

# **Garda Public Attitude Survey 2002**

## **Results**

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# **GARDA PUBLIC ATTITUDE SURVEY 2002**

## **INTRODUCTION**

This report presents findings from a survey of public attitudes to the Gardaí carried out early in 2002 and compares the main findings with those from previous surveys. The survey asked mainly about Garda service, policing priorities and fear of crime.

The fieldwork for the survey was carried out by Research and Evaluation Services (RES), a Belfast-based company that won the contract after an EU-wide competition.

This year's survey was substantially larger than previous surveys. All in all, 10,405 respondents took part, with a minimum representation of 400 in each Garda Division. This allows assessment of Garda performance in each Division under key headings.

The survey was carried out by telephone (66%) or by post (34%). The same core questions were asked in each version. Some questions, where information was not required at the Divisional level, were not asked in the telephone survey or were rotated between respondents.

A pilot survey took place in December 2001. Telephone interviewing began on 12 January 2002 and was completed on 24 April 2002. The postal survey took place during the same period, starting and finishing slightly later.

Respondents were selected from the electoral register in the first instance and then matched as far as possible with telephone listings. Where no telephone number was identified, a questionnaire was sent by post with an option of completion using a free-phone number. Letters of introduction were sent in all cases and reminder/thank you letters were issued to participants in the postal survey. The survey was given good media exposure following the release of a briefing by the Garda Public Relations and Press Office.

Comparability with earlier surveys was maximised by retaining the exact wording in as many questions as possible. Comparison was not possible in all cases. Several new questions were added.

The survey findings have been re-weighted to take account of sampling procedures and non-response rates. The findings are presented as point estimates. The true values are likely to lie within a range of +/- 1% at national level and +/- 5% at Division level.

## **OVERALL SATISFACTION WITH SERVICE**

All respondents were asked about their overall satisfaction with the Garda service to the community in 2001. Some 86.7 per cent were satisfied or very satisfied and 13.3 per cent were dissatisfied or very dissatisfied. See Table 1. No comparison can be made with previous surveys as they did not ask the question of all respondents.

**Table 1 Overall satisfaction with the Garda service to the community during 2001**

| Division | very satisfied | satisfied | dissatisfied | very dissatisfied | Total |
|----------|----------------|-----------|--------------|-------------------|-------|
|          | %              | %         | %            | %                 | n     |
| all      | 17.4           | 69.2      | 10.9         | 2.4               | 10045 |
| highest  | 22.2           | 69.7      | 6.7          | 1.5               | 402   |
| lowest   | 8.7            | 72.8      | 13.3         | 5.1               | 417   |

Total number of respondents is often less than overall sample size due to missing values, here 360.

The highest satisfaction levels occurred in Mayo, Roscommon/Galway East and Cork West and the lowest in DMR West, DMR South and DMR North Central. The number of respondents who said they were satisfied or very satisfied ranged from 92 per cent in Mayo to 79 per cent in DMR North Central and DMR South. Results are presented in Table 2, with Divisions ranked in order of mean score. This gives a better overall measure of satisfaction and dissatisfaction and is calculated on the basis of a score of 1 for “very satisfied”, 2 for “satisfied” and so on. The lower the score, the greater the satisfaction.

**Table 2 Overall satisfaction with the Garda service to the community during 2001 by Garda Division**

| Garda Division     | very satisfied | satisfied | dis-satisfied | very dis-satisfied | Mean score |
|--------------------|----------------|-----------|---------------|--------------------|------------|
|                    | %              | %         | %             | %                  |            |
| Mayo               | 22             | 70        | 7             | 1                  | 1.87       |
| Roscommon/Galway E | 25             | 65        | 9             | 1                  | 1.87       |
| Cork West          | 20             | 71        | 6             | 2                  | 1.90       |
| Cavan/Monaghan     | 21             | 68        | 9             | 2                  | 1.92       |
| Cork North         | 21             | 69        | 8             | 2                  | 1.92       |
| Sligo/Leitrim      | 20             | 69        | 8             | 2                  | 1.92       |
| Kerry              | 21             | 68        | 9             | 2                  | 1.93       |
| Longford/Westmeath | 19             | 69        | 10            | 2                  | 1.94       |
| Cork City          | 18             | 70        | 10            | 2                  | 1.95       |
| Laois/Offaly       | 18             | 68        | 12            | 1                  | 1.97       |
| Tipperary          | 17             | 72        | 10            | 1                  | 1.97       |
| DMR East           | 14             | 76        | 8             | 2                  | 1.98       |
| Wexford            | 16             | 71        | 10            | 2                  | 1.98       |
| Carlow/Kildare     | 14             | 75        | 9             | 2                  | 1.99       |
| Clare              | 16             | 71        | 11            | 3                  | 2.00       |
| Galway West        | 16             | 71        | 11            | 3                  | 2.00       |
| Waterford/Kilkenny | 15             | 72        | 11            | 2                  | 2.00       |
| DMR South Central  | 16             | 68        | 14            | 2                  | 2.03       |
| Louth/Meath        | 11             | 76        | 11            | 2                  | 2.03       |
| Limerick           | 14             | 68        | 15            | 3                  | 2.06       |
| Donegal            | 12             | 73        | 12            | 4                  | 2.08       |
| DMR North          | 11             | 71        | 15            | 3                  | 2.09       |
| DMR North Central  | 13             | 66        | 17            | 4                  | 2.13       |
| DMR South          | 9              | 70        | 17            | 3                  | 2.14       |
| DMR West           | 9              | 73        | 13            | 5                  | 2.15       |
| Average            | 17             | 69        | 11            | 2                  | 1.99       |

Percentages may not add to 100 across Divisions because of rounding

There was little difference in satisfaction levels between male and female respondents. See Table 3.

**Table 3 Overall satisfaction with Garda service by gender**

| gender  | very satisfied | satisfied | dissatisfied | very dis-satisfied | Total |
|---------|----------------|-----------|--------------|--------------------|-------|
|         | %              | %         | %            | %                  | n     |
| male    | 16             | 70        | 12           | 2                  | 4867  |
| female  | 15             | 71        | 11           | 2                  | 4953  |
| average | 15             | 71        | 12           | 2                  | 9820  |

Older respondents tended to express greater satisfaction than younger respondents, with over a quarter of those aged 65 or older saying that they were very satisfied. See Table 4.

**Table 4 Overall satisfaction with Garda service by age category**

| age category | very satisfied | satisfied | dissatisfied | very dis-satisfied | Total |
|--------------|----------------|-----------|--------------|--------------------|-------|
|              | %              | %         | %            | %                  | n     |
| 18-24        | 11             | 74        | 13           | 2                  | 1832  |
| 25-44        | 13             | 74        | 11           | 2                  | 4110  |
| 45-64        | 17             | 67        | 13           | 3                  | 2599  |
| 65+          | 26             | 63        | 8            | 2                  | 1511  |
| average      | 15             | 71        | 12           | 2                  | 10052 |

As regards housing tenure, those renting from the public authorities recorded the highest percentage of “very satisfied” responses (Table 5). When “very satisfied” and “satisfied” options are combined, there is little or no difference between the categories.

**Table 5 Overall satisfaction with Garda service by housing tenure**

| housing tenure      | very satisfied | satisfied | dissatisfied | very dis-satisfied | Total |
|---------------------|----------------|-----------|--------------|--------------------|-------|
|                     | %              | %         | %            | %                  | n     |
| owned outright      | 18             | 69        | 10           | 2                  | 4121  |
| owned with mortgage | 12             | 74        | 12           | 3                  | 3621  |
| rented – private    | 13             | 73        | 12           | 2                  | 1018  |
| rented – public     | 20             | 66        | 11           | 3                  | 648   |
| other               | 13             | 76        | 11           | 1                  | 193   |
| not stated          | 23             | 57        | 18           | 2                  | 449   |
| average             | 15             | 71        | 12           | 2                  | 10050 |

## **EXPERIENCE OF CRIME**

One in eight respondents (12.5 %) reported that they or another member of their household had been the victim of a crime in 2001. This represents a sizeable increase on the level of crime victimisation in previous surveys (6% in 2000, 7% in 1999) but is consistent with the 12 per cent victimisation rate found in the Central Statistics Office Quarterly National Household Survey 1998.

The majority of victims (70%) experienced just one crime incident. A larger majority (86%) experienced just one type of crime – in other words, most of those victimised more than once were victims of the same type of crime. See Table 6.

**Table 6 Frequency of crime victimisation in 2001 (respondent or other member of household)**

|            | 1  | 2  | 3 | 4 | 5 or more | Total |
|------------|----|----|---|---|-----------|-------|
|            | %  | %  | % | % | %         | n     |
| incidents  | 70 | 16 | 6 | 3 | 4         | 1163  |
| crime type | 86 | 11 | 2 | 1 | ..        | 1285  |

percentages may not sum to 100 due to rounding

Cork West Division had the lowest crime rate, at a quarter of the national average, while DMR North Central was more than double the average. The DMR Divisions were the only Divisions to exceed the national average by more than one percentage point. Table 7.

