory. Forty-four percent stated the information received was 'about right', 26 percent stated it was 'too little', while 30 percent were given no update on the status of their investigation.

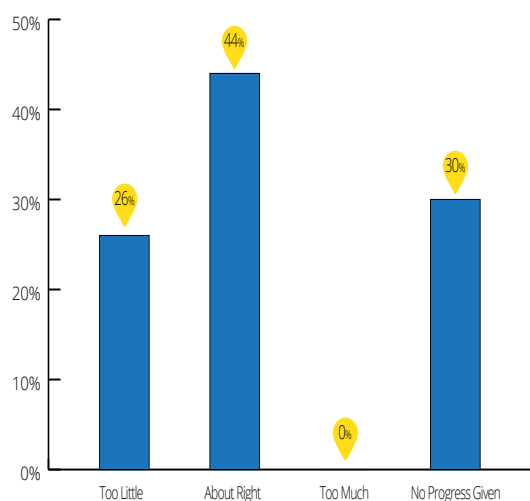


Figure 3:
Information provided to victims 2020

3.4 Satisfaction with Garda response among victims of crime

Of victims that reported their more recent crime within the 2020 survey, 53 percent were either ‘very satisfied’ or ‘quite satisfied’ with how Gardaí handled their case. The proportion of respondents who were ‘quite dissatisfied’ with how Gardaí handled their case stood at 21 percent, while those who reported being ‘very dissatisfied’ was 25 percent.

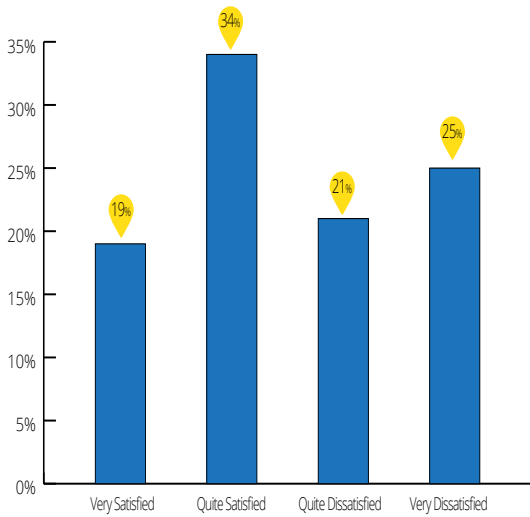


Figure 4:
Satisfaction among victims 2020

Table 8 examines variations in satisfaction levels among victims of crime with how Gardaí handled their most recent case across demographic, socio-economic, and area groupings (again, table 8a examines satisfaction levels against nationality and urban/rural unweighted data).

Table 8: Victim satisfaction with An Garda Síochána’s handling of recent crime incident by demographic and socio-economic groupings 2020




							
	Gender		Age			Social class	
	Male	Female	18-34	35-54	55+	ABC1	C2DEF
Very and Quite Satisfied	50%	57%	48%	55%	61%	56%	52%
Very and Quite Dissatisfied	50%	43%	52%	45%	39%	44%	48%

Table 8a: Victim satisfaction with An Garda Síochána’s handling of recent crime incident by urban/rural divide (unweighted)



	Urban/Rural		
	City	Other Urban	Rural+
Very and Quite Satisfied	50%	58%	51%
Very and Quite Dissatisfied	50%	42%	49%

*The shaded area represents analysis done on unweighted data

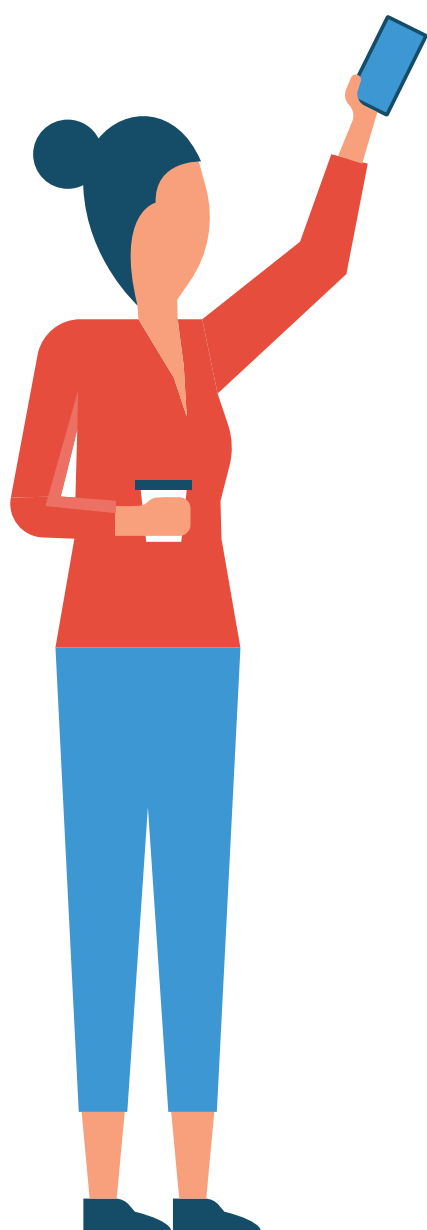
	18 - 65+		
<p>Gender: a greater proportion of females (57%) than males (50%) reported being satisfied with how Gardaí handled their most recent case.</p>	<p>Age: due to the smaller size of the victim sample compared to the overall sample size, age groups were condensed to allow analysis. As age increased, so too did satisfaction levels among victims of crime with how Gardaí handled their most recent case.</p>	<p>Social Class: social class groupings were also condensed, with social class ABC1 (56%) expressing greater satisfaction, than C2DEF (52%).</p>	<p>Urban/Rural: respondents in ‘other urban’ areas (58%) were more satisfied with Garda handling of their case than those victims in ‘city’ areas (50%) and ‘rural’ areas (51%).</p>

3.5 Does victimisation impact on perceptions of crime?

Table 9 illustrates whether being a victim of crime impacts on perceptions of national and local crime. Seventy percent of crime victims viewed national crime as being a ‘very serious’ or ‘serious’ problem, as opposed to 65 percent of non-victims. When local crime was examined, crime victims (39%) were more likely to consider local crime a serious problem than non-victims (22%).

Table 9: Perceptions of crime by victimisation 2020

National Crime	Not a crime victim	Crime victim
A very serious problem	17%	22%
A serious problem	48%	48%
Something of a problem	33%	28%
Not a problem	2%	2%
Local Crime	Not a crime victim	Crime victim
A very serious problem	5%	11%
A serious problem	17%	28%
Something of a problem	52%	48%
Not a problem	26%	14%



3.6 Summary

- The victimisation rate in 2020 stood at 20% with online fraud the most common crime type experienced by victims, followed by criminal damage, theft of a bike and assault.
- Fifty-three percent of victims in the 2020 online survey reported their most recent crime to Gardaí. The most reported crimes were theft of car and 'other crime'. Online fraud was the least reported.
- Regarding the amount of information provided to victims about their crime incident, forty-four per cent of victims felt it was 'about right'.
- Fifty-three percent of victims were either 'very satisfied' or 'quite satisfied' with how their incident was handled by Gardaí.

This report will further examine victimisation and its impact on fear and worry about crime, policing priorities, satisfaction with Garda service, trust in An Garda Síochána and views of the Garda organisation in later chapters.

4

Chapter 4 - Fear and Worry about Crime



48% of respondents **worried about becoming the victim of crime** (both personal injury and property theft or damage).



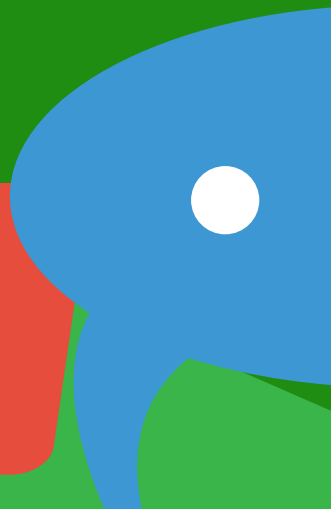
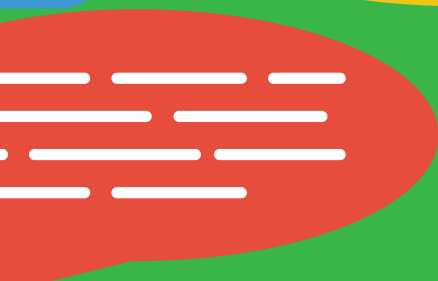
More females (51%) worried about becoming the victim of **personal injury and property theft or damage**, than men (44%).

Worry about becoming the victim of **personal injury** was **greater in younger respondents**, than older groups.



56% of respondents had **'some fears'** about the **level of crime in Ireland**.

The 2020 online survey explored respondents' perceptions about the likelihood of becoming a victim of crime, their fear and worry about crime and the impact of these fears on their quality of life. Almost half of respondents worried about becoming a victim of crime, with over half having 'some fears' about the level of crime.



4.1 Perceived likelihood of becoming a victim of crime

Respondents were asked whether they worry that they, or anyone who lives with them, might become a victim of personal injury, property crime or both. In 2020, 10 percent of respondents reported that they worry about personal injury, while 13 percent worried about property theft or damage. Forty-eight percent of respondents worried about both personal injury and property theft or damage, while 30 percent reported that they did not worry about themselves, or anyone they live with, becoming a victim of crime (see figure 5).

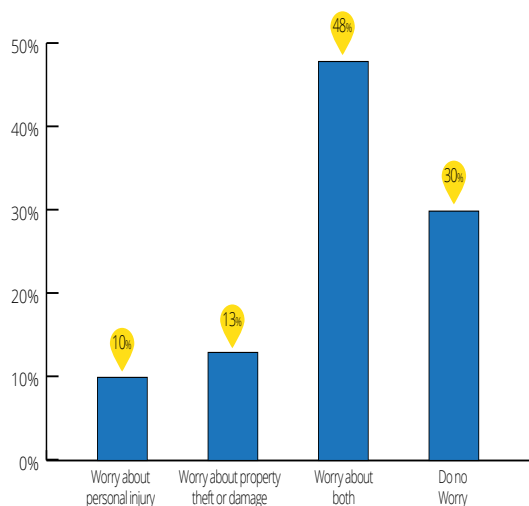


Figure 5:
Perceived likelihood of victimisation 2020

4.2 Perceived likelihood of victimisation by demographic, socio-economic and area groupings

As table 10 shows, a greater proportion of females (51%) reported that they worry about themselves or someone they live with, becoming the victim of both personal injury and property theft or damage, than males (44%). Similarly, fewer women (27%), than men (33%), did not worry about themselves or someone they live with becoming a victim of crime.

Respondents in the 18-24 age category were less likely to worry about becoming the victim of both personal injury and property theft or damage, than those in other age categories. However, those in the 18-24 years' age category were more likely to worry about becoming the victim of personal injury, than those in other groups, while those aged 35-64 years worried the most about both personal injury and property theft or damage. In terms of social class, respondents in category C2 were more likely to worry about becoming the victim of both personal injury and property theft or damage, than those in other social class groups. In terms of distance to Garda station, respondents who lived greater than 10 kilometres from a station were more likely to worry about property theft or damage, than those who lived closer.

Worry about victimisation in terms of area groupings is illustrated in table 11. Respondents in Dublin (52%), and city areas (51%), were more likely to worry about becoming the victim of both personal injury and property theft or damage, than those in other areas. Those respondents in Connaught or Ulster were less likely to worry about victimisation, than those in other areas. Similarly, those from rural areas (33%) had fewer worries about victimisation than those from 'city' (27%) and 'other urban' areas (31%), although their likelihood of worrying about property theft or damage was slightly greater (table 8a). A greater proportion of Irish nationals (30%), than non-Irish nationals (26%), had no worries about victimisation (table 8a).

Table 10: Perceived likelihood of victimisation by demographic and socio-economic groupings 2020






			18 - 65+										
	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
Worry about personal injury	9%	10%	14%	10%	9%	8%	10%	10%	9%	9%	9%	12%	-
Worry about property theft or damage	13%	12%	14%	14%	12%	13%	12%	11%	13%	13%	12%	11%	21%
Worry about both	44%	51%	42%	46%	50%	52%	50%	45%	44%	47%	52%	49%	41%
Do not worry	33%	27%	30%	30%	29%	27%	28%	35%	34%	31%	28%	29%	33%

Table 11: Perceived likelihood of victimisation by area groupings 2020

	Region				Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connought or Ulster	Less than 1km	1-3kms	3-5kms	5-10kms	10+kms
Worry about personal injury	11%	10%	10%	7%	12%	11%	8%	9%	7%
Worry about property theft or damage	11%	13%	13%	14%	10%	12%	13%	13%	18%
Worry about both	52%	48%	46%	43%	44%	49%	49%	50%	42%
Do not worry	25%	29%	32%	37%	34%	29%	30%	27%	34%

Table 11a: Perceived likelihood of victimisation by nationality and urban/rural divide (unweighted)

	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Worry about personal injury	10%	12%	11%	10%	7%
Worry about property theft or damage	13%	11%	12%	12%	14%
Worry about both	48%	50%	51%	47%	45%
Do not worry	30%	26%	27%	31%	33%

*The shaded area represents analysis done on unweighted data

4.3 Perceived likelihood of victimisation by contact with An Garda Síochána

The online survey explored how having contact with An Garda Síochána (in the 12 months prior to the online survey) impacts perceptions of becoming a victim of crime (table 12). Those respondents who had no contact with An Garda Síochána stated they 'do not worry' about victimisation to a slightly greater degree than the other two groups. However, as can be seen from the table, worry about victimisation (personal injury, property theft or damage) was not notably affected by contact (or not) with the Gardaí.

Table 12: Perceived likelihood of victimisation by contact with An Garda Síochána (2020)

	Self-initiated contact	Garda initiated contact	No contact
Worry about personal injury	6%	9%	4%
Worry about property theft or damage	12%	12%	11%
Worry about both	41%	39%	37%
Do not worry	42%	41%	47%

4.4 Perceived likelihood of re-victimisation

Being the victim of a crime negatively impacts perceptions of future victimisation, as can be seen from table 13. For example, 17 percent of those respondents who had been a victim of crime in the 12 months preceding the survey did not worry about future victimisation, as opposed to 33 percent of non-victims.

Table 13: Perceived likelihood of re-victimisation by victimisation 2020

	Not a crime victim	Crime victim
Worry about personal injury	9%	12%
Worry about property theft or damage	12%	16%
Worry about both	46%	56%
Do not worry	33%	17%

4.5 Perceived likelihood of victimisation by fear of crime

Table 14 illustrates the strong correlation between worry of victimisation and fear of crime. For example, 89 percent of respondents who had 'no fears' about crime in general also did not worry about becoming the victim of crime. This figure was 4 percent for those who had 'a lot of fears'.

Table 14: Perceived likelihood of victimisation by fear of crime 2020

	A lot of fears	Some fears	Very few fears	No fears
Worry about personal injury	18%	10%	6%	-
Worry about property theft or damage	10%	15%	10%	-
Worry about both	67%	58%	23%	-
Do not worry	4%	17%	61%	89%

4.6 Perceived likelihood of victimisation and perceptions of the national and local crime problem

In this section we examine how, in 2020, respondents’ perceptions of national and local crime influenced their worry about becoming a victim of crime (see table 15). Sixty-two percent of those respondents who viewed national crime as ‘a very serious problem’ worried about becoming the victim of both personal injury and property theft or damage, compared to 35 percent who viewed national crime as ‘something of a problem’. Similarly, of those respondents who considered national crime as ‘not a problem’, 73 percent did not worry about future victimisation at all, compared to 12 percent of those who considered it ‘a very serious problem’.