**Table 7 Crime victimisation in 2001 by Garda Division**

| Garda Division        | %  | Garda Division     | %  |
|-----------------------|----|--------------------|----|
| Cork West             | 3  | Laois/Offaly       | 12 |
| Galway West           | 5  | Limerick           | 12 |
| Cork City             | 7  | Louth/Meath        | 12 |
| Cork North            | 7  | Waterford/Kilkenny | 12 |
| Kerry                 | 7  | Carlow/Kildare     | 13 |
| Mayo                  | 7  | Sligo/Leitrim      | 13 |
| Cavan/Monaghan        | 8  | DMR East           | 15 |
| Donegal               | 8  | DMR North          | 16 |
| Clare                 | 9  | DMR South          | 16 |
| Roscommon/Galway East | 9  | DMR West           | 18 |
| Tipperary             | 10 | DMR South Central  | 23 |
| Longford/Westmeath    | 11 | DMR North Central  | 26 |
| Wexford               | 11 | Average            | 12 |

The most frequent crimes were domestic burglary (30% of victims), criminal damage to car (20%) and physical assault (13%). Physical assault showed the greatest increase compared with previous surveys (9% in 1999 and 2000). Theft of vehicles (including unauthorised takings) showed a substantial decrease. See Table 8.

**Table 8 Type of crime experienced in 2001**

| Type of crime  | Percentage victimised at least once |      |      |
|--|-------------------------------------|------|------|
|  | 1999                                | 2000 | 2002 |
| burglary of home or outbuildings (with breaking and entry) | 30                                  | 28   | 30   |
| burglary of business premises owned by respondent          | 8                                   | 5    | 5    |
| theft of vehicle   | 22                                  | 28   | 12   |
| theft from vehicle   | 12                                  | 9    | 11   |
| theft of bicycle   | 8                                   | 11   | 3    |
| criminal damage to vehicle                                 | 18                                  | 17   | 20   |
| criminal damage to home or other property                  | 7                                   | 8    | 8    |
| robbery involving force or threat (including mugging)      | 4                                   | 5    | 5    |
| theft from person without force (e.g. pickpocket)          | 9                                   | 9    | 10   |
| theft from home or outbuildings (other than burglary)      | 8                                   | 5    | 3    |
| consumer fraud (e.g. swindling or false pretences)         | 1                                   | 0    | 2    |
| physical assault (other than sexual or domestic)           | 9                                   | 9    | 13   |
| sexual assault   | 1                                   | 0    | 1    |
| domestic violence (physical)                               | 4                                   | 0    | 1    |
| other  | 5                                   | 5    | 5    |
| Total (n)  | 74                                  | 64   | 1285 |

The vast majority of crimes (84%) were reported to the Gardaí. This crime reporting rate was nevertheless slightly down on previous years. See Table 9. Reporting rates have been consistently higher in the Garda surveys than other surveys such as the CSO Quarterly National Household Survey in 1998.

**Table 9 Was the crime (most recent) reported to the Gardaí?**

| Survey | yes | no | Total |
|--------|-----|----|-------|
|        | %   | %  | n     |
| 1999   | 88  | 12 | 74    |
| 2000   | 86  | 14 | 64    |
| 2002   | 84  | 16 | 1292  |

Reasons why crimes were not reported are presented in Table 10. Mostly, it was because the respondent felt that the Gardaí could not do anything about it or because it was not serious enough.

**Table 10 Reasons for not reporting crime**

| Reason   | 1999 | 2000 | 2002 |
|--|------|------|------|
|  | %    | %    | %    |
| not serious enough/no loss                     | 56   | 44   | 30   |
| no chance of recovering property               | -    | -    | 24   |
| no insurance claim anticipated                 | 11   | 22   | 9    |
| believed Gardaí could not have done anything   | 56   | 89   | 45   |
| believed Gardaí would not have been interested | 56   | 67   | 20   |
| no involvement wanted with the Gardaí          | 22   | 22   | 2    |
| fear of reprisal                               | 33   | 11   | 7    |
| did not have time                              | -    | -    | 6    |
| other  | -    | -    | 20   |
| number of respondents                          | 9    | 9    | 203  |

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

Just under half of victims who reported their crime said that they were contacted by the Gardaí. See Table 11. Ten percent said they were contacted in writing. This is now part of Garda victims policy and a letter is generated automatically by the PULSE system. The low rate perhaps reflects the introduction of the policy late in 2001.

**Table 11 Were you contacted by the Gardaí about the crime?**

| Method of contact | yes | no | don't know | Total |
|-------------------|-----|----|------------|-------|
|                   | %   | %  | %          | n     |
| in writing        | 10  | 85 | 5          | 1078  |
| otherwise         | 44  | 53 | 2          | 1079  |

Over half of victims reported having been given the name of the Garda investigating the incident. This is also part of the recently introduced Garda policy. See Table 12.

**Table 12 Were you given the name of the Garda dealing with the case?**

| yes | no  | Total (n) |
|-----|-----|-----------|
| 52% | 48% | 1016      |

Almost half of respondents (48%) expressed satisfaction with being kept informed of progress with their case, with 15 per cent very satisfied. See Table 13. This level of satisfaction was down on the 1999 figure of 60 per cent, which was, however, in respect of a much smaller number of respondents (n=55).

**Table 13 Satisfaction with being kept informed of progress**

| Survey | very satisfied | satisfied | dissatisfied | very dissatisfied | Total |
|--------|----------------|-----------|--------------|-------------------|-------|
|        | %              | %         | %            | %                 | n     |
| 2000   | 22             | 38        | 27           | 13                | 55    |
| 2002   | 15             | 33        | 31           | 21                | 1045  |

question not asked in 1999

Satisfaction with being kept informed of progress ranged from a high of 65 per cent in Galway West to 23 per cent in Cavan/Monaghan. In six Divisions, satisfaction rates were more than eight percentage points above the average, while five Divisions were similarly placed below the average. The top Divisions were generally in low crime areas, as reported by respondents, but the Divisions with the lowest satisfaction rates were not confined to Divisions with the higher crime rates. The figures should be treated as indicative only, since numbers are relatively small, despite collapsing "very satisfied" and "satisfied" and "very dissatisfied" and "dissatisfied" into two categories. See Table 14.

**Table 14 Satisfaction with being kept informed of progress by Garda Division**

| Garda Division        | satisfied/<br>very<br>satisfied | dissatisfied/<br>very<br>dissatisfied | Total |
|-----------------------|---------------------------------|---------------------------------------|-------|
|                       | %                               | %                                     | n     |
| Galway West           | 65                              | 35                                    | 23    |
| Limerick              | 61                              | 39                                    | 51    |
| Laois/Offaly          | 59                              | 41                                    | 39    |
| Kerry                 | 57                              | 43                                    | 21    |
| Cork City             | 56                              | 44                                    | 27    |
| Cork West             | 56                              | 45                                    | 11    |
| Carlow/Kildare        | 52                              | 48                                    | 44    |
| Cork North            | 52                              | 48                                    | 25    |
| DMR North             | 51                              | 49                                    | 53    |
| DMR East              | 50                              | 50                                    | 46    |
| Donegal               | 50                              | 50                                    | 26    |
| Mayo                  | 50                              | 50                                    | 22    |
| Waterford/Kilkenny    | 50                              | 50                                    | 42    |
| Louth/Meath           | 49                              | 51                                    | 43    |
| Clare                 | 48                              | 52                                    | 23    |
| DMR South             | 47                              | 53                                    | 51    |
| DMR South Central     | 47                              | 53                                    | 75    |
| Longford/Westmeath    | 47                              | 53                                    | 38    |
| Tipperary             | 46                              | 54                                    | 35    |
| Roscommon/Galway East | 45                              | 55                                    | 31    |
| DMR North Central     | 44                              | 56                                    | 90    |
| Wexford               | 41                              | 59                                    | 34    |
| Sligo/Leitrim         | 40                              | 60                                    | 35    |
| DMR West              | 39                              | 61                                    | 54    |
| Cavan/Monaghan        | 23                              | 77                                    | 31    |
| Average               | 48                              | 52                                    | 1045  |

## CONTACT WITH THE GARDAÍ

Thirty-eight per cent of respondents reported having contact with the Gardaí in 2001. Of these, just over half (52%) had contact on one occasion only. A sizeable number had frequent contact, with 11 per cent having five or more contacts and five per cent having been in contact eight or more times. See Tables 15 and 16.

**Table 15 Contact with Gardaí in 2001**

| Yes   | No    | Total (n) |
|-------|-------|-----------|
| 37.9% | 62.1% | 10405     |

**Table 16 Number of contacts with Gardaí in 2001**

|                       | 1  | 2  | 3  | 4 | 5 or more | Total |
|-----------------------|----|----|----|---|-----------|-------|
|                       | %  | %  | %  | % | %         | n     |
| Those who had contact | 52 | 21 | 10 | 6 | 11        | 3942  |

The main reasons for self-initiated contact were to have passport forms signed or to report a crime or disturbance. See Table 17. These were also reported most often as the most recent form of contact. The main type of Garda-initiated contact was to carry out a routine vehicle check or as part of a crime enquiry. Investigation of a nuisance or disturbance was the most frequently listed recent contact.

**Table 17 Type of contact with Gardaí in 2001**

| Type of contact                                   | 1999 | 2000 | 2002 |
|---|------|------|------|
|   | %    | %    | %    |
| Self-initiated contact                            |      |      |      |
| to report a crime                                 | 14   | 36   | 16   |
| to report a disturbance/nuisance                  | 10   | 11   | 12   |
| to report a traffic accident                      | 9    | 6    | 9    |
| to report a suspicious activity                   | 10   | 7    | 7    |
| to report lost/found property                     | 2    | 8    | 3    |
| to make a general inquiry                         | 6    | 7    | 8    |
| to make a complaint                               | 5    | 5    | 4    |
| to enquire about a person in custody              | 2    | 1    | ..   |
| to be a witness                                   | 0    | 2    | 1    |
| signing passports                                 | -    | -    | 17   |
| to avail of other services                        | -    | -    | 10   |
| Garda-initiated contact                           |      |      |      |
| to produce documents                              | 16   | 11   | 4    |
| to ask about a crime                              | 3    | 9    | 8    |
| to investigate a traffic collision                | 2    | 2    | 3    |
| to investigate noise/disturbance                  | 1    | 5    | 2    |
| to carry out a routine vehicle check (on-street)  | 7    | 14   | 10   |
| to take a witness statement                       | -    | -    | 4    |
| alleged speeding offence                          | 5    | 4    | 5    |
| alleged drink driving offence                     | 1    | 0    | 1    |
| alleged other driving/traffic offence             | 2    | 4    | 2    |
| arrested, detained for questioning or searched    | -    | -    | 1    |
| to receive summons                                | -    | -    | 2    |
| Total (at least one contact as % of total sample) | 21   | 17   | 38   |
| Total (number with at least one contact)          | 210* | 170* | 3942 |

percentages for 2002 are based on number of respondents, for 1999 and 2000 on number of contacts

\* approximation

As regards self-initiated contacts, the main changes on the 2000 survey are a decrease in respect of reporting a crime or reporting lost or found property, although the levels are similar to those found in the 1999 survey. For Garda-initiated contact, the most significant difference was a decrease in respect of producing documents.

Two-thirds (66%) of those who had contact with the Gardaí did so for a single reason, 21 per cent for two different reasons and 12 per cent for three or more reasons. Most had only one contact in relation to the reason they called, but sizeable minorities had more than one contact under the same heading. For example, 25 per cent of those who were in contact to report a crime had contact under this heading on more than one occasion. The contact was not necessarily in connection with the same incident. See Table 18.

**Table 18 Type of contact with Gardaí in 2001**

| Type of contact                                  | Number of contacts | 1   | 2  | 3 or + |
|--|--------------------|-----|----|--------|
|  |                    | %   | %  | %      |
| <b>Self-initiated contact</b>                    |                    |     |    |        |
| to report a crime                                |                    | 75  | 15 | 10     |
| to report a disturbance/nuisance                 |                    | 57  | 20 | 13     |
| to report a traffic accident                     |                    | 80  | 13 | 7      |
| to report a suspicious activity                  |                    | 71  | 14 | 15     |
| to report lost/found property                    |                    | 86  | 9  | 4      |
| to make a general inquiry                        |                    | 69  | 19 | 11     |
| to make a complaint                              |                    | 69  | 18 | 14     |
| to enquire about a person in custody*            |                    | 83  | 17 | 0      |
| to be a witness*                                 |                    | 86  | 10 | 4      |
| signing passports                                |                    | 86  | 9  | 4      |
| to avail of other services                       |                    | 77  | 13 | 10     |
| <b>Garda-initiated contact</b>                   |                    |     |    |        |
| to produce documents                             |                    | 82  | 15 | 3      |
| to ask about a crime                             |                    | 71  | 18 | 11     |
| to investigate a traffic collision               |                    | 83  | 10 | 8      |
| to investigate noise/disturbance                 |                    | 72  | 13 | 15     |
| to carry out a routine vehicle check (on-street) |                    | 55  | 20 | 25     |
| to take a witness statement                      |                    | 87  | 12 | 1      |
| alleged speeding offence                         |                    | 83  | 17 | 0      |
| alleged drink driving offence*                   |                    | 100 | 0  | 0      |
| alleged other driving/traffic offence*           |                    | 91  | 4  | 4      |
| arrested, detained for questioning or searched*  |                    | 100 | 0  | 0      |
| to receive summons*                              |                    | 91  | 8  | 2      |

percentages may not add to 100 because of rounding

\* very small numbers

The form of the most recent contact is reported in Table 19. By far the most common forms of contact were a visit to a Garda station (40%) or a telephone call to the Gardaí (33%).

**Table 19 Form of most recent contact**

| Form of contact  | %    |
|--|------|
| visit to Garda station                                 | 40   |
| telephone call to the Gardaí (excluding 999/112 calls) | 33   |
| telephone call from the Gardaí                         | 4    |
| letter from the Gardaí                                 | 2    |
| spoke to Garda on patrol                               | 3    |
| spoke to Garda at checkpoint/vehicle stop              | 7    |
| Garda called to home or work                           | 8    |
| other  | 2    |
| Total (n)  | 4077 |

## **SERVICE QUALITY**

The majority of visitors to stations were dealt with more quickly than expected or within the time expected. Compared with the 1994 survey, there was an increase in the proportion dealt with more quickly than expected but there was also a slight decline in the proportion who were dealt with more slowly than expected. Results are not comparable with the 1999 and 2000 surveys because different response options were used. See Table 20.

**Table 20 How quickly were you dealt with on visiting a Garda Station?**

|      | quicker than expected | within the time expected | slower than expected | Total       |
|------|-----------------------|--------------------------|----------------------|-------------|
|      | %                     | %                        | %                    | n           |
| 1994 | 25                    | 69                       | 6                    | 130 approx. |
| 2002 | 34                    | 57                       | 9                    | 1618        |

responses not comparable with 1999 and 2000 surveys

Eight out of ten respondents who had telephoned the Gardaí said that their call was answered promptly, up on the result in 2000 and similar to the 1999 result. Nine out of ten said their call was answered promptly or within a short delay, the same or very similar to previous results. See Table 21.

**Table 21 How quickly was your telephone call answered?**

|      | promptly | following a short delay | after an unacceptable delay | had to call more than once before getting through | Total |
|------|----------|-------------------------|-----------------------------|---|-------|
|      | %        | %                       | %                           | %   | n     |
| 1994 | 90       | 3                       | 7                           | -   | 73    |
| 1999 | 82       | 8                       | 11                          | -   | 38    |
| 2000 | 59       | 32                      | 9                           | -   | 44    |
| 2002 | 79       | 11                      | 3                           | 7   | 1300  |

Just over three-quarters (76%) of telephone callers said that the Garda gave the station name when answering, 8 per cent said that the station name was not given and another 16 per cent could not remember. Of those who could remember, 91 per cent said that the caller had identified the station.

Respondents were asked about the helpfulness, competence, sensitivity, politeness and interest shown by the Garda with whom they spoke. The majority of respondents said that the Garda's manner met or exceeded their expectations, ranging from 93 per cent for politeness to 85 per cent for interest. Compared with the 2000 survey, improvements were noted in several respects. As regards sensitivity, politeness and interest, a greater number of respondents said that the Garda manner met or exceeded their expectations. For helpfulness and competence, more respondents said that their expectations were exceeded, although this was partly offset by an increase in those saying that Garda competence was worse than expected. Comparisons with earlier surveys were less favourable under all headings, reflecting either a decrease in service or an increase in expectations, or a combination of both. See Table 22.

**Table 22 Garda manner**

|             |                      | 1994 | 1999 | 2000 | 2002 |
|-------------|----------------------|------|------|------|------|
|             |                      | %    | %    | %    | %    |
| Helpfulness | better than expected | 29   | 25   | 23   | 28   |
|             | as expected          | 64   | 71   | 64   | 59   |
|             | worse than expected  | 7    | 4    | 11   | 13   |
| Competence  | better than expected | 20   | 18   | 15   | 21   |
|             | as expected          | 75   | 74   | 72   | 66   |
|             | worse than expected  | 4    | 8    | 9    | 13   |
| Sensitivity | better than expected | 18   | 20   | 24   | 21   |
|             | as expected          | 73   | 73   | 58   | 66   |
|             | worse than expected  | 9    | 6    | 15   | 13   |
| Politeness  | better than expected | 22   | 27   | 31   | 30   |
|             | as expected          | 75   | 69   | 54   | 63   |
|             | worse than expected  | 4    | 4    | 12   | 7    |
| Interest    | better than expected | 21   | 21   | 20   | 23   |
|             | as expected          | 70   | 70   | 61   | 62   |
|             | worse than expected  | 9    | 9    | 16   | 15   |

Table 23 presents the results for follow-up contact by Gardaí, focusing on the most recent contact. A quarter of those who made contact felt that a Garda should call to them. They were told that a Garda would call, and a Garda actually called, in most of these cases. More often than not, no indication was given of how long it would take before a Garda would arrive. Where an indication was given, the visit was within the time indicated four out of five times.