In terms of views of local crime and perceptions of victimisation, table 15 illustrates that of those respondents who considered the problem to be ‘very serious’, 63 percent worried about becoming the victim of both personal injury and property theft or damage, compared to 27 percent of those who considered local crime as ‘not a problem’.

Table 15: Perceived likelihood of victimisation and perceptions of national and local crime problem 2020

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Worry about personal injury	14%	10%	8%	-	19%	14%	8%	7%
Worry about property theft or damage	11%	15%	11%	-	11%	16%	14%	8%
Worry about both	62%	53%	35%	-	63%	62%	50%	27%
Do not worry	12%	23%	47%	73%	-	9%	28%	58%

4.7 Fears about the level of crime in Ireland

As can be seen from figure 6 (which examines fears among respondents about the level of crime in Ireland), in 2020, 56 percent of respondents had ‘some fears’ about the level of crime, 26 percent had ‘very few fears’, 14 percent had ‘a lot of fears’, while 5 percent had no fears about the level of crime in Ireland.

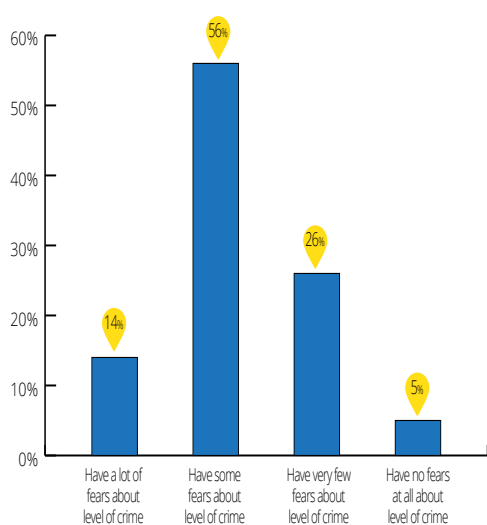


Figure 6: Fear about the levels of crime in Ireland 2020

4.8 Fears about the level of crime in Ireland by demographic, socio-economic and area groupings

Tables 16 and 17 examine fears about the levels of crime in Ireland by demographic, socio-economic and area groupings during 2020. As can be seen, males worried less about levels of crime, than females. For example, male respondents (28%) were more likely to have ‘very few fears’, compared to female respondents (23%). In general, those respondents aged 55 years and older had more fears about the level of crime in Ireland, than younger age cohorts. Those respondents from social class F had fewer fears about the level of crime, than those in other social class groups.

In terms of area groupings, those respondents from Dublin and ‘city’ areas had greater fears about the levels of crime, than those from other areas. For example, 22 percent of respondents from Dublin reported having ‘very few fears’ about the level of crime, as opposed to 31 percent from Connaught or Ulster. Similarly, 16 percent of respondents from ‘city’ areas reported having ‘a lot of fears’ about crime, compared to 10 percent of those from rural areas (table 17a). Fifty-nine percent of respondents who lived 10 kilometres or more from a Garda station had ‘some fears’ about the level of crime in Ireland, as opposed to 55 percent of those who lived 1-3 kilometres from a station.

Non-Irish nationals (29%) were more likely to have ‘very few’ fears about the level of crime, than Irish nationals (25%). However, no non-Irish respondents reported having ‘no fears’ about the level of crime in Ireland (5% of Irish nationals held this view) (table 17a).

Table 16: Fear of crime in Ireland by demographic and socio-economic groupings 2020



			18 - 65+										
	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
Have a lot of fears about level of crime	13%	15%	13%	14%	13%	15%	14%	16%	11%	12%	15%	17%	10%
Have some fears about level of crime	53%	59%	53%	51%	54%	57%	61%	60%	55%	55%	59%	56%	52%
Have very few fears about level of crime	28%	23%	27%	30%	27%	25%	22%	21%	30%	28%	23%	22%	29%
Have no fears at all about level of crime	6%	3%	7%	5%	5%	4%	-	3%	4%	5%	3%	5%	9%

Table 17: Fear of crime in Ireland by area groupings 2020

	Region				Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	A very Less than 1km	1-3kms	3-5kms	5-10kms	10+ kms
Have a lot of fears about level of crime	17%	15%	13%	9%	12%	16%	14%	12%	11%
Have some fears about level of crime	59%	56%	54%	56%	54%	55%	56%	58%	59%
Have very few fears about level of crime	22%	24%	27%	31%	29%	25%	25%	26%	23%
Have no fears at all about level of crime	3%	5%	6%	5%	6%	4%	4%	4%	7%

Table 17a: Fear of crime in Ireland by nationality and urban/rural divide (unweighted)

	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Have a lot of fears about level of crime	14%	11%	16%	14%	10%
Have some fears about level of crime	56%	55%	58%	54%	57%
Have very few fears about level of crime	25%	29%	23%	27%	27%
Have no fears at all about level of crime	5%	-	3%	5%	5%

*The shaded area represents analysis done on unweighted data

4.9 Fear of crime and experience of victimisation

Table 18 examines fears about the level of crime by whether respondents were crime victims or not (in the preceding 12 months). As can be seen, victimisation and fears about the level of crime are correlated. Twenty-one percent of crime victims had 'a lot of fears' about the level of crime, versus 12 percent of non-victims. Similarly, 18 percent of crime victims had 'very few fears' about the level of crime compared, to 28 percent of non-victims.

Table 18: Fear of crime by victimisation 2020

	Not a crime victim	Crime victim
Have a lot of fears about level of crime	12%	21%
Have some fears about level of crime	55%	59%
Have very few fears about level of crime	28%	18%
Have no fears at all about level of crime	5%	3%

4.10 Does fear of crime impact on perceptions of national and local crime?

Respondents who viewed national crime as ‘a very serious’ or ‘serious’ problem were more likely to have ‘a lot’ or ‘some’ fears about the level of crime, than those who viewed the level of crime as ‘something of a problem’ or ‘not a problem’. In terms of local crime, views that the level of crime is ‘something of a problem’ increased the likelihood that respondents would have ‘some fears’ about it.

For example, and as can be seen from table 19, 67 percent of respondents who considered national crime as ‘a serious problem’ had ‘some fears’ about the level of crime. This figure fell to 46 percent for those who thought national crime was ‘something of a problem’. Similarly, respondents who considered local crime as ‘a serious problem’ (61%) or ‘something of a problem’ (65%) were more likely to have ‘some fears’ about the level of crime, than those who considered it ‘not a problem’ (40%).

Table 19: Fear of crime by perceptions of national and local crime 2020

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Worry about personal injury	39%	12%	3%	-	59%	28%	8%	5%
Worry about property theft or damage	51%	67%	46%	-	35%	61%	65%	40%
Worry about both	8%	19%	43%	53%	-	10%	25%	44%
Do not worry	-	2%	8%	30%	-	-	3%	12%

4.11 The impact of fear of crime on respondents’ quality of life

The survey examined how fear of crime impacts quality of life. As figure 7 illustrates, 44 percent of respondents stated that fear of crime had no impact on their quality of life (when the full sample was considered). Twenty-seven percent felt it reduced quality of life ‘a little’, while 21 percent stated it reduced quality of life ‘moderately’. Eight percent reported that fear of crime reduced quality of life ‘significantly’ or ‘greatly’. When cross tabulated against respondents who expressed ‘a lot’, ‘some’ or ‘very few’ fears (but excluding those who expressed ‘no fears’), the figures vary marginally (also illustrated in figure 7).

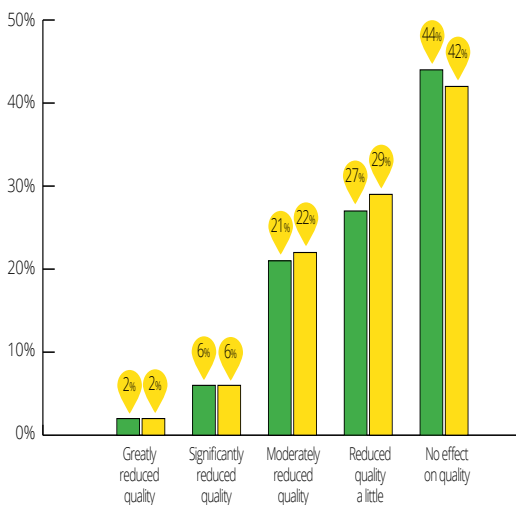


Figure 7: Impact of fear of crime on quality of life 2020

Legend: ■ All Fear Responses ■ Excluding No Fear

4.12 The effect of fear of crime on quality of life by demographic, socio-economic and area groupings (full sample)

The 2020 online survey produced no notable differences between men and women in terms of the impact of fear of crime on quality of life – slightly more male respondents (46%) reported that it had no effect on quality of life, than women (44%). Those in age category 55-65 and over reported that fear of crime impacted quality of life ‘a little’ to a greater extent, than those in other age categories. Respondents in social class group F reported the least impact on their quality of life, compared to those in other social class groups (table 20). A greater proportion of non-Irish nationals (28%) reported that fear of crime moderately reduced their quality of life, than Irish nationals (20%) (see table 21a).

Table 21 outlines the effect of fear of crime on quality of life by area groupings. As can be seen, respondents in Dublin or ‘city’ areas reported that fear of crime impacted quality of life to a greater extent, than those from other areas. For example, 25 percent of respondents in Dublin reported that fear of crime ‘moderately’ reduced quality of life, compared to 18 percent in Connaught or Ulster, 19 percent in Munster and 21 percent in the ‘rest of Leinster’. Equally, as table 21a highlights, fewer respondents in ‘city’ areas (40%) reported that fear of crime had ‘no effect’ on quality of life, than in other areas (45% in ‘other urban’ and 52% in rural). Distance from Garda station had no notable impact on the effects of fear of crime on respondents’ quality of life.

Table 20: The effect of fear of crime on quality of life by demographic and socio-economic groupings 2020




			18 - 65+										
	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
Greatly reduced quality	2%	2%	-	3%	-	-	-	-	-	2%	-	3%	-
Significantly reduced quality	5%	6%	8%	5%	6%	5%	4%	5%	5%	6%	5%	7%	-
Moderately reduced quality	20%	21%	20%	19%	19%	22%	23%	22%	20%	19%	22%	22%	15%
Reduced quality a little	27%	28%	27%	29%	23%	25%	31%	29%	26%	28%	27%	27%	27%
No effect on quality	46%	44%	43%	44%	49%	45%	41%	43%	47%	45%	44%	42%	51%

Table 21: The effect of fear of crime on quality of life by area groupings 2020

	Region				Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	A very Less than 1km	1-3kms	3-5kms	5-10kms	10+ kms
Greatly reduced quality	2%	3%	-	-	-	3%	-	-	-
Significantly reduced quality	7%	5%	6%	4%	5%	6%	6%	4%	6%
Moderately reduced quality	25%	21%	19%	18%	21%	21%	22%	19%	20%
Reduced quality a little	29%	27%	27%	27%	26%	28%	28%	28%	25%
No effect on quality	38%	46%	47%	50%	48%	43%	42%	48%	49%

Table 21a: The effect of ‘fear of crime’ on quality of life by nationality and urban/rural divide (unweighted)



	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Greatly reduced quality	2%	-	2%	2%	-
Significantly reduced quality	5%	-	7%	5%	4%
Moderately reduced quality	20%	28%	24%	20%	17%
Reduced quality a little	28%	25%	28%	27%	27%
No effect on quality	45%	39%	40%	45%	52%

*The shaded area represents analysis done on unweighted data

4.13 How does fear of crime impact on quality of life amongst victims of crime?

Respondents who were victims of crime in the preceding 12 months, reported greater levels of impact on their quality of life by fear of crime, than non-victims (17% of crime victims reported it ‘greatly’ or ‘significantly’ reduced their quality of life, compared to 5% of non-victims).

Table 22: The effect of fear of crime on quality of life by victimisation 2020

	Not a crime victim	Crime victim
Greatly reduced quality	1%	5%
Significantly reduced quality	4%	12%
Moderately reduced quality	19%	28%
Reduced quality a little	27%	29%
No effect on quality	49%	26%

4.14 Impact of worry about victimisation on quality of life

As can be seen from figure 8, of those who expressed some worry about becoming a victim of crime, 11 percent of respondents indicated that worry about victimisation ‘significantly’ or ‘greatly’ reduced their quality of life, 28 percent stated it reduced quality of life moderately, while 33 percent said it reduced quality a little. Twenty-nine percent stated it had no impact on quality of life.

Figure 8: Impact of worry about victimisation on quality of life 2020

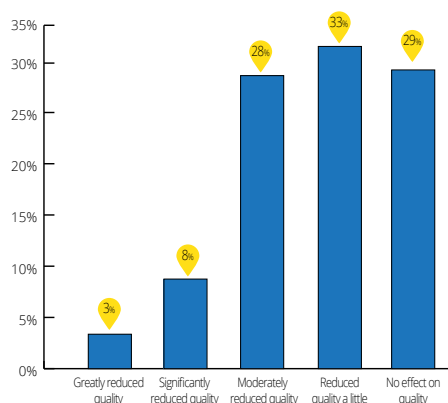


Figure 8: Impact of worry about victimisation on quality of life 2020

4.15 The impact fear of crime had on respondents' quality of life and how they perceived crime locally and nationally

As table 23 illustrates, over half of respondents who considered national crime to be 'a very serious problem' reported that their fear of crime 'greatly', 'significantly' or 'moderately' reduced their quality of life. The same correlation was seen when local crime was considered (65% of respondents reported that their fear of crime 'greatly, significantly' or 'moderately' reduced their quality of life).

Table 23: Perceptions of the national and local crime problem against the effect of fear of crime on quality of life

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Greatly reduced quality	7%	2%	-	-	14%	3%	1%	-
Significantly reduced quality	14%	5%	-	-	21%	11%	3%	-
Moderately reduced quality	30%	24%	12%	-	30%	37%	19%	9%
Reduced quality a little	25%	29%	27%	-	20%	28%	33%	17%
No effect on quality	26%	40%	59%	81%	14%	20%	43%	72%

4.16 Summary

- In 2020, 48 percent of respondents worried about becoming the victim of both personal injury and property theft or damage.
- Respondents in age category 18-24 years were more likely to worry about becoming a victim of personal injury, than those in older age categories.
- Respondents in Dublin and 'city' areas were more likely to worry about becoming a victim of both personal injury and property theft or damage, than those in other areas.

- During 2020, those respondents who had 'some fears' about levels of crime stood at 56%.
- Those respondents in older age categories were more likely to have fears about crime, as were those from Dublin and 'city' areas.

We further explore fear and worry about crime later in this report, in terms of how these relate to levels of satisfaction with the Garda service provided to local communities, as well as trust in, and perceptions of the Garda organisation.



5

Chapter 5 - Policing Priorities for An Garda Síochána



Sexual offences should be the highest priority for Gardaí according to **91%** of respondents.




Human trafficking, robberies, illegal weapons and assaults were also viewed as top priorities by respondents.



5.1 Policing priorities for An Garda Síochána

As can be seen from table 24, 'sexual offences' was the crime type respondents felt should receive the highest priority (chosen by 91% of respondents), followed by 'human trafficking' (87%), 'robberies' and 'illegal weapons' (83% respectively) and 'assaults' (82%). Public order offences, traffic offences and criminal damage featured more prominently in the medium priorities, while traffic offences and public order offences featured more prominently in the low priorities.