**Table 23 Follow-up contact by Gardaí**

|  | yes | no | time not yet up | Total |
|--|-----|----|-----------------|-------|
|  | %   | %  | %               | n     |
| Do you think the matter required a Garda to call to your home (most recent contact)? | 25  | 75 |                 | 3748  |
| Did the Gardaí indicate that someone would call on you?                              | 22  | 78 |                 | 3676  |
| Did a Garda call on you?   | 82  | 18 |                 | 800   |
| Were you told how long it would be before someone would call on you?                 | 48  | 52 |                 | 905   |
| Did a Garda call on you within the time indicated?                                   | 77  | 21 | 2               | 422   |

The Gardaí got in touch with respondents about the outcome of their contact in one instance in five. Most people seem to have been realistic about the need for such contact with the majority thinking it was not necessary. There was nevertheless a shortfall of seven percentage points between those who felt a follow-up contact was necessary and those who got such a contact. See Table 24.

**Table 24 Follow-up regarding contact outcome**

|  | yes | no | Total |
|--|-----|----|-------|
|  | %   | %  | n     |
| Did the Garda Síochána get in touch later to inform you about the outcome of your contact? | 20  | 80 | 3612  |
| Do you think you should have been contacted?   | 27  | 73 | 2800  |

## **EMERGENCY GARDA RESPONSE**

Very few respondents (5% of all respondents) sought an emergency Garda response by dialling 999 or 112. Of those who did, 83 per cent had their call answered within 10 seconds (excluding 14 per cent who couldn't remember). Where an emergency response was provided, it came mostly within 15 minutes. No emergency response was provided in 17% of cases, but one may not have been needed. See Tables 25a to 25c.

**Table 25(a) Dialed 999 or 112 for an emergency Garda response in 2001**

| yes | no | Total |
|-----|----|-------|
| %   | %  | n     |
| 5   | 95 | 10405 |

**Table 25(b) Speed of answering telephone**

| within 10 seconds | outside 10 seconds | not sure | Total |
|-------------------|--------------------|----------|-------|
| %                 | %                  | %        | n     |
| 72                | 15                 | 14       | 478   |
| 83                | 17                 |          | 413   |

**Table 25(c) Response time to call out to respondent**

| within 15 minutes | longer than 15 minutes | did not respond | Total |
|-------------------|------------------------|-----------------|-------|
| %                 | %                      | %               | n     |
| 47                | 36                     | 17              | 415   |
| 57                | 43                     |                 | 344   |

Satisfaction with the emergency response was somewhat mixed. Over 60 per cent were satisfied or very satisfied with the service while 37 per cent were dissatisfied or very dissatisfied. See Table 26.

**Table 26 Satisfaction with the emergency Garda service received**

| very satisfied | satisfied | dissatisfied | very dissatisfied | Total |
|----------------|-----------|--------------|-------------------|-------|
| %              | %         | %            | %                 | n     |
| 32             | 31        | 22           | 15                | 453   |

## **SATISFACTION WITH OVERALL CONTACT**

Thinking of their overall contact with the Gardaí, 82 per cent of respondents expressed satisfaction and 18 per cent dissatisfaction (Table 27). Satisfaction levels ranged from 91 per cent in Cork North and Cork West to 75 per cent in Donegal.

**Table 27 Satisfaction with overall contact with the Garda Síochána**

| Garda Division        | satisfied/<br>very<br>satisfied | dissatisfied/<br>very<br>dissatisfied | Total |
|-----------------------|---------------------------------|---------------------------------------|-------|
|                       | %                               | %                                     | n     |
| Cork North            | 91                              | 9                                     | 170   |
| Cork West             | 91                              | 9                                     | 163   |
| Sligo/Leitrim         | 89                              | 11                                    | 154   |
| Waterford/Kilkenny    | 89                              | 11                                    | 150   |
| Cork City             | 88                              | 12                                    | 140   |
| Galway West           | 87                              | 13                                    | 159   |
| DMR East              | 86                              | 14                                    | 167   |
| Kerry                 | 86                              | 14                                    | 132   |
| Clare                 | 85                              | 15                                    | 131   |
| Limerick              | 85                              | 15                                    | 163   |
| Carlow/Kildare        | 84                              | 16                                    | 149   |
| Cavan/Monaghan        | 84                              | 16                                    | 166   |
| Roscommon/Galway East | 84                              | 16                                    | 137   |
| Louth/Meath           | 83                              | 17                                    | 156   |
| Tipperary             | 83                              | 17                                    | 121   |
| DMR South Central     | 82                              | 18                                    | 185   |
| Laois/Offaly          | 82                              | 18                                    | 164   |
| Mayo                  | 82                              | 18                                    | 119   |
| Wexford               | 82                              | 18                                    | 140   |
| Longford/Westmeath    | 81                              | 19                                    | 157   |
| DMR North Central     | 80                              | 20                                    | 233   |
| DMR South             | 77                              | 23                                    | 182   |
| DMR North             | 76                              | 24                                    | 174   |
| DMR West              | 76                              | 24                                    | 153   |
| Donegal               | 75                              | 25                                    | 144   |
| Average               | 82                              | 18                                    | 4012  |

The national average of 82 per cent is substantially higher than the 51 per cent recorded in 2000, but the question on that occasion was not put to everyone who had contact and 9 per cent gave a “don’t know” answer. The figure is similar to the level in the 1999 survey when 79 per cent were satisfied but another 8 per cent were neither satisfied nor dissatisfied and 2 per cent gave a “don’t know” answer. (The “neither” option was not offered in 2000 or 2002.) At 27 per cent, the number who were very satisfied was higher than 2000 but down on 1999. An overall downward trend since 1994 may reflect higher expectations as much as any slippage in service. See Table 28.

**Table 28 Satisfaction with overall contact with the Garda Síochána**

|      | very<br>satisfied | satisfied | neither | dissatisfied | very<br>dissatisfied | don't<br>know | total |
|------|-------------------|-----------|---------|--------------|----------------------|---------------|-------|
|      | %                 | %         | %       | %            | %                    | %             | n     |
| 1994 | 49                | 40        |         | 6            | 6                    |               | 234   |
| 1999 | 40                | 39        | 8       | 6            | 5                    | 2             | 178   |
| 2000 | 18                | 33        |         | 28           | 11                   | 9             | 87    |
| 2002 | 27                | 55        |         | 13           | 4                    |               | 4012  |

## **IMPROVEMENTS TO GARDA SERVICE**

Almost two-thirds (64%) felt that the Garda service needed to be improved. The suggestions most frequently mentioned were for more Gardaí on foot patrol, more Gardaí, longer station opening hours and greater enforcement of traffic laws. See Table 29.

**Table 29 Suggested improvements to Garda service**

| Suggestion                 | Percentage of respondents |
|----------------------------|---------------------------|
| more Garda foot patrols    | 41                        |
| greater manpower           | 34                        |
| enforce traffic laws more  | 7                         |
| Garda stations open longer | 6                         |
| Gardaí to be friendlier    | 5                         |
| Miscellaneous other        | 41                        |

number of respondents: 4294 (telephone survey only)

## **GARDA APPROACHABILITY**

Views on Garda approachability have been seen as a key indicator of public attitudes to the Gardaí. In this survey, 89 per cent of respondents said that Gardaí at their local station were approachable or very approachable. This is significantly higher than in the last two surveys, with a large switch from “don’t knows”.

The number of respondents saying that the local Gardaí were unapproachable or very unapproachable was 5.0 per cent. This represents a significant decrease on previous years when “don’t know” and “neither” responses are excluded<sup>1</sup>. See Table 30.

**Table 30 Approachability of Gardaí at local station**

|      | approachable/<br>very approachable | unapproachable/<br>very unapproachable | don't<br>know | Total |
|------|------------------------------------|--|---------------|-------|
|      | %                                  | %                                      | %             | n     |
| 1994 | 85                                 | 3                                      | 12            | 936   |
| 1999 | 68                                 | 3                                      | 29            | 1000  |
| 2000 | 57                                 | 4                                      | 40            | 1000  |
| 2002 | 89                                 | 5                                      | 6             | 10278 |

The number who consider the local Gardaí as “very approachable” varied from 46 per cent in Cork West to 26 per cent in DMR West. Views on approachability in each Division are set out in Table 31. The table is rank ordered according to Divisional mean score, calculated on the basis of “very approachable” being equivalent to a score of 1, “approachable” a 2, “unapproachable” a 3, “very unapproachable” 4 and “don’t know” zero. Thus scores range from 1 to 4. If all respondents in a Division rated the local Gardaí as “very approachable”, the Division mean score would be 1. The closer the score is to 1, the higher is the level of approachability.

<sup>1</sup> The question was asked differently in different years. In 2002, respondents could answer as follows: “very approachable” (36%), “approachable” (53%), “unapproachable” (4%), “very unapproachable” (1%) or “don’t know” (6%). These were options in 1994 plus “neither approachable or unapproachable” (8%). In 1999 and 2000, the options were restricted to “approachable”, “unapproachable” or “don’t know”.

**Table 31 Approachability of Gardaí at local station by Division**

| Garda Division     | very approach-able | approach-able | unapproach-able | very unapproach-able | don't know | mean score |
|--------------------|--------------------|---------------|-----------------|----------------------|------------|------------|
|                    | %                  | %             | %               | %                    | %          |            |
| Cork West          | 46                 | 49            | 2               | 0                    | 4          | 1.545      |
| Cavan/Monaghan     | 45                 | 47            | 3               | 0                    | 6          | 1.552      |
| Sligo/Leitrim      | 43                 | 49            | 2               | 0                    | 6          | 1.566      |
| Limerick           | 44                 | 44            | 3               | 1                    | 7          | 1.580      |
| Laois/Offaly       | 44                 | 48            | 3               | 1                    | 4          | 1.606      |
| Roscommon/Galway E | 43                 | 46            | 4               | 1                    | 5          | 1.614      |
| Longford/Westmeath | 42                 | 50            | 4               | 0                    | 4          | 1.621      |
| Clare              | 37                 | 51            | 3               | 0                    | 9          | 1.624      |
| Cork North         | 41                 | 50            | 3               | 1                    | 4          | 1.628      |
| Kerry              | 39                 | 53            | 3               | 1                    | 4          | 1.635      |
| DMR East           | 37                 | 55            | 2               | 0                    | 6          | 1.638      |
| Wexford            | 38                 | 52            | 4               | 0                    | 5          | 1.644      |
| Tipperary          | 38                 | 52            | 3               | 1                    | 6          | 1.653      |
| Galway West        | 37                 | 50            | 3               | 1                    | 9          | 1.656      |
| Mayo               | 35                 | 56            | 3               | 0                    | 6          | 1.672      |
| Carlow/Kildare     | 37                 | 53            | 4               | 1                    | 5          | 1.677      |
| Waterford/Kilkenny | 35                 | 56            | 3               | 1                    | 5          | 1.678      |
| Donegal            | 39                 | 48            | 6               | 1                    | 5          | 1.679      |
| DMR South Central  | 34                 | 53            | 3               | 1                    | 9          | 1.687      |
| Louth/Meath        | 34                 | 54            | 4               | 1                    | 6          | 1.687      |
| Cork City          | 34                 | 56            | 4               | 1                    | 5          | 1.699      |
| DMR North Central  | 30                 | 55            | 4               | 0                    | 11         | 1.712      |
| DMR North          | 28                 | 63            | 5               | 0                    | 5          | 1.763      |
| DMR West           | 26                 | 61            | 3               | 1                    | 9          | 1.768      |
| DMR South          | 26                 | 57            | 6               | 1                    | 10         | 1.802      |
| Average            | 37                 | 52            | 4               | 1                    | 6          | 1.655      |

percentages may not add to 100 because of rounding; mean score has been calculated as follows:

Step 1 – assign scores “very approachable” = 1, “approachable” = 2, “unapproachable” = 3, “very unapproachable” = 4, “don’t know” = 0;

Step 2 – multiply number of respondents in each category by the category score and sum;

Step 3 – divide total by number of respondents (“don’t knows” excluded)

Almost six in ten respondents said that they knew a Garda by name in their local station, up substantially on 2000 and 1999 and getting back towards the level of 1994. This is consistent with the number of respondents who regarded their local Gardaí as approachable. See Table 32.

**Table 32 Do you know by name any Garda member in locality?**

|      | yes | no | total |
|------|-----|----|-------|
|      | %   | %  | n     |
| 1994 | 62  | 48 | 936   |
| 1999 | 49  | 51 | 1000  |
| 2000 | 42  | 58 | 1000  |
| 2002 | 57  | 43 | 10255 |

## **GARDA VISIBILITY AND ACTIVITY**

As regards Garda visibility, 29 per cent of respondents reported seeing a Garda in their locality that day or the day before. More than half had seen a Garda in the previous week. These levels are the same as in 2000 and 1994 and higher than in 1999. The proportion who remembered seeing a Garda that day was the highest of all four surveys. See Table 33.

**Table 33 Garda visibility**

|                                    |                | 1994 | 1999 | 2000 | 2002 |
|------------------------------------|----------------|------|------|------|------|
|                                    |                | %    | %    | %    | %    |
| Last sighting of Garda in locality | today          | 11   | 8    | 9    | 14   |
|                                    | yesterday      | 17   | 15   | 20   | 15   |
|                                    | 3-7 days ago   | 24   | 28   | 28   | 26   |
|                                    | 1-4 weeks ago  | 18   | 16   | 15   | 18   |
|                                    | longer ago     | 17   | 16   | 12   | 17   |
|                                    | can't remember | 12   | 17   | 16   | 10   |

Despite the improvement in reported visibility, satisfaction levels were lower, lending support to the suggestion that expectations of service are increasing over time. Fifty-nine per cent of respondents expressed satisfaction with the level of Garda visibility, down substantially on 2000 and down slightly on 1999. See Table 34.

**Table 34 Satisfaction with the level of Garda visibility in the locality**

| Survey | very satisfied | satisfied | dissatisfied | very dissatisfied | Total |
|--------|----------------|-----------|--------------|-------------------|-------|
|        | %              | %         | %            | %                 | n     |
| 1999   | 14             | 49        | 19           | 14                | 1000  |
| 2000   | 17             | 57        | 20           | 7                 | 996   |
| 2002   | 12             | 48        | 33           | 7                 | 9798  |

Question not asked in 1994

Satisfaction with the level of local visibility ranged from 74 per cent in Roscommon/Galway East to 39 per cent in DMR West. The DMR Divisions recorded the lowest levels of satisfaction, despite having high concentrations of Garda resources. Only the DMR Divisions and Laois/Offaly registered satisfaction levels below the national average. See Table 35.

The majority of respondents (59-60%) felt that the general level of Garda activity and the level of foot patrol in the locality had stayed about the same as the previous year. Increasing proportions have been of this view. More respondents thought that general Garda activity had increased than thought it had decreased, while roughly equal numbers felt that the level of foot patrol had increased or decreased. See Table 36.

Close to nine out of ten respondents (87%) rated the Garda performance in their locality as either fairly good (63%) or very good (24%). This was an increase of five percentage points on the previous survey. The high overall rating is on a par with the opening survey question on overall Garda service to the community (also 87%). On a slightly negative note, the proportion who gave the highest rating decreased, continuing a trend from 1999. Seventy-one per cent of respondents felt that the Gardaí were doing a good job in their locality as regards road safety. See Table 37.

**Table 35 Satisfaction with Garda visibility by Division**

| Garda Division        | satisfied/<br>very satisfied | dissatisfied/ very<br>dissatisfied | total |
|-----------------------|------------------------------|------------------------------------|-------|
|                       | %                            | %                                  | n     |
| Roscommon/Galway East | 74                           | 26                                 | 420   |
| Cavan/Monaghan        | 72                           | 28                                 | 407   |
| Mayo                  | 71                           | 29                                 | 391   |
| Donegal               | 69                           | 31                                 | 384   |
| Cork North            | 68                           | 32                                 | 380   |
| Carlow/Kildare        | 66                           | 34                                 | 388   |
| Cork West             | 66                           | 34                                 | 388   |
| Kerry                 | 66                           | 34                                 | 387   |
| Sligo/Leitrim         | 66                           | 34                                 | 397   |
| Longford/Westmeath    | 64                           | 36                                 | 402   |
| Clare                 | 63                           | 37                                 | 386   |
| Cork City             | 63                           | 37                                 | 367   |
| Louth/Meath           | 63                           | 37                                 | 369   |
| Waterford/Kilkenny    | 63                           | 37                                 | 389   |
| Wexford               | 63                           | 37                                 | 388   |
| Galway West           | 62                           | 38                                 | 457   |
| Limerick              | 61                           | 39                                 | 418   |
| Tipperary             | 61                           | 39                                 | 407   |
| Laois/Offaly          | 59                           | 41                                 | 402   |
| DMR East              | 53                           | 47                                 | 373   |
| DMR South Central     | 53                           | 47                                 | 388   |
| DMR South             | 49                           | 51                                 | 376   |
| DMR North             | 48                           | 52                                 | 378   |
| DMR North Central     | 48                           | 52                                 | 411   |
| DMR West              | 39                           | 61                                 | 376   |
| Average               | 61                           | 39                                 | 9829  |

**Table 36 Changes in Garda activity in the locality in the last year**

| Activity               | Change     | 1999 | 2000 | 2002 |
|------------------------|------------|------|------|------|
|                        |            | %    | %    | %    |
| General Garda activity | increased  | 25   | 21   | 22   |
|                        | about same | 52   | 55   | 59   |
|                        | decreased  | 12   | 16   | 10   |
|                        | don't know | 11   | 7    | 9    |
| Foot patrol            | increased  | 15   | 14   | 16   |
|                        | about same | 50   | 59   | 60   |
|                        | decreased  | 15   | 15   | 14   |
|                        | don't know | 20   | 12   | 10   |

**Table 37 Garda performance in the locality**

|   |                       | 1999 | 2000 | 2002 |
|---|-----------------------|------|------|------|
|   |                       | %    | %    | %    |
| All in all, how good a job do the Gardaí do in your locality?             | very good             | 30   | 26   | 24   |
|   | fairly good           | 50   | 56   | 63   |
|   | neither good nor poor | 15   |      |      |
|   | fairly poor           | 4    | 14   | 11   |
|   | very poor             | 2    | 3    | 2    |
| How good a job do the Gardaí do in your locality as regards road safety?* | very good             |      |      | 19   |
|   | fairly good           |      |      | 52   |
|   | fairly poor           |      |      | 22   |
|   | very poor             |      |      | 7    |

\* new question in 2002

n (overall): 9938 n (road safety): 9845

Ratings for how good a job the Gardaí do in the locality ranged from 92 per cent “very good” or “fairly good” in four Divisions (Cavan/Monaghan, Cork West, Longford/Westmeath and Roscommon/Galway East) to 79 per cent in two Divisions (DMR West and DMR North Central). See Table 38.