Table 24: Policing priorities for An Garda Síochána as identified by respondents 2020

			
	High priority	Medium priority	Low priority
Sexual offences	91%	6%	3%
Human trafficking	87%	9%	5%
Robberies	83%	14%	3%
Illegal weapons	83%	13%	4%
Assaults	82%	16%	3%
Drugs offences	65%	25%	10%
Fraud	60%	34%	6%
Burglaries	56%	39%	5%
Criminal damage	53%	41%	6%
Traffic offences	38%	46%	16%
Public order offences	24%	52%	25%

5.2 Policing priorities for An Garda Síochána by demographic, socio-economic and area groupings

In order to determine whether differences existed across socio-economic and area groupings, ranks were assigned to priorities. 'One' was assigned to the highest percentage priority and 'eleven' to the lowest. Those with equal weighting were given the same rank score. Irrespective of gender, age or social class, respondents ranked sexual offences as the top priority for An Garda Síochána. The vast majority of respondents, across all demographics, highlighted human trafficking as the next priority. Public order offences and traffic offences were given the lowest priority across all demographics (see table 25). Drugs offences were ranked as a low priority (9) by those respondents in age category 18-24.

In terms of area groupings, the results were similar. Sexual offences ranked as the top priority, followed by 'human trafficking' in urban and rural areas in all parts of the country. Public order and traffic offences were ranked the lowest across all areas (see tables 26 and 26a).

Table 25: Policing priorities for An Garda Síochána by demographic and socio-economic groupings 2020

			18 - 65+										
	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
Sexual offences	1	1	1	1	1	1	1	1	1	1	1	1	1
Human trafficking	3	2	2	2	2	2	2	2	2	2	2	2	2
Robberies	2	5	4	5	3	3	2	2	4	3	5	3	3
Illegal weapons	4	4	5	3	4	3	4	4	4	3	3	3	5
Assaults	5	3	3	4	5	5	5	5	3	5	4	5	6
Drugs offences	7	6	9	6	6	6	6	6	6	6	6	6	4
Fraud	6	7	8	7	8	7	7	7	7	7	7	7	7
Burglaries	8	8	6	7	6	8	9	9	8	8	7	8	9
Criminal damage	9	9	7	9	9	8	8	8	9	9	9	9	8
Traffic offences	10	10	10	10	10	10	10	10	10	10	10	10	10
Public order offences	11	11	11	11	11	11	11	11	11	11	11	11	11

Table 26: Policing priorities for An Garda Síochána by area groupings 2020

	Region				Distance to Garda Station					
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	Less than 1km	1-3kms	3-5kms	5-10kms	10+ kms	
Sexual offences	1	1	1	1	1	1	1	1	1	
Human trafficking	2	2	2	2	2	2	2	2	2	
Illegal weapons	5	3	3	3	4	4	3	3	3	
Assaults	3	4	5	4	3	3	3	4	5	
Robberies	4	5	3	5	45	5	5	5	4	
Drugs offences	7	6	6	6	6	6	6	6	6	
Burglaries	6	7	7	7	7	7	7	7	7	
Fraud	8	8	8	8	8	8	8	9	8	
Criminal damage	9	9	9	8	9	9	8	8	9	
Traffic offences	10	10	10	10	10	10	10	10	10	
Public order offences	11	11	11	11	11	11	11	11	11	

Table 26a: Policing priorities for An Garda Síochána by nationality and urban/rural divide (unweighted)


	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Sexual offences	1	1	1	1	1
Human trafficking	2	2	2	2	2
Robberies	3	4	5	3	3
Illegal weapons	4	3	4	4	4
Assaults	5	5	3	5	5
Drugs offences	6	6	7	6	6
Fraud	7	7	6	7	7
Burglaries	8	8	8	8	8
Criminal damage	9	9	9	9	9
Traffic offences	10	10	10	10	10
Public order offences	11	11	11	11	11

*The shaded area represents analysis done on unweighted data

5.3 Does becoming a victim of crime impact on policing priorities?

Continuing the same theme as highlighted in the previous sections of this chapter, both non-victims and victims of crime ranked sexual offences as the top priority for Gardaí (see table 27), with 'human trafficking' being the second priority for both groups. 'Illegal weapons' was the third priority for both groups, with robberies also featuring highly for non-victims. Again, the least prioritised by both groups were public order, traffic offences and criminal damage.

Table 27: Priorities for An Garda Síochána by victimisation grouping 2020

	Not a crime victim	Crime victim
Sexual offences	1	1
Human trafficking	2	2
Robberies	3	5
Illegal weapons	3	3
Assaults	5	4
Drugs offences	6	6
Fraud	7	7
Burglaries	8	8
Criminal damage	9	9
Traffic offences	10	10
Public order offences	11	11

5.4 Policing priorities for An Garda Síochána by contact with An Garda Síochána

Table 28 shows the ranked policing priorities for respondents by whether they had self-initiated, Garda-initiated or no contact with An Garda Síochána during the 12 months preceding completion of the online survey. Again, sexual offences received the highest priority regardless of contact type, followed by 'human trafficking'. Robberies and illegal weapons also featured highly, while the least prioritised were public order and traffic offences, regardless of contact type.

Table 28: Policing priorities by contact with An Garda Síochána 2020

	Self-initiated Contact	Garda-initiated Contact	No Contact
Sexual offences	1	1	1
Human trafficking	2	2	2
Robberies	3	4	3
Illegal weapons	3	3	4
Assaults	5	5	5
Drugs offences	6	6	6
Fraud	7	7	7
Burglaries	8	7	8
Criminal damage	9	9	9
Traffic offences	10	10	10
Public order offences	11	11	11

5.5 Policing priorities for An Garda Síochána by fear of crime

The survey attempted to explore how the public's policing priorities are impacted by fear of crime levels. The results are illustrated in table 29. Sexual offences were again ranked as the top priority, regardless of the level of fear of crime. Those who have 'a lot of fears' about crime ranked illegal weapons as their second priority, with all other groups ranking their second priority as human trafficking. Robberies were ranked third across all levels of fear of crime, while public order and traffic offences were the least prioritised regardless of respondents' level of fear of crime.

Table 29: Policing priorities for An Garda Síochána by fear of crime 2020

	A lot of fears	Some fears	Very few fears	No fears
Sexual offences	1	1	1	1
Human trafficking	3	2	2	2
Robberies	3	3	3	3
Illegal weapons	2	3	4	5
Assaults	5	5	4	3
Drugs offences	6	6	7	6
Fraud	8	7	6	8
Burglaries	7	8	8	7
Criminal damage	9	9	9	9
Traffic offences	10	10	10	10
Public order offences	11	11	11	11

5.6 Policing priorities for An Garda Síochána by perceptions of crime

The survey explored whether respondents' policing priorities are impacted by their perceptions of national and local crime (see tables 30 and 31). Sexual offences were prioritised the most, regardless of perceptions of the national and local crime problem. Human trafficking was the second highest priority for those who consider national and local crime as 'a serious problem', 'something of a problem' and 'not a problem', while illegal weapons was given second priority by those who consider national crime to be 'a very serious problem' and joint first priority (along with sexual offences) for those who consider local crime 'a very serious problem'.

Table 30: Policing priorities by perceptions of national crime 2020

	A very serious problem	A serious problem	Something of a problem	Not a problem
Sexual offences	1	1	1	1
Human trafficking	3	2	2	2
Robberies	3	4	3	2
Illegal weapons	2	3	4	4
Assaults	5	5	4	5
Drugs offences	6	6	7	9
Fraud	7	7	6	7
Burglaries	8	8	8	6
Criminal damage	9	9	9	8
Traffic offences	10	10	10	10
Public order offences	11	11	11	11

Table 31: Policing priorities by perceptions of local crime 2020

	A very serious problem	A serious problem	Something of a problem	Not a problem
Sexual offences	1	1	1	1
Human trafficking	3	2	2	2
Robberies	3	5	3	3
Illegal weapons	1	2	4	4
Assaults	5	4	5	5
Drugs offences	6	6	6	7
Fraud	9	7	7	6
Burglaries	7	8	8	9
Criminal damage	8	9	9	8
Traffic offences	10	10	10	10
Public order offences	11	11	11	11

5.7 Summary

- Sexual offences were considered by the vast majority of respondents as the top offence that should be prioritised by An Garda Síochána.
- Human trafficking, robberies, illegal weapons and assault all featured highly among those offences that should be prioritised by the Gardaí, according to respondents.
- Public order and traffic offences were given the lowest priority across all groups examined.



6

Chapter 6 - Garda Visibility and Perception of Garda Presence



36% of respondents were **aware** of
Garda patrols in their local areas.

62% felt that **Garda presence** in their local areas
was 'not enough'.

Respondents in Dublin were the most aware of
Garda patrols, while those in rural areas were
least aware of Garda patrols.

“ _____ ”



6.1 Awareness of Garda patrols

As figure 9 highlights, 36 percent of respondents to the 2020 online survey reported being aware of Garda patrols, 45 percent reported being unaware of Garda patrols, while 19 percent did not know.

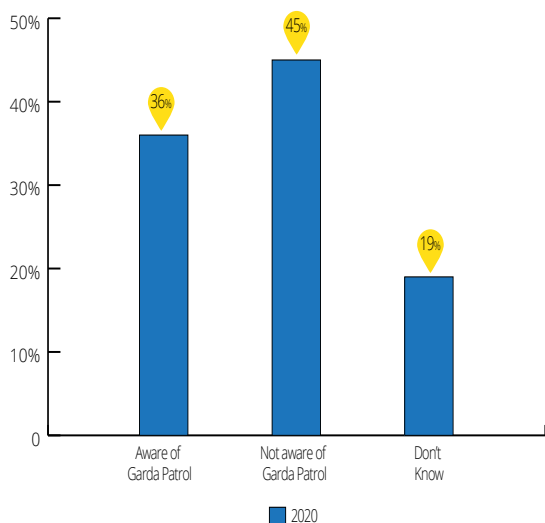


Figure 9:
Awareness of Garda patrol during 2020

6.2 Awareness of Garda patrols by demographic, socio-economic and area groupings

The online survey examined awareness of Garda patrols by demographics and area groupings (see tables 32, 33 and 33a (unweighted data)). Male respondents reported being slightly more aware of Garda patrols in their local areas than female respondents (46% versus 44%). Older cohorts (45-65 years and older) reported less awareness of Garda patrols in their local areas, with those aged 25-34 being the most aware. Respondents from social class group F (62%) were the least aware of Garda patrols in their local areas, compared to the other social class groups. As distance from Garda station increased, awareness of Garda patrols decreased.

With regard to area groupings (tables 33 and 33a), respondents from Dublin, city and ‘other urban’ areas (47% each) reported the most awareness of Garda patrols in their local areas, with respondents in rural areas being the least aware at 62 percent. Both Irish and non-Irish nationals expressed equal awareness at 45 percent respectively.

Table 32: Awareness of Garda patrols in local areas by demographic and socio-economic groupings 2020


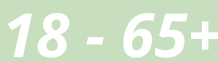

													
	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
Aware of Garda patrol	46%	44%	46%	48%	47%	44%	44%	42%	41%	47%	45%	47%	38%
Not aware of Garda patrol	54%	56%	55%	52%	53%	56%	56%	58%	59%	53%	56%	53%	62%

Table 33: Awareness of Garda patrol in local area by area groupings 2020

	Region				Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	A very Less than 1km	1-3kms	3-5kms	5-10kms	10+ kms
Aware of Garda patrol	47%	44%	44%	45%	56%	49%	43%	36%	28%
Not aware of Garda patrol	53%	56%	56%	56%	44%	51%	57%	64%	72%

Table 33a: Awareness of Garda patrol in local area by nationality and urban/rural divide (unweighted)



	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Aware of Garda patrol	45%	45%	47%	47%	38%
Not aware of Garda patrol	55%	55%	53%	53%	62%

*The shaded area represents analysis done on unweighted data

6.3 Awareness of Garda patrols and perceptions of crime

When awareness of Garda patrols in local areas is examined against perceptions of national and local crime (see table 34), it can be seen that, for the most part, as respondents' views of the national and local crime problem being serious decrease, awareness of Garda patrols in their local areas increases. Fifty-one percent of those who thought national crime was 'not a problem' reported being aware of Garda patrols, compared to 38 percent of respondents who viewed national crime as 'a very serious problem'. Equally, 50 percent of those respondents who felt local crime was 'not a problem' were aware of Garda patrols, compared to 39 percent of those who thought it 'a very serious problem'.

Table 34: Awareness of Garda patrols and perceptions of national and local crime 2020

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Aware of Garda patrol	38%	44%	51%	51%	39%	39%	46%	50%
Not aware of Garda patrol	62%	57%	49%	49%	61%	61%	55%	50%

6.4 Awareness of Garda patrols and fear of crime

The survey further examined respondents' awareness of Garda patrols in their local areas against their fear of crime levels (see table 35). As fear of crime decreases, awareness of Garda patrols increases – 58 percent of respondents who had no fears about crime were aware of Garda patrols, compared to 34 percent who had 'a lot of fears'.

Table 35: Awareness of Garda patrols and fear of crime 2020 (excluding 'don't know' responses)

	A lot of fears	Some fears	Very few fears	No fears
Aware of Garda patrol	34%	43%	53%	58%
Not aware of Garda patrol	66%	57%	47%	42%

6.5 Perception of Garda presence in local areas

In 2020, the online survey revealed that the proportion of respondents who felt that Garda presence in their local area was 'not enough' was 62 percent. Those who felt Garda presence was 'about right' stood at 37 percent (see figure 10).

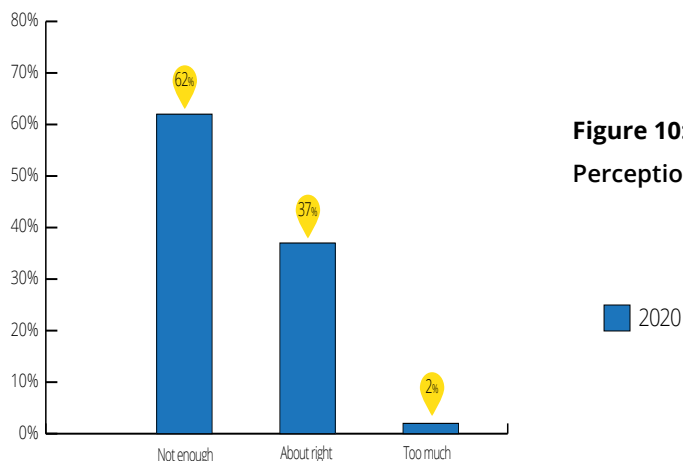


Figure 10:
Perceptions of Garda presence in local areas 2020

6.6 Perception of Garda presence in local areas by demographic, socio-economic and area groupings

Tables 36 and 37 illustrate how perceptions of Garda presence in respondents' local areas differs by demographics and area groupings. In 2020, a greater proportion of females (63%) felt that Garda presence in their local area was 'not enough', compared to males (60%). Generally, younger respondents were more likely to consider that Garda presence was 'about right', however we see this view increasing again among the 65 years or older age category. Differences across social class were not notable, with the exception of social class group F (44%), who were more likely to consider that Garda presence in their local areas was 'about right'. Respondents living closest to Garda stations (1-3kms) were more likely to consider that Garda presence in their local areas was 'about right', than those living further from stations (see table 37).