Ratings for how good a job the Gardaí do locally as regards road safety ranged from 80/81 per cent “very good” or “fairly good” in Kerry, Roscommon/Galway East and Waterford/Kilkenny to 61 per cent in DMR West and 65 per cent in DMR South Central (Table 38).

**Table 38 How good a job being done locally?**

| Garda Division        | Overall                 |                         | Road safety             |                         |
|-----------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|                       | very/<br>fairly<br>good | fairly/<br>very<br>poor | very/<br>fairly<br>good | fairly/<br>very<br>poor |
|                       | %                       | %                       | %                       | %                       |
| Cavan/Monaghan        | 92                      | 8                       | 79                      | 21                      |
| Cork West             | 92                      | 8                       | 77                      | 23                      |
| Longford/Westmeath    | 92                      | 8                       | 72                      | 28                      |
| Roscommon/Galway East | 92                      | 8                       | 80                      | 20                      |
| Cork North            | 91                      | 9                       | 76                      | 24                      |
| Mayo                  | 91                      | 9                       | 81                      | 19                      |
| Kerry                 | 90                      | 10                      | 73                      | 27                      |
| Sligo/Leitrim         | 90                      | 10                      | 71                      | 29                      |
| Wexford               | 90                      | 10                      | 75                      | 25                      |
| Carlow/Kildare        | 89                      | 11                      | 69                      | 31                      |
| Cork City             | 89                      | 11                      | 75                      | 25                      |
| DMR East              | 89                      | 11                      | 66                      | 34                      |
| Galway West           | 89                      | 11                      | 67                      | 33                      |
| Laois/Offaly          | 89                      | 11                      | 75                      | 25                      |
| Louth/Meath           | 89                      | 11                      | 70                      | 30                      |
| Waterford/Kilkenny    | 88                      | 12                      | 80                      | 20                      |
| Clare                 | 87                      | 13                      | 73                      | 27                      |
| DMR South Central     | 87                      | 13                      | 65                      | 35                      |
| Tipperary             | 87                      | 13                      | 72                      | 28                      |
| Donegal               | 84                      | 16                      | 73                      | 27                      |
| Limerick              | 84                      | 16                      | 71                      | 29                      |
| DMR North             | 83                      | 17                      | 67                      | 33                      |
| DMR South             | 82                      | 18                      | 68                      | 32                      |
| DMR North Central     | 79                      | 21                      | 68                      | 32                      |
| DMR West              | 79                      | 21                      | 61                      | 39                      |
| Average               | 87                      | 13                      | 71                      | 29                      |

Divisions ranked according to proportion rating the overall job as very or fairly good

Ratings by different housing tenure categories did not vary significantly. The percentages rating the job the Gardaí do locally as “very good” or “fairly good” were, in descending order: owned outright (88.9%), renting from a public authority (87.3%), “other” (87.2%), owned with a mortgage (85.6%) and renting from a private landlord (83.5%).

## **ROAD TRAFFIC COLLISIONS**

Five per cent of respondents were involved in 2001 in road traffic collisions that were dealt with by the Gardaí. Levels of satisfaction with the service provided were higher than in the 2000 survey, with 79 per cent expressing satisfaction and 21 per cent dissatisfaction. Corresponding figures for 2000 were 75 and 25 per cent (excluding eight per cent of respondents who gave a neutral response).

**Table 39 Satisfaction with the Garda investigation of road traffic collisions**

| very satisfied | satisfied | dissatisfied | very<br>dissatisfied | Total (n) |
|----------------|-----------|--------------|----------------------|-----------|
| 39%            | 40%       | 12%          | 9%                   | 465       |

## **RACIST INCIDENTS**

New questions were also asked about racist incidents, although given the selection of the sample from the electoral register, the number of reported victims was not expected to be large. Some 200 respondents (2.0%) answered that they had ever been subjected to a racist incident, 22 (11%) of whom said that they reported the incident.

The main reasons for not reporting were that it was not serious enough, that the Gardaí could not do anything or that they would not do anything. Asked if they had ever been subjected to a racist incident by a Garda, 21 respondents said they had. A racist incident was defined as any incident which is perceived to be racist by the victim, a witness to the incident or the investigating Garda.

Two thirds of respondents agreed with a statement in another section of the survey that people who are different are likely to experience ridicule or personal attack on our streets.

## **SERIOUS CRIMES**

Three new questions were asked about participants' experiences of serious crimes, defined as where the maximum sentence is five years or more. This was an experimental question, asked only in the postal survey. Only one per cent said that they were the victim of such a crime, the same as said they were a witness. Numbers were too small to say anything worthwhile about levels of satisfaction with the way they were treated by the Gardaí during the investigation or in court.

## **UNACCEPTABLE BEHAVIOUR**

One in eight respondents (12.3%) reported that a Garda had ever behaved towards them in a way they considered unacceptable. The type of behaviour cited most frequently was being disrespectful or impolite (Table 40). Rates of unacceptable behaviour ranged from 6 per cent in Wexford to 25 per cent in DMR North Central.

**Table 40 Nature of any unacceptable behaviour**

|   | %    |
|---|------|
| was disrespectful or impolite                       | 9.0  |
| did not follow proper procedures                    | 2.8  |
| stopped or searched with out reason                 | 1.6  |
| harassed  | 2.1  |
| clearly was very lax in carrying out duty           | 2.7  |
| used racist language                                | 0.1  |
| used sexist or sectarian language                   | 0.4  |
| made wrongful accusation                            | 2.9  |
| behaved in a violent way (e.g. pushing)             | 1.2  |
| discriminated due to age, gender, race or ethnicity | 1.2  |
| swore   | 1.6  |
| searched house without reason                       | 0.3  |
| took an item of your property                       | 0.4  |
| other – please specify                              | 1.1  |
| Any unacceptable behaviour                          | 12.3 |

Percentages calculated on postal survey total (3540), except overall figure, which is based on overall survey total (10265). New question in 2002.

**Table 41 Unacceptable behaviour by Garda Division**

| Garda Division        | yes | no | Total |
|-----------------------|-----|----|-------|
|                       | %   | %  | n     |
| Wexford               | 6   | 94 | 416   |
| Cavan/Monaghan        | 7   | 93 | 422   |
| Cork West             | 7   | 93 | 404   |
| Cork North            | 8   | 92 | 402   |
| Longford/Westmeath    | 8   | 92 | 428   |
| Waterford/Kilkenny    | 8   | 92 | 408   |
| Carlow/Kildare        | 9   | 91 | 409   |
| Mayo                  | 9   | 91 | 410   |
| Tipperary             | 9   | 91 | 423   |
| Clare                 | 10  | 90 | 399   |
| Galway West           | 10  | 90 | 469   |
| Kerry                 | 10  | 90 | 403   |
| Limerick              | 10  | 90 | 429   |
| Roscommon/Galway East | 10  | 90 | 424   |
| Sligo/Leitrim         | 10  | 90 | 410   |
| Cork City             | 12  | 88 | 399   |
| Donegal               | 12  | 88 | 397   |
| Laois/Offaly          | 12  | 88 | 416   |
| DMR East              | 13  | 87 | 398   |
| Louth/Meath           | 13  | 87 | 399   |
| DMR South             | 14  | 86 | 394   |
| DMR West              | 18  | 82 | 398   |
| DMR South Central     | 19  | 81 | 407   |
| DMR North             | 20  | 80 | 404   |
| DMR North Central     | 25  | 75 | 424   |
| Average               | 12  | 88 | 10292 |

## **POLICING PRIORITIES**

As in previous surveys, respondents were asked to assign priorities to Garda tasks and to give their perception of the priority actually given by the Gardaí. A longer list of tasks was used, so comparison with the earlier surveys is not always possible. The priority that respondents think should be given to tasks was asked of all participants. The priority that respondents think the Gardaí actually give tasks was asked of participants in the postal survey only.

As regards respondents' own priorities, seven tasks were highlighted in particular - responding to emergencies, targeting organised crime, investigating crime, enforcing drug laws, enforcing drink-driving laws, joy-riding, and enforcing speed laws. At least 19 out of every 20 respondents felt that these tasks should receive high or very high priority from the Gardaí. See Table 42.

Eighty per cent or more of respondents assigned a very high priority to four activities, viz., responding to emergencies (86%), targeting organised crime (84%), enforcing drug laws (81%) and enforcing drink-driving laws (80%). These tasks also featured at the top of the list in 2000 but the level of priority has increased (more responses in the "very high" category).