A greater proportion of respondents in Dublin (67%) and 'city' areas (65%) considered Garda presence as 'not enough' in their local areas, compared to, for example, Connaught or Ulster (53%) and rural areas (60%). In terms of nationality, non-Irish respondents (43%) were more likely to report that Garda presence in local areas was 'about right', compared to Irish nationals (36%) (see table 37a).

Table 36: Perception of Garda presence in local area by demographic and socio-economic groupings 2020

	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
	Not enough	60%	63%	48%	56%	66%	68%	67%	62%	60%	62%	64%	62%
About right	38%	36%	48%	40%	34%	31%	32%	38%	39%	36%	34%	36%	44%
Too much	2	1	-	4	-	-	-	-	-	-	-	-	-

Table 37: Perception of Garda presence in local area by area 2020

	Region				Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	Less than 1km	1-3kms	3-5kms	5-10kms	10+ kms
Not enough	67%	64%	60%	53%	55%	63%	66%	59%	65%
About right	31%	34%	39%	46%	42%	36%	33%	39%	35%
Too much	-	-	-	-	-	-	-	-	-

Table 37a: Perception of Garda presence in local area by nationality and urban/rural divide (unweighted)



	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Not enough	62%	57%	65%	60%	60%
About right	36%	43%	33%	38%	39%
Too much	2%	-	2%	1%	-

*The shaded area represents analysis done on unweighted data

6.7 The impact of contact with An Garda Síochána on perceptions of Garda presence

As table 38 indicates, respondents who had Garda-initiated contact in the 12 months preceding the online survey (39%) were more likely to consider Garda presence in their local areas as ‘about right’, compared to those who had self-initiated contact (35%) or no contact (36%).

Table 38: Impact on perception of Garda presence by contact with An Garda Síochána 2020

	Self-initiated contact	Garda initiated contact	No contact
Not enough	63%	58%	63%
About right	35%	39%	36%
Too much	2%	3%	1%

6.8 Perceptions of Garda presence by experience of victimisation

Being the victim of a crime increased the likelihood that respondents would consider Garda presence in their local areas as ‘not enough’ (73% versus 59% of non-victims) (see table 39).

Table 39: Perceptions of Garda presence by victimisation 2020

	Not a crime victim	Crime victim
Not enough	59%	73%
About right	40%	25%
Too much	1%	3%

6.9 Do perceptions of Garda presence in local areas impact on respondents' fear of crime and worry about victimisation?

Respondents who had 'a lot of fears' about crime (83%) were far more likely to consider Garda presence in their local areas as 'not enough', than those who had 'some fears' (68%), 'very few fears' (43%) and no fears (30%) (see table 40). Those who do not worry about victimisation were more likely to consider Garda presence as 'about right', than those who do worry.

Table 40: Perceptions of Garda presence by levels of crime and worry about victimisation 2020

	A lot of fears	Some fears	Very few fears	No fears	Worry about personal injury	Worry about property theft or damage	Worry about both	Do not worry
Not enough	83%	68%	43%	30%	70%	67%	72%	42%
About right	16%	31%	55%	64%	29%	32%	28%	55%
Too much	-	-	2%	-	-	-	-	3%

6.10 Do perceptions of Garda presence in local areas impact on perceptions of crime?

As table 41 indicates, there is a relationship between perceptions of Garda presence and perceptions about the national and local crime problem. As the proportion of respondents whose views about the seriousness of the national and local crime problem decreased, the proportion whose views on Garda presence being 'about right' increased.

Table 41: Perception of Garda presence in local areas by perceptions of national and local crime 2020

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Not enough	80%	68%	46%	25%	90%	83%	63%	35%
About right	19%	32%	52%	63%	9%	16%	36%	63%
Too much	-	-	2%	-	-	-	1%	3%

6.11 Summary

- In 2020, 36 percent of survey respondents reported being aware of Garda patrols in their local areas, while 45 percent were unaware.
- Sixty-two percent of respondents reported that Garda presence was 'not enough' in their local areas.
- Victimisation impacted negatively on perceptions of Garda presence (73% of crime victims versus 59% of non-victims reported it as 'not enough').

7

Chapter 7 - Satisfaction with An Garda Síochána



68% of respondents were **satisfied with the service** provided to their local communities by An Garda Síochána.

Those aged **35-65 years and older** expressed the **greatest satisfaction** levels.

Victimisation impacted negatively on satisfaction levels with Garda service.



7.1 Satisfaction with An Garda Síochána during 2020

The survey examined levels of satisfaction among respondents with Garda service to their local communities. As figure 11 reveals, 12 percent were ‘very satisfied’ with this service and 56 percent were ‘quite satisfied’. Twenty-four percent of respondents were ‘quite dissatisfied’ with Garda service to their local communities, while 8 percent were ‘very dissatisfied’.

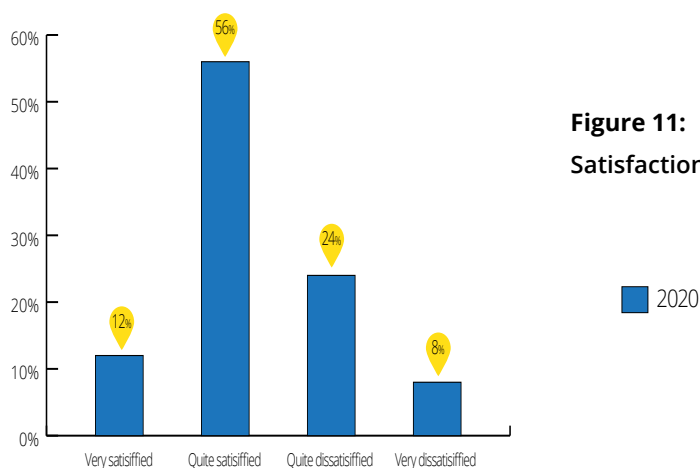

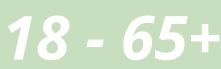



Figure 11:
Satisfaction with An Garda Síochána 2020

7.2 Satisfaction with An Garda Síochána by demographic and socio-economic groupings

As can be seen from table 42, the satisfaction levels with Garda service between men and women in 2020 were similar. Respondents in older age categories (35 years and older) were more likely to be satisfied with Garda service than younger cohorts, with those aged 65 years and older expressing the most satisfaction. Those respondents in social class group F were the most satisfied with Garda service to their local communities.

Table 42: Satisfaction with An Garda Síochána by demographic and socio-economic groupings 2020

													
	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
Very satisfied	12%	13%	11%	11%	11%	11%	14%	16%	12%	12%	11%	14%	14%
Quite satisfied	57%	56%	53%	52%	57%	56%	59%	61%	59%	57%	54%	54%	61%
Quite dissatisfied	23%	24%	27%	26%	25%	25%	21%	19%	22%	23%	26%	24%	20%
Very dissatisfied	9%	7%	10%	11%	8%	9%	7%	4%	6%	8%	9%	9%	-

7.3 Satisfaction with An Garda Síochána by area groupings

Tables 43 and 43a illustrates respondents' satisfaction with Garda service to their local communities by area groupings. Those respondents in Connaught or Ulster expressed the most satisfaction with Garda service at 75 percent, followed by Munster (69%) and the rest of Leinster (68%), with those in Dublin being the least satisfied at 65 percent ('very satisfied' and 'quite satisfied' combined). A greater proportion of respondents in 'city' areas (35%) reported dissatisfaction with Garda service compared, with 'other urban' and rural areas (30% respectively).

Those respondents living the furthest distance from Garda stations (10kms or more) expressed the greatest dissatisfaction levels. Non-Irish nationals (71%) were slightly more satisfied with Garda service to local communities, than Irish nationals (68%) ('very satisfied' and 'quite satisfied' combined) (table 43a).

Table 43: Satisfaction with An Garda Síochána by area groupings 2020

	Region				Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	A very Less than 1km	1-3kms	3-5kms	5-10kms	10+ kms
Very satisfied	11%	15%	11%	13%	18%	13%	10%	10%	10%
Quite satisfied	54%	53%	58%	62%	53%	56%	59%	60%	52%
Quite dissatisfied	26%	24%	23%	20%	21%	22%	25%	25%	26%
Very dissatisfied	8%	9%	8%	6%	9%	9%	6%	5%	12%

Table 43a: Satisfaction with An Garda Síochána by nationality and urban/rural divide (unweighted)



	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Very satisfied	12%	13%	11%	13%	13%
Quite satisfied	56%	58%	54%	57%	58%
Quite dissatisfied	24%	23%	26%	23%	22%
Very dissatisfied	8%	-	9%	7%	8%

*The shaded area represents analysis done on unweighted data

7.4 Does contact with An Garda Síochána impact on satisfaction with the level of service provided by An Garda Síochána?

As table 44 highlights, respondents' contact type with Gardaí in the 12 months preceding the survey interview did not have a notable impact on satisfaction levels with Garda service. Some variations were seen - those who had any self-initiated contact (14%) were slightly more likely to be 'very satisfied' with Garda service, than those who had Garda-initiated or no contact (12% respectively). This group were also more likely to be quite dissatisfied (25%) than the other groups. However, those who had Garda-initiated contact were more likely to be 'quite satisfied' (58%) compared to those who had self-initiated contact (54%).

Table 44: Impact on satisfaction with the level of service provided by contact with An Garda Síochána

	Any self-initiated contact	Any Garda initiated contact	No-Contact
Very satisfied	14%	12%	12%
Quite satisfied	54%	58%	57%
Quite dissatisfied	25%	22%	23%
Very dissatisfied	8%	8%	8%

7.5 Satisfaction with An Garda Síochána and experience of victimisation

Victimisation negatively impacts satisfaction levels with Garda service in local communities as can be seen from table 45. When we examine the combined figures of 'very satisfied' and 'quite satisfied', we see that crime victims' satisfaction levels stood at 57 percent, while non-victims' satisfaction levels stood at 72 percent.

Table 45: Satisfaction with An Garda Síochána by crime victimisation 2020

	Not a crime victim	Crime victim
Very satisfied	13%	11%
Quite satisfied	59%	46%
Quite dissatisfied	22%	29%
Very dissatisfied	6%	15%

7.6 Do perceptions of crime impact on satisfaction levels?

As table 46 shows, there is a relationship between satisfaction levels with Garda service provided to local communities and perceptions of national and local crime – this is very evident when we examine local crime. In general, as perceptions of the seriousness of the crime problem increase, so too does dissatisfaction with Garda service (an exception can be seen for those respondents who felt the national crime problem was 'not a problem' - they expressed more dissatisfaction with Garda service than those who considered it 'something of a problem').

Examining perceptions of local crime and satisfaction levels, it can be seen that 16 percent of respondents who considered local crime as 'not a problem' were dissatisfied with Garda service, compared to 66 percent of those who considered it 'a very serious problem'.

Table 46: Satisfaction with An Garda Síochána by perceptions of national and local crime 2020

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Satisfied	53%	67%	79%	74%	35%	53%	71%	84%
Dissatisfied	47%	34%	21%	27%	66%	47%	29%	16%

7.7 Satisfaction and fear of crime and worry about victimisation

A link can also be seen between satisfaction with Garda service provided to local communities and fear of crime and worry about victimisation. As fear of crime decreases, satisfaction with Garda service increases (82% of respondents who had 'no fears' about crime expressed satisfaction with Garda service, compared to 46% who had 'a lot of fears' about crime).

A similar connection can be seen with worry about victimisation, most evident when we consider those respondents who do not worry about victimisation, compared to the other groups. Eighty percent of respondents who had no worries about victimisation expressed satisfaction with Garda service, compared to those who worry about both personal injury and property theft or damage (63%).

Table 47: Satisfaction with the service provided by An Garda Síochána by levels of fear of crime and worry about victimisation 2020

	A lot of fears	Some fears	Very few fears	No fears	Worry about personal injury	Worry about property theft or damage	Worry about both	Do not worry
Satisfied	46%	67%	81%	82%	64%	64%	63%	80%
Dissatisfied	54%	33%	19%	19%	36%	36%	37%	20%

7.8 Summary

- In 2020, 68 percent of respondents were either 'very satisfied' or 'quite satisfied' with the service provided to their local communities by Gardaí.
- Those aged 35 years and older expressed greater satisfaction levels than younger cohorts.
- Crime victims (57%) expressed lower satisfaction levels with Garda service than non-victims (72%).



8

Chapter 8 - Trust in An Garda Síochána



81% of respondents reported mid to high trust in the Gardaí.

Victimisation was associated with lower levels of trust in the Gardaí.

As age increased, so did levels of trust in the Gardaí.



The 2020 online survey examined levels of trust in An Garda Síochána - respondents were asked to assign a rating of between 1 and 10 to their chosen level, the highest level of trust being ten and the lowest, one. Responses were then recoded to 'low trust' (ratings 1, 2, 3, and 4), 'mid trust' (ratings 5, 6 and 7) and 'high trust' (ratings 8, 9 and 10).

“ _____ ”

8.1 Levels of trust in An Garda Síochána during 2020

In 2020, 39 percent of respondents expressed high trust in An Garda Síochána, while 42 percent expressed a mid-level of trust. The proportion of those with low levels of trust stood at 19 percent (see figure 12).

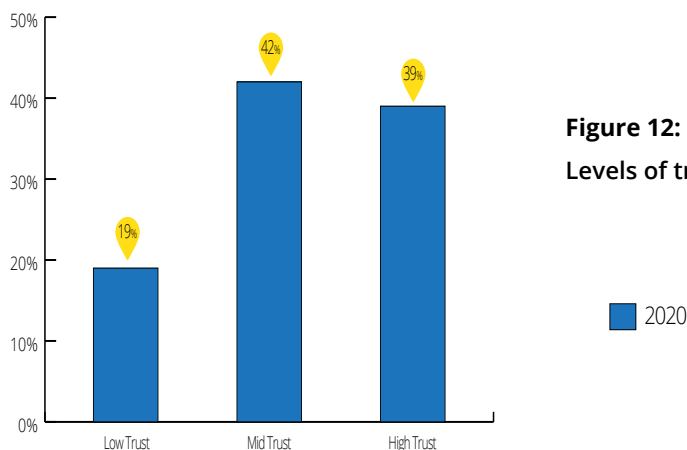

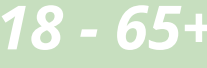




Figure 12:
Levels of trust in An Garda Síochána in 2020

8.2 Trust in An Garda Síochána by demographic, socio-economic and area groupings

Tables 48 and 49 show variations in trust levels in An Garda Síochána across demographics and area groupings. Table 49a shows analysis done on unweighted data (nationality and urban/rural divide).

			
<p>Gender: While females reported greater levels of ‘mid’ trust in An Garda Síochána than males (45% versus 40%), men expressed greater levels of ‘high’ trust (40% versus 37%).</p>	<p>Age: a correlation was evident between age of respondents and level of trust in the Gardaí. As age increased, so too did the level of trust, with those over the age of 65 expressing the highest level of ‘high’ trust (57%).</p>	<p>Social Class: respondents in social class group F had the greatest levels of trust in An Garda Síochána.</p>	<p>Region: Respondents from Connaught or Ulster had the greatest levels of trust in the Gardaí overall – however those in the ‘rest of Leinster’ had the greatest levels of ‘high’ trust at 42 percent.</p>




		
<p>Distance from local Garda station: Those living further than 10 kilometres from a Garda station had the greatest levels of high trust in An Garda Síochána</p>	<p>Nationality: Differences in trust levels between Irish and non-Irish nationals were not notable, with both expressing high levels of mid to high trust in the Gardaí (81% and 82% respectively).</p>	<p>Urban/Rural: ‘Rural’ respondents (85%) were more likely to have mid to high levels of trust in An Garda Síochána, than those from ‘other urban’ (80%) and city areas (79%)</p>

Table 48: Trust in An Garda Síochána by demographic and socio-economic groupings 2020

	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
Low trust	20%	18%	13%	26%	23%	18%	11%	9%	17%	18%	23%	20%	14%
Mid trust	40%	45%	52%	44%	45%	42%	41%	33%	45%	44%	44%	38%	42%
High trust	40%	37%	25%	29%	34%	38%	45%	57%	39%	38%	33%	41%	45%

Table 49: Trust in An Garda Síochána by area groupings 2020

	Region				Distance to Garda Station					
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	A very Less than 1km	1-3kms	3-5kms	5-10kms	10+ kms	
Low trust	21%	19%	20%	17%	23%	20%	18%	16%	18%	
Mid trust	44%	40%	43%	43%	39%	42%	45%	45%	40%	
High trust	36%	42%	37%	41%	38%	38%	38%	39%	42%	

Table 49a: Trust in An Garda Síochána by nationality and urban/rural divide (unweighted)

	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Low trust	19%	17%	21%	20%	16%
Mid trust	42%	44%	44%	41%	41%
High trust	39%	38%	35%	39%	44%

*The shaded area represents analysis done on unweighted data

8.3 Does contact with the Garda organisation impact on trust in An Garda Síochána?

Trust levels in the Gardaí are high among respondents, irrespective of whether or not they had contact with An Garda Síochána in the 12 months preceding completion of the online survey. Of those respondents who had self-initiated contact in those 12 months, 80% reported mid to high levels of trust in the Gardaí. For those who had no contact at all during this time, this figure was 82% (for Garda-initiated contact the figure stood at 78%) (see table 50).

Table 50: Trust in the Garda organisation by contact with An Garda Síochána 2020

	Any self-initiated contact	Any Garda initiated contact	No-Contact
Low Trust	20%	22%	18%
Mid Trust	44%	42%	41%
High Trust	36%	36%	41%

8.4 Does becoming a victim of crime impact on respondents' trust in An Garda Síochána?

As can be seen from table 51, victimisation in the preceding 12 months to completion of the survey was associated with greater levels of 'low' trust in An Garda Síochána (29% for crime victims versus 17% for non-victims), and lower levels of 'high' trust (27% for crime victims versus 41% for non-victims). There was no notable difference between the two groups in terms of levels of 'mid' trust (43% and 42% respectively).

Table 51: Levels of trust in An Garda Síochána by victimisation 2020

	Not a crime victim	Crime victim
Low Trust	17%	29%
Mid Trust	42%	43%
High Trust	41%	27%

8.5 Trust in An Garda Síochána by fear of crime and worry about victimisation

Table 52 illustrates the association between trust in An Garda Síochána and levels of fear of crime and worry of victimisation. As levels of fear of crime increase, high trust levels in An Garda Síochána decreases. For example, those with 'a lot of fears' about crime (31%) were less likely to have 'high trust', compared to those who had 'no fears' (53%). When mid to high trust levels are combined the association is not as pronounced, with the exception of the cohort who have 'a lot of fears' about crime. Their trust levels stood at 68%, compared to 82% for those with 'some fears' and 84% respectively for those with few or no fears about crime. A similar association can be seen for worry about victimisation, with a greater proportion of those who do not worry expressing 'high trust' in the Gardaí, than the other groups.

Table 52: Trust in An Garda Síochána by fear of crime and worry about victimisation 2020

	A lot of fears	Some fears	Very few fears	No fears	Worry about personal injury	Worry about property theft or damage	Worry about both	Do not worry
Low trust	32%	18%	16%	16%	28%	20%	20%	15%
Mid trust	37%	45%	41%	31%	36%	46%	44%	39%
High trust	31%	37%	43%	53%	36%	33%	36%	46%

8.6 Trust in An Garda Síochána and Garda visibility

Awareness of Garda patrols positively impacts levels of trust in An Garda Síochána, as table 53 illustrates. Of those respondents who expressed awareness of Garda patrols, 87% reported mid to high trust in the Garda organisation, compared to 72 percent of those who were not aware of Garda patrols.




Table 53: Trust in An Garda Síochána by awareness of Garda patrols 2020

	Aware of Garda patrol	Not Aware of Garda patrol
Low Trust	13%	28%
Mid Trust	36%	45%
High Trust	51%	27%

8.7 Trust in An Garda Síochána by perceptions of national and local crime

Respondents who considered the national crime problem as ‘not a problem’ reported the greatest levels of ‘high’ trust in An Garda Síochána, at 44 percent, but the lowest levels of trust when ‘mid’ and ‘high’ trust were combined (69%). When perceptions of local crime are considered, the association with trust in the Gardaí is more obvious. As perceptions of the seriousness of local crime increases, the proportion of respondents with ‘low trust’ in the Garda organisation also increases (13% for those who consider it ‘not a problem’, compared to 41% who view local crime as a ‘very serious problem’). Similarly, almost half of respondents who considered local crime to ‘not be a problem’ reported ‘high’ levels of trust in the Garda organisation, compared to 18 percent who considered it ‘a very serious problem’ (see table 54).

Table 54: Trust in An Garda Síochána by perceptions of national and local crime 2020

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Low trust	30%	19%	14%	31%	41%	32%	15%	13%
Mid trust	38%	44%	43%	25%	42%	39%	46%	39%
High trust	32%	37%	43%	44%	18%	30%	39%	49%

8.8 Trust in An Garda Síochána and level of satisfaction with the service provided to the local community

As table 55 shows, respondents who expressed dissatisfaction with the service provided to the local community by Gardaí, were more likely to have 'low' trust in An Garda Síochána. As satisfaction levels increased, so too did levels of trust.

Table 55: Trust in An Garda Síochána by satisfaction with service provided locally 2020

	Very satisfied	Quite satisfied	Quite dissatisfied	Very dissatisfied
Low trust	-	8%	37%	68%
Mid trust	15%	46%	47%	25%
High trust	81%	46%	17%	8%

8.9 Summary

- Eight-one percent of respondents expressed a 'mid' to 'high' level of trust in An Garda Síochána during 2020.
- As age increased, levels of trust in the Gardaí among respondents also increased.
- Victimization negatively impacted trust levels in An Garda Síochána.
- Awareness of Garda patrols positively impacted trust levels in the Gardaí.



9

Chapter 9 - Treatment by An Garda Síochána



86% agreed that Gardaí would treat you with respect



69% agreed that Gardaí would treat you **fairly** regardless of who you are

Two questions explored respondents' views of how Gardaí treat people - respect displayed by Gardaí towards individuals and whether they treat everyone fairly regardless of whom they are. A further four questions relate to the reliability of Gardaí in local areas and police-community relations.

It is important to note that in the following sections of this report, some analysis includes presentation of 'don't know' responses, while some does not. In general, when 'don't know' responses amount to greater than 10 percent for a given question, they are presented in the tables. Those questions which garnered less than 10 percent of 'don't know' responses are presented, excluding this finding.

“ _____ ”

9.1 Treatment by An Garda Síochána

The 2020 online survey revealed that 86 percent of respondents either 'strongly agreed' or 'agreed' that Gardaí would treat them with respect if they had contact with them for any reason. Furthermore, the majority of survey respondents agreed that Gardaí in their area treat everyone fairly regardless of who they are; 16 percent 'strongly agreed', 53 percent 'agreed', 22 percent 'disagreed' and 9 percent 'strongly disagreed' (these figures exclude 'don't know' responses – see figure 13 for analysis which includes these).

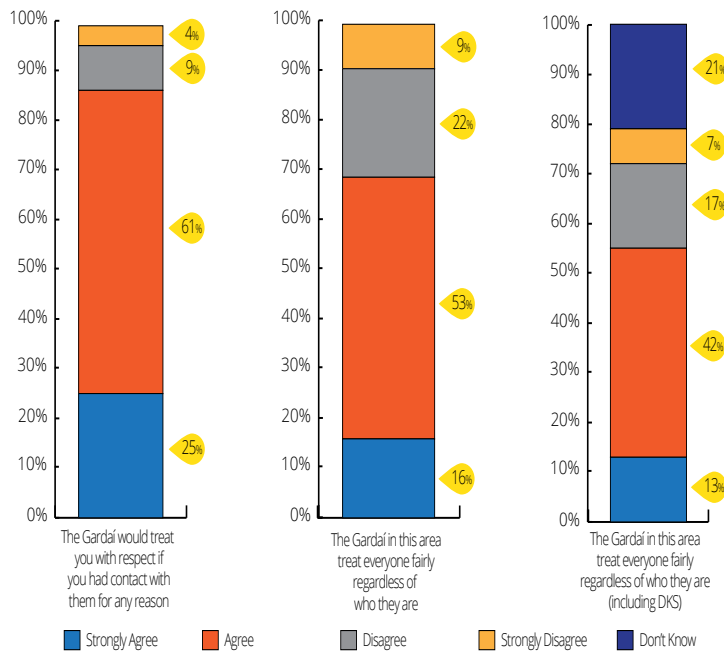


Figure 13:
Equality of treatment by An Garda Síochána 2020

9.2 Treatment by An Garda Síochána by demographic, socio-economic and area groupings

9.2.1 Gardaí treat people with respect

As table 56 illustrates, the views of men and women did not differ when they were asked to consider whether Gardaí would treat them with respect if they had contact with them for any reason, with the majority agreeing that they would (87% respectively). For the most part, as the age of respondents increased so too did their level of agreement with the statement that Gardaí would treat them with respect (when 'agree' and 'strongly agree' were considered together), with over 90 percent of those in the 55 years and older age category agreeing with this statement. When respondents in the various social class groups who 'agreed' or 'strongly agreed' with the statement that Gardaí would treat them with respect was considered, there was no notable differences across the groups. Respondents in Connaught or Ulster had the highest agreement levels with the statement that Gardaí would treat them with respect (88%), with no notable difference across the other area groupings (when 'agree' and 'strongly agree' were considered) (see table 57). Distance from Garda station had no notable impact on agreement with this statement.

Non-Irish nationals were slightly more likely to agree that Gardaí would treat you with respect at 90 percent, than Irish nationals (86%) (table 57a). Respondents in rural areas also had the highest agreement levels at 89 percent.

Table 56: Respectful treatment by An Garda Síochána by demographic and socio-economic groupings 2020





			18 - 65+										
	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
Strongly Agree	25%	26%	19%	20%	25%	24%	28%	34%	31%	25%	22%	24%	32%
Agree	62%	61%	60%	57%	64%	63%	64%	59%	57%	62%	64%	62%	55%
Disagree	8%	10%	15%	14%	8%	9%	6%	6%	8%	10%	8%	9%	11%
Strongly Disagree	6%	3%	-	9%	4%	4%	-	-	-	4%	5%	5%	-

Table 57: Respectful treatment by An Garda Síochána by area groupings 2020

	Region				Distance to Garda Station					
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	A very Less than 1km	1-3kms	3-5kms	5-10kms	10+ kms	
Strongly Agree	26%	27%	23%	26%	25%	26%	25%	23%	28%	
Agree	60%	60%	63%	62%	59%	60%	63%	65%	58%	
Disagree	10%	9%	10%	8%	10%	9%	9%	8%	11%	
Strongly Disagree	4%	4%	5%	4%	6%	5%	3%	4%	-	

Table 57a: Respectful treatment by An Garda Síochána by nationality and rural/urban divide (unweighted)

					
	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Strongly Agree	25%	27%	26%	24%	28%
Agree	61%	63%	60%	62%	61%
Disagree	10%	-	10%	9%	8%
Strongly Disagree	4%	-	5%	5%	4%

*The shaded area represents analysis done on unweighted data

9.2.2 Gardaí treat people fairly no matter who they are

As can be seen from the tables below, levels of agreement with the statement that Gardaí treat everyone fairly regardless of who they are were higher in men (74%), than women (64%). In general, as age increased, levels of agreement with the statement also increased. Those respondents in social class group F had the highest agreement levels with the statement at 77 percent. Respondents living greater than 3kms from a Garda station were more likely to agree with the statement, than those living in closer proximity to a station.

When area groupings were considered, respondents in Dublin (66%) had the lowest agreement levels with the statement that Gardaí would treat people fairly regardless of who they are, compared to the rest of Leinster (71%), Munster (69%) and Connaught or Ulster (72%). Similarly, respondents in ‘city’ areas were more likely to disagree with the statement. Non-Irish nationals displayed higher agreement levels, than Irish nationals (78% vs. 68%) (see table 59a).

Table 58: Treatment of everyone fairly by An Garda Síochána by demographic and socio-economic characteristics 2020






			18 - 65+										
	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
Strongly Agree	17%	16%	11%	13%	16%	17%	16%	24%	19%	17%	15%	15%	19%
Agree	57%	48%	39%	43%	54%	54%	63%	61%	53%	51%	50%	54%	58%
Disagree	16%	27%	37%	28%	21%	20%	16%	11%	20%	23%	23%	21%	20%
Strongly Disagree	10%	9%	13%	16%	9%	10%	5%	4%	8%	9%	12%	10%	-

Table 59: Treatment of everyone fairly by An Garda Síochána by area groupings 2020

	Region				Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	A very Less than 1km	1-3kms	3-5kms	5-10kms	10+ kms
Strongly Agree	15%	18%	16%	17%	18%	15%	16%	15%	22%
Agree	51%	53%	53%	55%	49%	51%	56%	59%	49%
Disagree	23%	20%	22%	21%	21%	23%	21%	19%	22%
Strongly Disagree	11%	10%	9%	7%	12%	11%	8%	7%	-

Table 59a: Treatment of everyone fairly by An Garda Síochána by nationality and rural/urban divided (unweighted)

	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Strongly Agree	16%	20%	16%	15%	21%
Agree	52%	58%	50%	54%	55%
Disagree	22%	16%	24%	21%	19%
Strongly Disagree	10%	-	10%	10%	6%

*The shaded area represents analysis done on unweighted data

9.3 Treatment by contact with An Garda Síochána

As table 60 indicates, contact with the Gardaí in the 12 months preceding the online survey (whether it was self-initiated or Garda-initiated), did not affect agreement levels with the statement that Gardaí would treat you with respect if you had contact with them for any reason – both groups had high agreement levels at 85 percent. Those respondents who had no contact with the Gardaí in this time frame had even higher agreement levels at 88 percent. In terms of agreement levels with the statement that Gardaí treat everyone fairly, contact type (self-initiated or Garda-initiated) again had no effect (67% respectively). However, those who had no contact with Gardaí were more likely to agree with this statement (71%) (see table 61).

Table 60: Respectful treatment by contact with An Garda Síochána 2020

	Any self-initiated contact	Any Garda initiated contact	No Contact
Strongly Agree	27%	26%	25%
Agree	58%	59%	63%
Disagree	10%	10%	9%
Strongly Disagree	6%	6%	4%

Table 61: Treatment of everyone fairly by contact with An Garda Síochána 2020

	Any self-initiated contact	Any Garda initiated contact	No Contact
Strongly Agree	18%	16%	16%
Agree	49%	51%	55%
Disagree	23%	22%	21%
Strongly Disagree	11%	11%	9%

9.4 Treatment by Gardaí and experience of victimisation

Agreement levels among crime victims with the two statements regarding respectful and fair treatment by the Gardaí were lower than non-victims. As table 62 illustrates, crime victims' agreement levels with the statement that Gardaí would treat you with respect stood at 81 percent, with non-victims' at 88 percent. Similarly, agreement levels with the statement regarding fair treatment stood at 57 percent for crime victims and 73 percent for non-victims (see table 63).