**Table 42 Given limited resources and wide demands, what priority should the Gardaí give to the following policing tasks? Ranked by mean score**

| Task  | very high priority | high priority | low priority | Rank |
|---|--------------------|---------------|--------------|------|
|   | %                  | %             | %            |      |
| ensure immediate response to emergencies              | 86                 | 13            | 1            | 1    |
| target organised crime                                | 84                 | 15            | 1            | 2    |
| investigate crime                                     | 79                 | 20            | 1            | 3    |
| enforce laws relating to drugs                        | 81                 | 16            | 3            | 3    |
| enforce drink/driving laws                            | 80                 | 17            | 3            | 3    |
| deal with youths racing around in cars                | 78                 | 19            | 2            | 6    |
| enforce speed laws                                    | 72                 | 23            | 5            | 7    |
| deal with underage drinking on the streets            | 69                 | 24            | 6            | 8    |
| tackle the sale of alcohol to those under age         | 64                 | 29            | 8            | 9    |
| enforce laws relating to wearing seat belts           | 60                 | 31            | 9            | 10   |
| deal with underage drinking in pubs                   | 61                 | 29            | 10           | 11   |
| enforce laws relating to fraud and white collar crime | 52                 | 40            | 7            | 12   |
| deal with vandalism                                   | 49                 | 43            | 8            | 13   |
| provide help and support to victims of crime          | 51                 | 38            | 10           | 14   |
| ensure state security                                 | 42                 | 42            | 17           | 15   |
| patrol by car/van                                     | 35                 | 53            | 12           | 16   |
| deal with public annoyances (e.g. loud music, fights) | 35                 | 52            | 13           | 17   |
| ensure effective traffic management and flow          | 37                 | 46            | 17           | 18   |
| enforce other traffic laws                            | 36                 | 49            | 16           | 18   |
| work with community groups                            | 31                 | 53            | 16           | 20   |
| patrol on foot or bicycle                             | 34                 | 48            | 18           | 21   |
| enforce immigration laws                              | 35                 | 41            | 23           | 22   |
| patrol by motorcycle                                  | 28                 | 50            | 22           | 23   |
| advise on personal safety and home security           | 29                 | 45            | 27           | 24   |
| advise businesses/shops on crime prevention           | 29                 | 44            | 26           | 25   |
| supervise licensed premises                           | 24                 | 42            | 34           | 26   |

percentages may not sum to 100 because of rounding; total numbers of respondents vary because some respondents did not answer all questions; mean scores are calculated on the basis of "very high priority" = 1, "high priority" = 2 and "low priority" = 3; scores are shown in Table 44; note that three activities are jointly ranked 3 and two are jointly ranked 18.

Lowest priority was given to supervising licensed premises, advising on personal safety and home security, advising businesses on crime prevention, enforcing immigration laws and patrolling by motorcycle. Four of these activities were listed in the 2000 survey and were also the four lowest priorities. However, although the activities remained at the bottom of the priority list in 2002, the actual level of priority increased for all four. Enforcing immigration laws was not included in the 2000 survey.

The priorities that respondents perceive the Gardaí assign to tasks are presented in Table 43. The priority order of tasks is not the same as for their own priorities. While most positional changes are small, some are large. Four activities occupy the same position in both lists. The differences in priority scores and rankings are discussed below and presented in Table 44.

**Table 43 What priority do you think the Gardaí actually give to the following policing tasks? Ranked by mean score**

| Task  | very high priority | high priority | low priority | Rank |
|---|--------------------|---------------|--------------|------|
|   | %                  | %             | %            |      |
| investigate crime                                     | 39                 | 49            | 13           | 1    |
| ensure immediate response to emergencies              | 38                 | 47            | 15           | 2    |
| target organised crime                                | 38                 | 46            | 16           | 2    |
| ensure state security                                 | 37                 | 44            | 19           | 4    |
| enforce laws relating to drugs                        | 30                 | 47            | 23           | 5    |
| enforce drink/driving laws                            | 27                 | 47            | 27           | 6    |
| enforce speed laws                                    | 27                 | 42            | 30           | 7    |
| patrol by car/van                                     | 16                 | 46            | 38           | 8    |
| deal with youths racing around in cars                | 18                 | 42            | 41           | 9    |
| enforce immigration laws                              | 16                 | 42            | 42           | 10   |
| enforce laws relating to fraud and white collar crime | 15                 | 40            | 45           | 11   |
| enforce laws relating to wearing seat belts           | 14                 | 35            | 51           | 12   |
| work with community groups                            | 9                  | 41            | 50           | 13   |
| provide help and support to victims of crime          | 10                 | 38            | 52           | 14   |
| deal with public annoyances (e.g. loud music, fights) | 11                 | 37            | 52           | 14   |
| enforce other traffic laws                            | 9                  | 40            | 51           | 16   |
| deal with vandalism                                   | 10                 | 35            | 55           | 17   |
| deal with underage drinking on the streets            | 13                 | 29            | 58           | 18   |
| deal with underage drinking in pubs                   | 12                 | 28            | 60           | 19   |
| supervise licensed premises                           | 10                 | 32            | 58           | 20   |
| ensure effective traffic management and flow          | 10                 | 31            | 60           | 21   |
| patrol by motorcycle                                  | 8                  | 30            | 62           | 22   |
| tackle the sale of alcohol to those under age         | 11                 | 23            | 66           | 23   |
| advise businesses/shops on crime prevention           | 6                  | 26            | 68           | 24   |
| patrol on foot or bicycle                             | 5                  | 21            | 74           | 25   |
| advise on personal safety & home security             | 5                  | 19            | 76           | 26   |

percentages may not sum to 100 because of rounding; total numbers of respondents vary because some respondents did not answer all questions; question was asked in postal survey only; mean scores are calculated on the basis of “very high priority” = 1, “high priority” = 2 and “low priority” = 3; scores are shown in Table 44; note that two activities are jointly ranked 2 and two are jointly ranked 14.

Respondents assign a higher priority to all activities than they perceive the Gardaí do. This is so even when an activity appears in the same position in both respondent and Garda lists. The largest differences occur in respect of tackling the sale of

alcohol to juveniles, dealing with underage drinking on the streets and in pubs, and dealing with joy-riding. Sizeable differences also appear in respect of enforcing laws in relation to seat belts, dealing with vandalism, patrol on foot or bicycle and providing help and support to victims of crime. For the most part, these are also reflected in large differences in ranking positions. Thus, the three activities dealing with under-age drinking show the largest negative differences in rankings. Tackling the sale of alcohol to juveniles, for example, is ranked 14 places higher by respondents than by the Gardaí, as respondents perceive it. In contrast, enforcing immigration laws is seen ranked 12 places higher by the Gardaí, ensuring State security 11 places higher and patrolling by car/van 8 places higher. Patrolling on foot or bicycle, which respondents rank fairly low at 18, is nevertheless seen as having an even lower ranking in the eyes of the Gardaí (25). See Table 44. The priorities are examined by reference to mean scores. These are calculated as averages of the priorities assigned by respondents where a score of 1 is given for a “very high priority”, 2 for a “high priority” and 3 for a “low priority”. The lower the score the higher the priority, averaged over all respondents. Thus if all respondents ranked an activity “very high priority”, the overall average score would be 1.00.

**Table 44 Comparison of the public’s priorities and their perception of Garda priorities**

|   | Desired priority | Perceived Garda priority | Mean score Difference | Desired rank | Perceived rank | Rank difference |
|---|------------------|--------------------------|-----------------------|--------------|----------------|-----------------|
|   | mean score       | mean score               |                       |              |                |                 |
| ensure immediate response to emergencies      | 1.15             | 1.77                     | -.62                  | 1            | 2              | -1              |
| target organised crime                        | 1.17             | 1.77                     | -.60                  | 2            | 2              | 0               |
| investigate crime                             | 1.22             | 1.74                     | -.52                  | 3            | 1              | +2              |
| enforce laws relating to drugs                | 1.22             | 1.93                     | -.71                  | 3            | 5              | -2              |
| enforce drink/driving laws                    | 1.22             | 2.00                     | -.78                  | 3            | 6              | -3              |
| deal with youths racing around in cars        | 1.24             | 2.23                     | -.99                  | 6            | 9              | -3              |
| enforce speed laws                            | 1.33             | 2.03                     | -.70                  | 7            | 7              | 0               |
| deal with underage drinking on the streets    | 1.37             | 2.46                     | -1.09                 | 8            | 18             | -10             |
| tackle the sale of alcohol to those under age | 1.44             | 2.56                     | -1.12                 | 9            | 23             | -14             |
| enforce laws relating to wearing seat belts   | 1.49             | 2.37                     | -.88                  | 10           | 12             | -2              |
| deal with underage drinking in pubs           | 1.50             | 2.47                     | -.97                  | 11           | 19             | -8              |
| enforce laws re fraud and white collar crime  | 1.55             | 2.30                     | -.75                  | 12           | 11             | +1              |
| deal with vandalism                           | 1.58             | 2.45                     | -.87                  | 13           | 17             | -4              |
| provide help and support to victims of crime  | 1.59             | 2.41                     | -.82                  | 14           | 14             | 0               |
| ensure state security                         | 1.75             | 1.82                     | -.07                  | 15           | 4              | +11             |
| patrol by car/van                             | 1.77             | 2.22                     | -.45                  | 16           | 8              | +8              |
| deal with public annoyances                   | 1.78             | 2.41                     | -.63                  | 17           | 14             | +3              |
| ensure effective traffic management and flow  | 1.80             | 2.50                     | -.70                  | 18           | 21             | -3              |
| enforce other traffic laws                    | 1.80             | 2.42                     | -.62                  | 18           | 16             | +2              |
| work with community groups                    | 1.84             | 2.40                     | -.56                  | 20           | 13             | +7              |
| patrol on foot or bicycle                     | 1.85             | 2.69                     | -.84                  | 21           | 25             | -4              |
| enforce immigration laws                      | 1.88             | 2.26                     | -.38                  | 22           | 10             | +12             |
| patrol by motorcycle                          | 1.93             | 2.54                     | -.61                  | 23           | 22             | +1              |
| advise businesses/shops re crime prevention   | 1.97             | 2.62                     | -.65                  | 24           | 24             | 0               |
| advise on personal safety and home security   | 1.98             | 2.71                     | -.73                  | 25           | 26             | -1              |
| supervise licensed premises                   | 2.10             | 2.48                     | -.38                  | 26           | 20             | +6              |

Differences in rankings between this Table and previous Tables are due to rounding.