Table 62: Respectful treatment by An Garda Síochána by victimisation 2020

	Not a crime victim	Crime victim
Strongly Agree	27%	21%
Agree	61%	60%
Disagree	9%	12%
Strongly Disagree	4%	8%

Table 63: Treatment of everyone fairly by An Garda Síochána by victimisation 2020

	Not a crime victim	Crime victim
Strongly Agree	18%	12%
Agree	55%	45%
Disagree	20%	29%
Strongly Disagree	8%	15%

9.5 Do perceptions of national and local crime impact on perceptions of treatment by An Garda Síochána?

As table 64 indicates, regardless of perceptions of national crime among respondents, agreement levels with the statement that Gardaí would treat you with respect were high, although slightly lower for those who considered national crime as 'not a problem' (77%). However, those who viewed local crime as 'a very serious problem' were less likely to agree with this statement (73%), than those who thought local crime was a 'serious problem' (80%), 'something of a problem' (88%) or 'not a problem' (90%).

Table 65 examines agreement levels with the statement that Gardaí would treat everyone fairly by perceptions of national and local crime. Those who viewed national crime as 'a very serious problem' were less likely to agree with this statement (59%), compared to those who viewed it as a 'serious problem' (70%), 'something of a problem' (74%) or 'not a problem' (63%). This difference was even more pronounced when local crime was considered. Of those respondents who viewed local crime as 'a very serious problem', 43% agreed with the statement regarding fair treatment by Gardaí. This figure increased as perceptions of the local crime problem being serious decreased (80% for those who stated it was 'not a problem').

Table 64: Respectful treatment by An Garda Síochána by perceptions of crime 2020

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Agree	81%	87%	89%	77%	73%	80%	88%	90%
Disagree	19%	13%	11%	23%	27%	20%	12%	10%

Table 65: Treatment of everyone fairly by An Garda Síochána by perceptions of crime 2020

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Agree	59%	70%	74%	63%	43%	58%	72%	80%
Disagree	41%	31%	26%	37%	57%	43%	28%	20%

9.6 Does satisfaction with the service provided to local communities impact perception of treatment by Gardaí?

As satisfaction levels with the service provision by Gardaí to local communities decreases, agreement levels with the two statements regarding respectful and fair treatment by Gardaí also decreases. For example, of those who were 'very satisfied' with Garda service to local communities, 95 percent agreed that Gardaí treat everyone respectfully. This figure dropped to 48 percent for those who were 'very dissatisfied' with this service. This association was seen also when the statement about whether Gardaí would treat everyone equally regardless of who they are was examined (89% vs. 26%) (see table 66).

Table 66: Equality of treatment by An Garda Síochána by satisfaction with service provided locally 2020

	Very satisfied	Quite satisfied	Quite dissatisfied	Very dissatisfied
Agree that AGS treats everyone respectfully	95%	93%	79%	48%
Disagree that AGS treats everyone respectfully	5%	7%	21%	52%
Agree that AGS treats everyone equally regardless of who they are	89%	80%	50%	26%
Disagree that AGS treats everyone equally regardless of who they are	11%	20%	50%	74%

9.7 Reliability of An Garda Síochána

As figure 14 shows, 63 percent of respondents either ‘agreed’ or ‘strongly agreed’ that the Gardaí in their area can be relied on to be there when they are needed. Twenty-eight percent of respondents ‘disagreed’, while 9 percent ‘strongly disagreed’. These figures differ when ‘don’t know’ responses were included in the analysis, and are highlighted below.

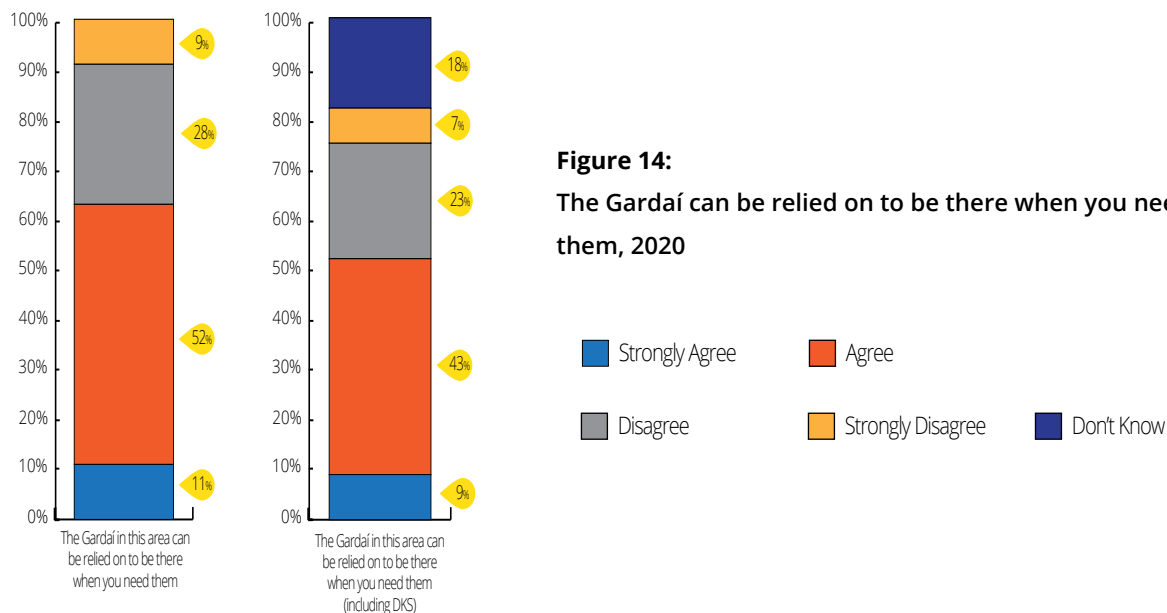


Figure 14:
The Gardaí can be relied on to be there when you need them, 2020

9.8 An Garda Síochána and their relationship with the local community

Respondents were asked about their level of agreement with the statement that community relations with the Gardaí are poor. The majority disagreed with this statement (60%). When ‘don’t know’ responses were included this became 47 percent. Forty percent agreed that community relations are poor (see figure 15).

As figure 16 indicates, when asked whether Gardaí listen to the concerns of local people, 72 percent of respondents agreed (53% when ‘don’t know’ responses were included). Finally, half of respondents agreed that Gardaí are not dealing with things that matter to the local community (38% when ‘don’t know’ responses were included) (see figure 17).

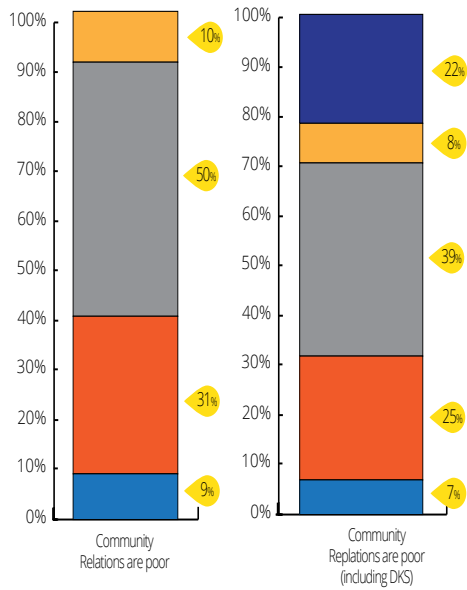


Figure 15:
Community relations with the local community 2020

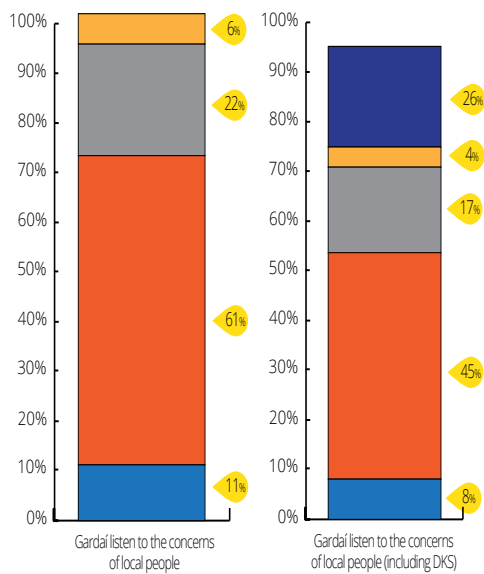
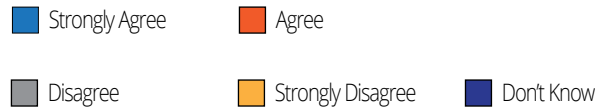


Figure 16:
Gardaí listen to the concerns of local people 2020



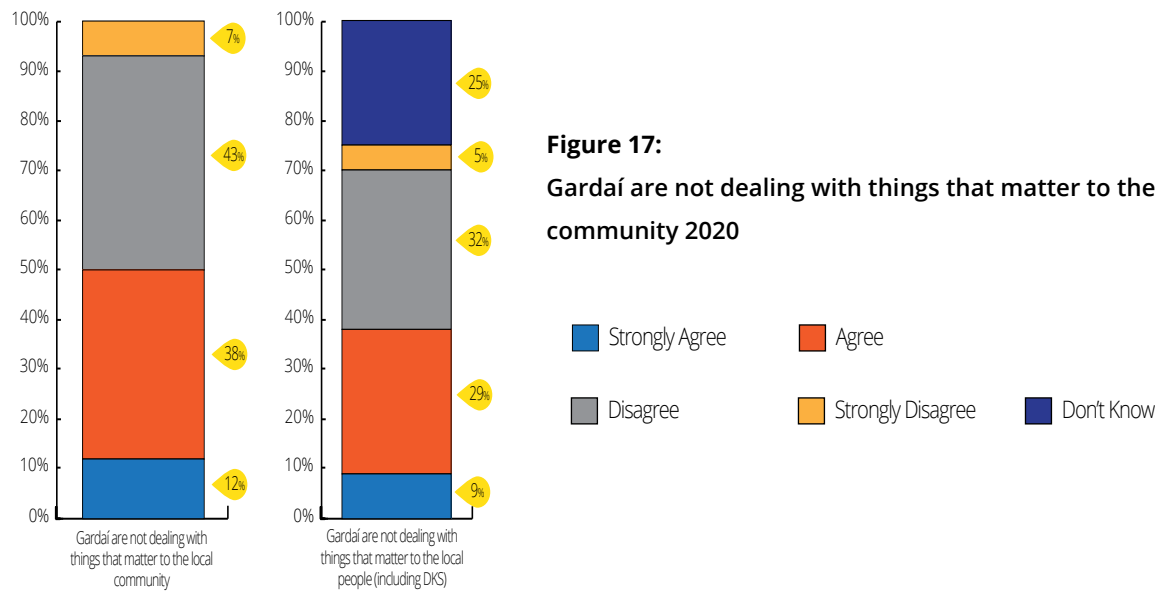


Figure 17:
Gardaí are not dealing with things that matter to the local community 2020

■ Strongly Agree ■ Agree
■ Disagree ■ Strongly Disagree ■ Don't Know

9.9 Summary

- The majority of survey respondents (86%) agreed that Gardaí would treat them with respect if they had contact with them for any reason. Similarly, the majority agreed (69%) that Gardaí treat people fairly regardless of who they are.
- Victimization negatively impacted agreement levels with both statements – although these were still over 80 percent when asked whether Gardaí would treat them with respect and over 60 percent when asked about being treated fairly regardless of who they are.
- Sixty-three percent of respondents agreed that Gardaí can be relied on to be there when they are needed, while 72 percent agreed that they listen to the concerns of local people.
- Half of respondents felt that the Gardaí are not dealing with things that matter to the local community, and finally, 60 percent of respondents disagreed that Garda-community relations are poor.

10

Chapter 10 - Perceptions of An Garda Síochána

In 2020, the majority of respondents agreed that An Garda Síochána was community-focused (66%), friendly and helpful (85%), effective in tackling crime (61%), well-managed (54%) and modern and progressive (59%). Forty-seven percent felt the organisation provides a world-class police service.

Views of An Garda Síochána were captured in the 2020 online survey and agreement levels with six key statements were examined. Three of these statements relate to whether Gardaí are friendly and helpful, community-focused and effective in tackling crime. The remaining three are concerned with whether An Garda Síochána is modern and progressive, provides a world-class service and whether it is well-managed.

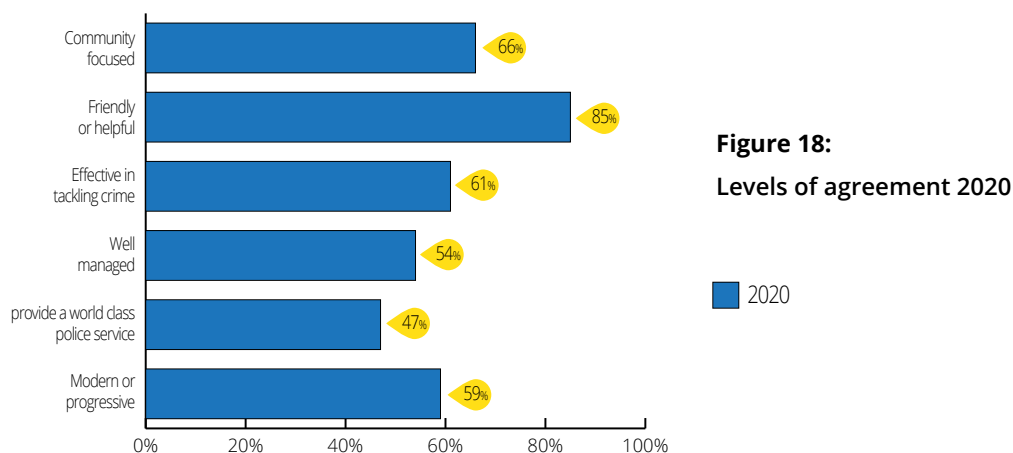
Note: As in the previous chapter, 'don't know' responses are presented when they amount to greater than 10 percent of responses. 'Don't know' responses have been removed from the majority of the analyses in this chapter as they fall below the 10 percent threshold.



10.1 Perceptions of An Garda Síochána during 2020

In 2020, 66 percent of respondents considered the Gardaí to be community-focused, friendly and helpful (85%) and effective in tackling crime (61%). Fifty-four percent held the view that An Garda Síochána is well-managed, modern or progressive (59%) and provides a world-class police service (47%) (figure 18).

When ‘don’t know’ responses were included in the analysis, agreement levels were: community-focused (55%), friendly or helpful (77%), effective in tackling crime (51%), well-managed (43%), world-class organisation (38%) and modern or progressive (48%).





10.2 Perceptions of effectiveness and capability of An Garda Síochána by demographic and socio-economic groupings 2020

In general, agreement levels across the six statements between men and women were similar. One area where viewpoints differed by 5 percentage points was regarding perceptions of the Garda organisation being well-managed, with women (57%) more likely to agree with this than men (52%). Older respondents (aged 55 years and older) had the highest agreement levels with all six statements.



Table 67: Perceptions of effectiveness and capability by demographic and socio-economic groupings 2020


			18 - 65+										
	Gender		Age						Social Class				
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F
Community focused	64%	68%	64%	58%	65%	65%	70%	73%	68%	67%	62%	65%	73%
Modern or progressive	58%	60%	56%	51%	57%	58%	62%	70%	53%	59%	55%	63%	70%
Friendly or helpful	84%	85%	80%	78%	85%	84%	88%	91%	86%	86%	83%	84%	84%
Provide a world class police service	47%	46%	40%	36%	42%	45%	53%	62%	44%	46%	42%	50%	55%
Well managed	52%	57%	55%	45%	51%	52%	56%	67%	50%	52%	50%	58%	65%
Effective in tackling crime	61%	60%	55%	52%	59%	59%	66%	72%	39%	40%	43%	38%	34%

10.3 Perceptions of effectiveness and capability by area groupings 2020

Distance from Garda station had no notable impact on views of the Gardaí. Respondents from Connaught or Ulster held the most positive views of An Garda Síochána, with the highest agreement levels across all of the six statements, while those from Dublin, in general, had lower agreement levels with most of the statements. Respondents in rural areas had the most positive views compared to city and ‘other urban’ areas. Across most of the six statements, non-Irish nationals had more positive views of the Gardaí and the Garda organisation, than Irish nationals, with exceptions here being their views on whether the Gardaí are effective in tackling crime (59% vs. 61%) (see table 68a).

Table 68: Perceptions of effectiveness and capability by area groupings 2020

	Region				Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	A very Less than 1km	1-3kms	3-5kms	5-10kms	10+ kms
Community focused	61%	66%	67%	71%	66%	65%	66%	67%	64%
Modern or progressive	55%	61%	58%	64%	59%	57%	62%	61%	59%
Friendly or helpful	84%	85%	83%	88%	84%	84%	87%	86%	83%
Provide a world class police service	43%	47%	47%	51%	49%	45%	48%	47%	47%
Well managed	51%	55%	54%	59%	53%	52%	56%	58%	53%
Effective in tackling crime	56%	61%	62%	66%	64%	59%	61%	62%	60%

Table 68a: Perceptions of effectiveness and capability by nationality and urban/rural divide (unweighted)


	Nationality		Urban/Rural		
	Irish	Non-Irish	City	Other Urban	Rural
Community focused	66%	69%	61%	68%	69%
Modern or progressive	59%	59%	56%	59%	63%
Friendly or helpful	84%	90%	84%	85%	86%
Provide a world class police service	46%	51%	43%	47%	52%
Well managed	54%	62%	50%	56%	57%
Effective in tackling crime	61%	59%	56%	62%	66%

*The shaded area represents analysis done on unweighted data

10.4 Perceptions of effectiveness and capability by contact with An Garda Síochána

Table 69 examines whether having self-initiated, Garda-initiated or no contact with the Gardaí, in the 12 months prior to the online survey, impacted views of the organisation. In four of the six statements, having 'no contact' with the Gardaí indicated more positive views. Equally, in four of the six statements, those who had self-initiated contact were more likely to agree with the statements than those who had Garda-initiated.

Table 69: Perceptions of effectiveness and capability by contact with An Garda Síochána 2020

	Any self-initiated contact	Any Garda initiated contact	No Contact
Community focused	66%	66%	66%
Modern or progressive	58%	56%	60%
Friendly or helpful	85%	83%	85%
Provide a world class police service	46%	44%	48%
Well managed	53%	50%	56%
Effective in tackling crime	57%	57%	63%

10.5 Perceptions of effectiveness and capability by victimisation

Victimisation negatively impacted views of An Garda Síochána, with those respondents who had been a victim of crime in the 12 months preceding the online survey less likely to agree with all six statements, compared to those who had not experienced victimisation (see table 70).

Table 70: Agreement levels by experience of victimisation 2020

	Not a crime victim	Crime victim
Community focused	69%	56%
Modern or progressive	62%	49%
Friendly or helpful	86%	79%
Provide a world class police service	50%	35%
Well managed	57%	45%
Effective in tackling crime	64%	49%

10.6 Do respondents' views of the seriousness of the crime problem effect how they perceive An Garda Síochána?

As table 71 shows, in most cases, those respondents who viewed the crime problem as 'very serious' or 'serious' were more likely to hold negative views of the Garda organisation than those who considered national and local crime as 'something of a problem' or 'not a problem'. There were exceptions to this, one being when 'effectiveness in tackling crime' was considered. Here, 53 percent of those who viewed national crime as 'a very serious' problem felt Gardaí were effective in this area, compared to 32 percent of respondents who considered national crime as 'not a problem'. When local crime was considered, it can be seen that as perceptions of the seriousness of the crime problem decrease, agreement levels with all six statement increase – views of the Garda organisation become more positive.

Table 71: Perceptions of effectiveness and capability by perceptions of national and local crime 2020

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Community focused	54%	65%	74%	73%	38%	51%	70%	78%
Modern or progressive	51%	59%	62%	60%	35%	49%	61%	67%
Friendly or helpful	79%	85%	89%	73%	67%	78%	87%	89%
Provide a world class police service	33%	45%	56%	57%	22%	32%	48%	60%
Well managed	43%	53%	62%	57%	32%	45%	56%	63%
Effective in tackling crime	53%	41%	31%	32%	33%	45%	63%	76%

10.7 Is fear of crime and worry of victimisation related to perceptions of the Garda organisation?

The survey examined whether fear of crime, or worry about victimisation, impacted respondents' perceptions of the effectiveness and capability of the Garda organisation. For the most part, as fear of crime decreased, views of the Garda organisation became more positive (i.e. agreement levels across most statements increase). For example, of those respondents who had 'a lot of fears' about crime, 35 percent felt An Garda Síochána provides a world-class police service. This figure increased to 59 percent for those who had no fears about crime. Similarly, respondents who worried about victimisation, in general, held more negative views of the Garda organisation, than those who did not worry (see table 72).



Table 72: Perceptions of effectiveness and capability by fear of crime and worry about victimisation 2020

	Fear of crime				Worry of victimisation			
	A lot of fears	Some fears	Very few fears	No fears	Worry about personal injury	Worry about property theft or damage	Worry about both	Do not worry
Community focused	49%	65%	75%	77%	58%	60%	63%	75%
Modern or progressive	49%	59%	63%	65%	54%	55%	59%	62%
Friendly or helpful	77%	85%	88%	85%	79%	83%	84%	88%
Provide a world class police service	35%	44%	56%	59%	42%	42%	44%	54%
Well managed	43%	53%	61%	61%	53%	52%	52%	59%
Effective in tackling crime	44%	59%	71%	76%	53%	59%	57%	70%

10.8 Are respondents' views of An Garda Síochána associated with their levels of trust in the Garda organisation?

There is a very clear correlation between respondents' levels of trust in An Garda Síochána and their views about its effectiveness and capability (see table 73). Those who had 'high trust' in the Gardaí held much more positive views about the Garda organisation's effectiveness and capability, than those who expressed 'low trust'.

Table 73: Perceptions of An Garda Síochána by levels of trust 2020

	Low Trust	Medium Trust	High Trust
Community focused	19%	64%	90%
Modern or progressive	19%	53%	85%
Friendly or helpful	43%	89%	98%
Provide a world class police service	7%	35%	80%
Well managed	14%	47%	83%
Effective in tackling crime	18%	55%	87%

10.9 Summary

- In the 2020 online survey, perceptions of An Garda Síochána's effectiveness and capability were as follows:
 - **66%** of respondents agreed that An Garda Síochána is community-focused.
 - **88%** considered Gardaí to be friendly and helpful.
 - **61%** thought the Gardaí are effective in tackling crime.
 - **54%** held the view that the Garda organisation is well-managed.
 - **59%** felt the Garda organisation to be modern and progressive.
 - **47%** considered the Garda organisation provides a world-class police service.
- Older respondents held more positive views of the Gardaí than younger cohorts, while victimisation impacted negatively on views of the Garda organisation.

11

Chapter 11 - Sixteen and 17-year-old Booster Sample

The inclusion of a young person's cohort within the 2020 online survey was considered essential to understanding the views of this group about the Gardaí, crime in general and victimisation. While the sample was small, at 238, any contribution to understanding the perceptions of young people in Ireland about An Garda Síochána is welcome, and therefore deemed valuable.

In addition to the low sample size, the sample is unweighted. For this reason, it is important to note that findings should be treated with caution and as indicative only. The analysis focuses on the main high level findings only, and is therefore a limited snapshot of this cohort's views.






Point to note: when interpreting the tables and figures in this chapter, any percentage less than 10 percent will have a 'n' number of 24 or less.

11.1 Demographics

In 2020, as in the main sample, there were fewer males than females, although this was more pronounced in the young person sample (45% vs. 55%). Both samples had similar distributions across region and area, but the main adult survey contained a greater number of non-Irish nationals (only 1% in the booster sample). See table 74 for a breakdown of demographic and area information.

Table 74: Booster sample profile 2020

					
Gender		Social Class		Region	
Male	45%	AB	43%	Dublin	28%
Female	50%	C1	19%	Leinster (excluding Dublin)	33%
		C2	20%	Munster	22%
		DE	16%	Connaught or Ulster	17%
		F	1%		

Area		Nationality		Ethnicity		Religion	
City	25%	Irish	99%	White Irish	96%	Roman Catholic	75%
Other Urban	49%	Other	1%	White Traveller	1%	Other Christian	4%
Rural	26%			Other White	1%	No Religion	19%
				Other Asian	1%		

11.2 Perceptions of crime in Ireland 2020: 16 and 17-year-olds

Sixty-two percent of the 16 and 17-year-old sample considered national crime to be either a 'very serious problem' or a 'serious problem' (this figure was 66% in the main sample). Thirty-three percent considered it 'something of a problem', while 5 percent viewed it as 'not a problem'. As with the adult sample, local crime was considered far less of a serious problem than national crime, although 51% did consider it 'something of a problem'. Twenty-nine percent of young respondents felt local crime was 'not a problem' (see figure 19).

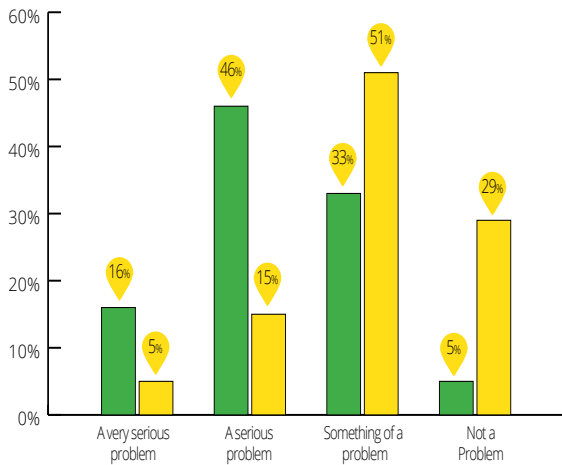


Figure 19:
Perceptions of national and local crime: unweighted booster sample 2020

■ National Crime ■ Local Crime

11.3 Fear and worry about crime: 16 and 17-year-old booster sample

11.3.1 Perceived likelihood of victimisation

As figure 20 illustrates, 18 percent of younger respondents worried about becoming the victim of personal injury, while in the adult sample this figure was 10 percent. However, a greater number of young people (36%) did not worry about victimisation at all (this figure was 30% in the main sample). Equally, 40 percent of 16 and 17-year-olds worried about becoming the victim of both personal injury and, property theft & damage (48% in the adult sample).

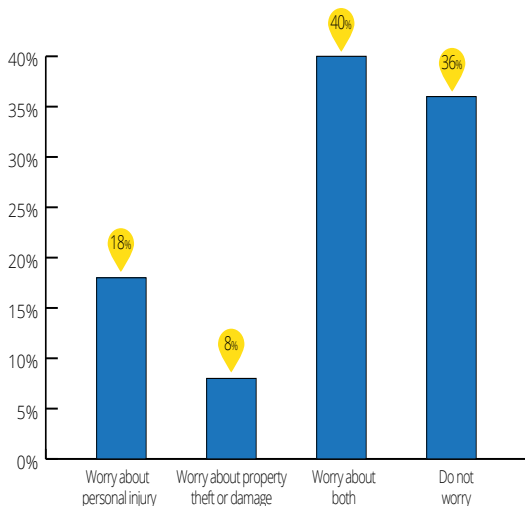


Figure 20:
Perceived likelihood of victimisation 2020: unweighted booster sample

■ 2020

11.3.2 Fear about the level of crime in Ireland

The younger cohort in the 2020 online survey had fewer fears about the level of crime in Ireland, than those in the main adult sample - 11 percent had 'a lot of fears' (14% in the adult sample), while 52 percent had 'some fears' (56% in the main sample). Thirty-eight percent had 'very few' or no fears at all about this level (this figure was 31% for those who were 18 years and older) (see figure 21 for figures related to the young person's cohort).

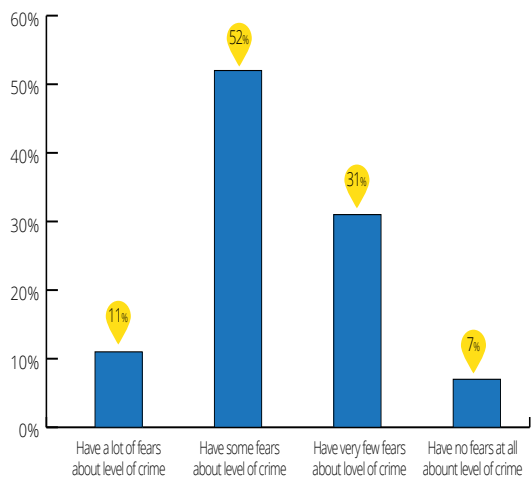


Figure 21:
Levels of fear of crime 2020: unweighted booster sample

2020

11.3.3. The impact of fear of crime on respondents' quality of life

As figure 22 shows, and as with the adult sample, the impact of fear of crime on quality of life among 16 and 17-year-olds, was not substantial – over half reported no impact at all. Forty-three percent reported that it reduced their quality of life 'moderately' or 'a little'.

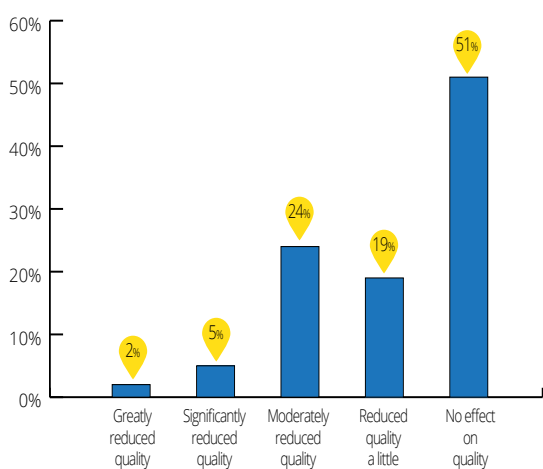


Figure 22:
Impact of fear of crime on quality of life 2020: unweighted booster sample

2020

11.4 Garda visibility and perception of Garda presence

The difference between the young person's survey and the main adult sample was not notable, with 34 percent being aware of Garda patrols in their local areas (36% in the main sample), 47 percent being unaware (45% for adults) and 19 percent reporting 'don't know' (the same as in the main sample) (see figure 23).



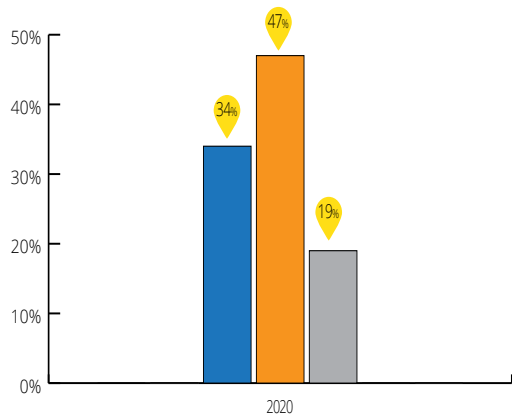


Figure 23:
Awareness of Garda patrols 2020: unweighted booster sample

■ Aware of Garda Patrol
 ■ Not aware of Garda Patrol
 ■ Don't Know

11.4.1 Perception of Garda presence

When 16 and 17-year-olds were asked about their opinion of Garda presence in their local areas, 64 percent were of the view that this is 'not enough', with 32 percent opining that it was 'about right'. Adults held similar views – 62 percent and 37 percent respectively. For figures including 'don't know' responses from young people regarding their views of Garda presence, please see figure 24.

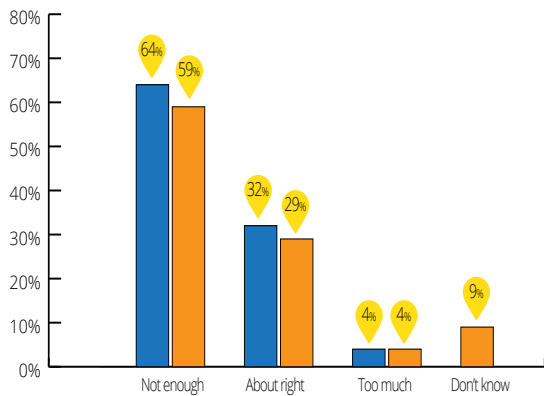


Figure 24:
Perceptions of Garda presence 2020: unweighted booster sample (including and excluding 'don't knows')

■ Excluding don't know
 ■ Including don't know

11.5 Satisfaction with An Garda Síochána 2020

As Figure 25 illustrates, satisfaction with An Garda Síochána's service to their local communities among 16 and 17-year-olds stood at 63 percent ('very' and 'quite' satisfied), with 37 percent being dissatisfied. These figures did not differ hugely from the main adult sample (68% and 32% respectively).

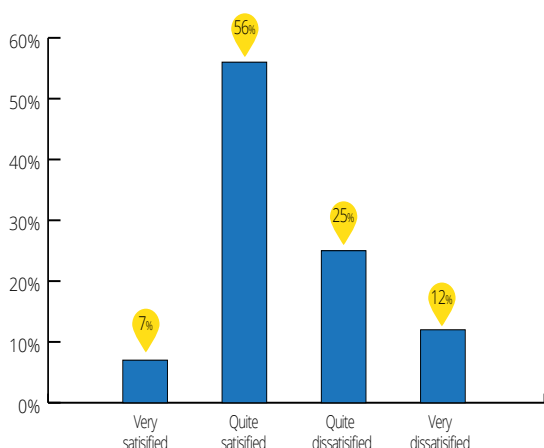


Figure 25:
Satisfaction with An Garda Síochána 2020: unweighted booster sample

■ 2020

11.6 Trust in An Garda Síochána

As with the main sample, booster respondents were asked to assign a rating of between 1 and 10, in order to quantify their level of trust in An Garda Síochána. The highest trust level was assigned the number 10, and the lowest, one. These were then recoded as in the main sample - 'low trust' (ratings 1, 2, 3 and 4), 'mid trust' (ratings 5, 6 and 7) and 'high trust' (ratings 8, 9 and 10). Figure 26 shows that among the young person's sample, 81 percent had 'mid' to 'high' trust in An Garda Síochána, with 19 percent having low trust. Again, these figures were very similar to those seen in respondents aged 18 years and over, although this group displayed greater levels of 'high' trust (39%).

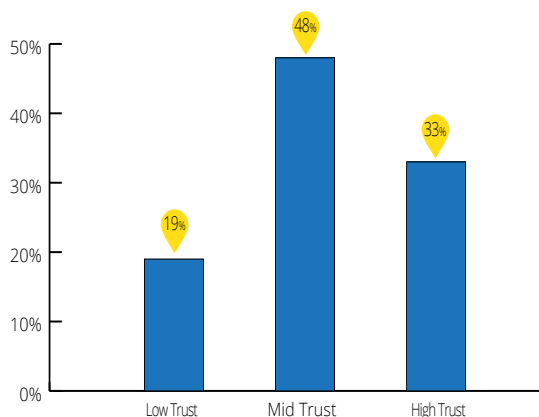


Figure 26:
Levels of trust in An Garda Síochána 2020: unweighted booster sample

■ 2020

11.7 Equality of treatment by An Garda Síochána

Sixteen and 17-year-olds' perceptions as to how Gardaí would treat them were slightly less favourable than the main adult sample - 80 percent either 'strongly agreed' or 'agreed' that they would be treated with respect, while 57 percent felt that Gardaí would treat them fairly (for adults these figures were 86% and 69% respectively) (see figures 27 and 28 for young person's findings, and also figures excluding 'don't know' responses).



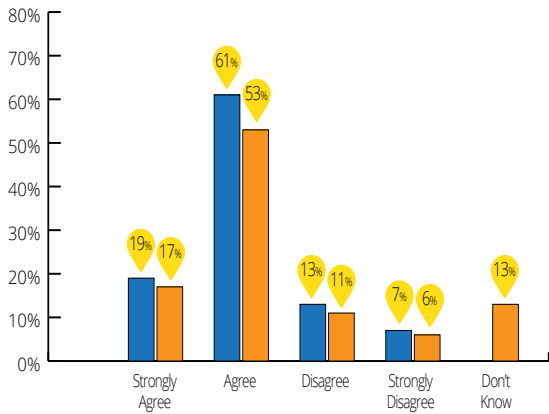


Figure 27:
Gardaí would treat you with respect 2020: unweighted booster sample

■ Excluding don't know ■ Including don't know

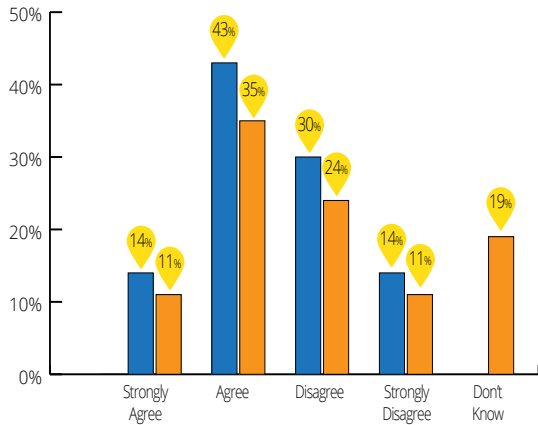


Figure 28:
Gardaí treat everyone fairly regardless of who they are 2020: unweighted booster sample

■ Excluding don't know ■ Including don't know

11.8 Perceptions of An Garda Síochána

Figure 29 illustrates young respondents' views about An Garda Síochána (excluding 'don't know' responses), in terms of reliability, community relations, concerns of local people being listened to and actions of Gardaí in terms of dealing with concerns of local communities. Across these four areas, the highest level of agreement was noted for 'An Garda Síochána in this area listen to the concerns of local people' at 66 percent ('strongly agree' and 'agree'). This was followed by a 58 percent agreement level with the statement that 'Gardaí can be relied on to be there when needed'. Half of respondents agreed that community relations with the Gardaí are poor, while 57 percent agreed that An Garda Síochána are not dealing with things that matter to the local community (figure 30 presents these figures including 'don't knows').

Figure 29:

Views on Garda behaviour 2020 (excluding don't knows): unweighted booster sample

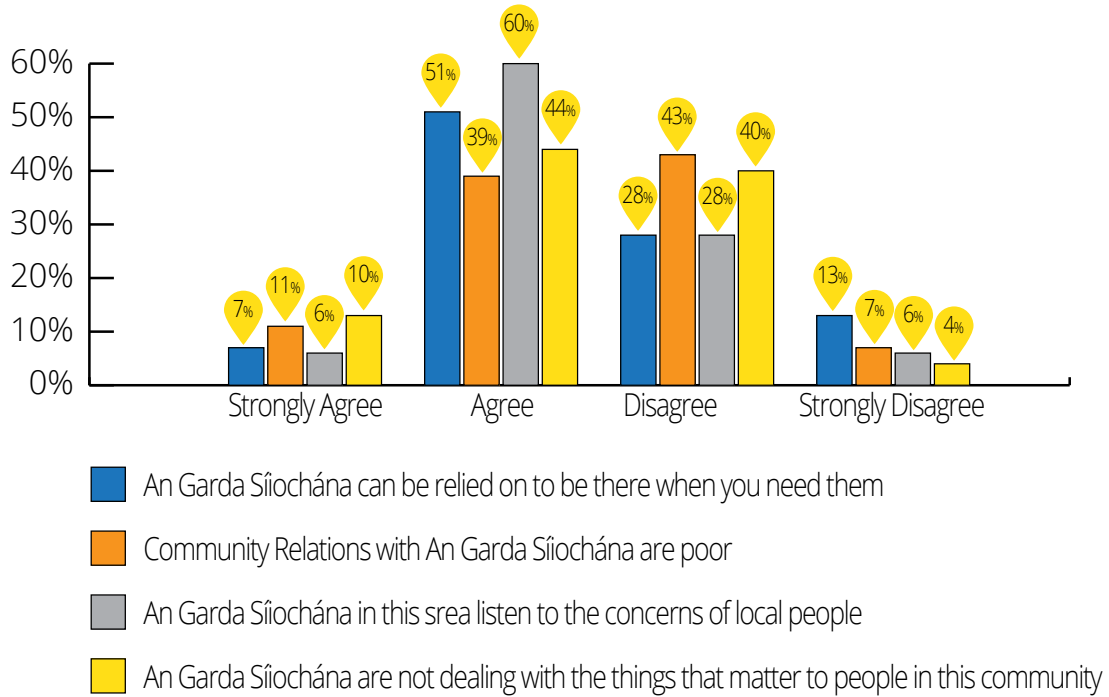
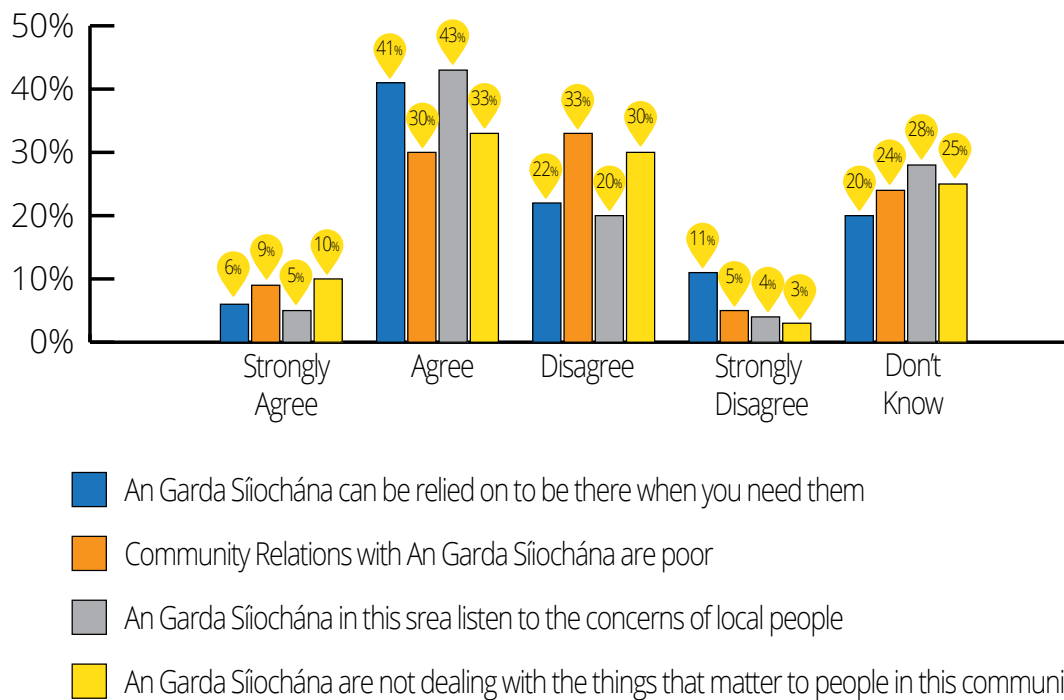
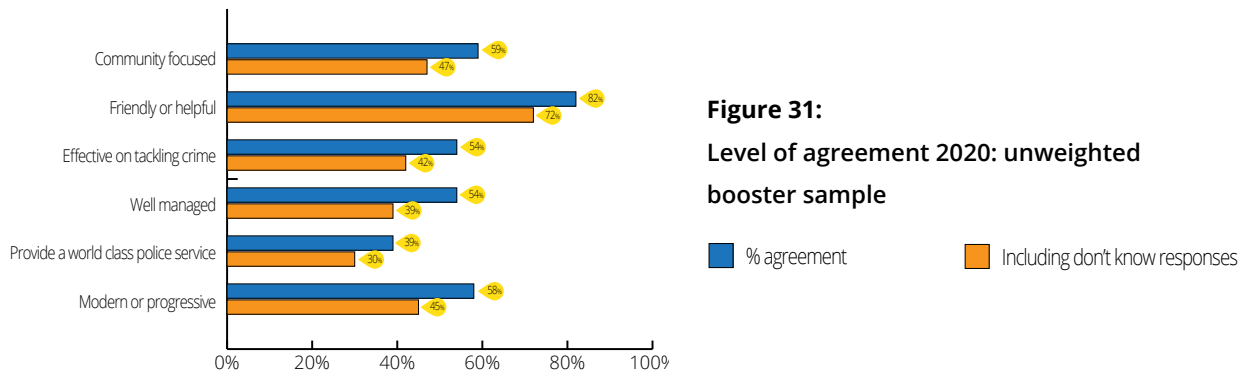


Figure 30:

Views on Garda behaviour 2020 (including don't knows): unweighted booster sample



As figure 31 shows, overall the views of the booster sample about An Garda Síochána were positive, with 82 percent viewing Gardaí as friendly and helpful. Fifty-nine percent considered Gardaí to be community-focussed, and 58 percent agreed that they are modern and progressive. In terms of Gardaí being effective in tackling crime and being well-managed, 54 percent of respondents agreed with these statements respectively. Thirty-nine percent of respondents felt that An Garda Síochána provides a world-class police service.



11.9 Summary

- Sixty-two percent of 16 and 17-year-olds considered national crime to be 'a very serious' or 'serious' problem, which is similar to the main survey (66%). As with the adult sample, local crime was viewed as less serious, with 51 percent considering it 'something of a problem'.
- A greater proportion of young people than adults worried about becoming the victim of personal injury (18% vs. 10%), although, equally, a greater proportion did not worry at all about victimisation (36% vs 30%).
- Sixty-three percent of young respondents had 'some' or 'a lot' of fears about the level of crime in Ireland (70% in the adult sample), while 70 percent reported that their fear of crime had 'a little' or no impact on their quality of life.

- Satisfaction levels with Garda service among 16 and 17-year-olds stood at 63 percent, while trust in the Gardaí (mid to high) was 81 percent.
- Perceptions about whether Gardaí would treat you in a respectful manner garnered high levels of agreement at 80 percent, while this figure was 57 percent in terms of fair treatment.
- Views about the effectiveness and capability of An Garda Síochána were also largely positive. The organisation being friendly or helpful gathered most positive reports, while views on the organisation being a world-class police service garnered the least agreement. This is in line with the main survey.