Comparisons with previous surveys are difficult because a shorter list of activities was generally used. Two of this survey's top three priorities (investigating crime, responding to emergencies) also appeared at the top in the other surveys. Tackling organised crime was not asked about on previous occasions. Enforcing drug laws occupied the third spot in each of the three previous surveys (and fourth this time). See Table 45.

At the other end of the priority listing, the activities in the three lowest priority positions have changed since 1994 and 1999 but were the same in the 2000 and 2002 surveys. "Supervising licensed premises" appears among the three lower ranked tasks in all four surveys. However, it was still ranked "very high" or "high" priority by three out of four respondents, and the priority has been increasing over the years.

**Table 45 Public priorities and perceived Garda priorities compared**

|   |  | 1994 | 1999 | 2000 | 2002 |
|---|--|------|------|------|------|
|   |  | %    | %    | %    | %    |
| Priority tasks –<br>three highest (%<br>rated high or very<br>high) | investigating crime                            | 95   | 95   | 97   | 99   |
|   | responding to emergencies                      | 95   | 92   | 96   | 99   |
|   | target organised crime                         |      |      |      | 99   |
|   | enforcing drug laws                            | 97   | 95   | 96   |      |
| Priority tasks –<br>three lowest<br>(% rated high or<br>very high)  | deal with public nuisance                      | 63   |      |      |      |
|   | supervising licensed premises                  | 57   | 57   | 62   | 74   |
|   | motor cycle patrol                             | 57   | 45   |      |      |
|   | foot patrol                                    |      | 44   |      |      |
|   | advise businesses/shops on<br>crime prevention |      |      | 68   | 73   |
|   | advise on personal safety and<br>home security |      |      | 70   | 74   |

## **FURTHER VIEWS ON THE GARDA SÍOCHÁNA**

The survey sought to elicit the public's views about other aspects of the relationship between the Gardaí and the community and to give an indication of the degree of public confidence in the Gardaí. Respondents were asked to indicate if they agreed or disagreed with various statements. Options of "strongly agree" or "strongly disagree" were provided in the questionnaires but, for presentation purposes, these extreme options have been collapsed into the "agree" or "disagree" categories. The strength of agreement is captured in the mean scores, which range between a minimum of 1 (all respondents strongly agree) and maximum of 5 (all respondents strongly disagree).

The lowest score was 2.22 for willingness to encourage a friend or relative to join the Garda Síochána and confidence that the Gardaí would help if a person's rights were being infringed. The nearer a score is to 2, the greater the number of respondents who are in agreement. The highest score was 3.65 for the statement that "Gardaí discriminate against immigrants". This gives an indication of the level of disagreement with the statement. The nearer a score is to 4, the greater the number of respondents who are in disagreement.

The results are presented in Table 46 which is ranked in order of mean score. The results are along expected lines in most cases, with majorities agreeing where agreement is desirable or disagreeing where disagreement is desirable. There are three exceptions. Majorities disagree that people have a real say in deciding what is important for the Gardaí to attend to and that "when people are dissatisfied with what the Garda do, it is easy to have the matter corrected". More people agreed than disagreed about Gardaí providing leadership for young people, but those in agreement fell short of a majority. A majority disagreed with the statement that the Gardaí serve the rich more than the poor but a third of respondents agreed.

**Table 46 Relationship between the Gardaí and the community**

|  | agree | neither | disagree | total | mean score |
|--|-------|---------|----------|-------|------------|
|  | %     | %       | %        | n     |            |
| If my rights were infringed, I could rely on the Gardaí to help me                   | 75    | 14      | 12       | 5028  | 2.22       |
| I would encourage a friend or relative to join the Gardaí                            | 71    | 18      | 12       | 5050  | 2.22       |
| People like me would be welcome in the Gardaí as a member                            | 71    | 19      | 10       | 3892  | 2.24       |
| Gardaí are representative of the communities they serve                              | 68    | 16      | 17       | 3933  | 2.36       |
| Anyone in Garda custody would have their rights fully respected                      | 64    | 21      | 14       | 3917  | 2.41       |
| Anyone in Garda custody would be well treated  | 60    | 23      | 17       | 4841  | 2.49       |
| The Garda organisation is made up of honest/ honourable people                       | 60    | 20      | 21       | 4007  | 2.52       |
| Gardaí are sensitive to the needs of vulnerable people                               | 60    | 18      | 22       | 4930  | 2.54       |
| The Garda organisation ensures that all people are dealt with fairly by local Gardaí | 63    | 12      | 25       | 1664  | 2.55       |

Table cont'd on next page

**Table 46 Relationship between the Gardaí and the community**

|  | agree | neither | disagree | total | mean score |
|--|-------|---------|----------|-------|------------|
| The local Gardaí reflect the make-up of my local community                                       | 54    | 20      | 26       | 4831  | 2.66       |
| The local Gardaí are fully answerable to the people for their actions and conduct                | 56    | 12      | 33       | 4947  | 2.66       |
| Garda management fully support community policing (e.g. assigning Community Guards to area)      | 52    | 26      | 22       | 4717  | 2.66       |
| The Gardaí provide good leadership in the guidance and direction of our young people             | 46    | 22      | 32       | 4953  | 2.83       |
| The Gardaí serve the interests of the rich more than the poor                                    | 34    | 23      | 43       | 5029  | 3.06       |
| The people around here have a real say in deciding what is important for the Gardaí to attend to | 22    | 18      | 60       | 3898  | 3.47       |
| When people are dissatisfied with what the Gardaí do, it is easy to have the matter corrected    | 23    | 18      | 59       | 4743  | 3.47       |
| The Gardaí discriminate against immigrants   | 11    | 26      | 64       | 4797  | 3.65       |

Apart from the last and fourth-last, statements were posed in a positive way, such that agreement was the desired result. Percentages may not add to 100 because of rounding. Mean scores are calculated from a five-point scale.

## **PUBLIC SAFETY AND FEAR OF CRIME**

A new series of questions was introduced in this survey about feelings of public safety and fear of crime. The Annual Policing Plan 2001 includes performance indicators under these headings.

Seven out of ten respondents said that they feel safe out walking in their neighbourhood after dark, but three in ten feel unsafe, including six per cent who feel very unsafe. Feelings of insecurity were higher in Dublin, other cities and large towns than in small towns (population up to 10,000) and village/rural areas. There was little difference in perceptions within these two groupings. See Table 47.

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

|                              | very safe | safe | unsafe | very unsafe | Total |
|------------------------------|-----------|------|--------|-------------|-------|
|                              | %         | %    | %      | %           | n     |
| Dublin                       | 13        | 47   | 32     | 8           | 2108  |
| Other city                   | 15        | 47   | 31     | 7           | 578   |
| Large town (10,000)          | 16        | 45   | 31     | 8           | 1061  |
| Town (1-10,000)              | 25        | 49   | 23     | 4           | 1402  |
| Village, rural, open country | 30        | 46   | 19     | 5           | 4816  |
| All                          | 23        | 46   | 24     | 6           | 10228 |

The vast majority feel secure alone in their homes at night, although one in ten feels unsafe. Similar urban/rural differences are apparent, but the difference is more in the proportions feeling “very safe” as opposed to “safe”. Differences in the proportions feeling unsafe are less obvious, with little or no difference between Dublin city and rural areas, for example. See Table 48.

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

|                              | very safe | safe | unsafe | very unsafe | Total |
|------------------------------|-----------|------|--------|-------------|-------|
|                              | %         | %    | %      | %           | n     |
| Dublin                       | 29        | 60   | 9      | 2           | 2119  |
| Other city                   | 30        | 58   | 11     | 1           | 585   |
| Large town (10,000)          | 31        | 56   | 11     | 2           | 1065  |
| Town (1-10,000)              | 37        | 55   | 7      | 1           | 1410  |
| Village, rural, open country | 38        | 53   | 8      | 1           | 4846  |
| All                          | 34        | 55   | 9      | 2           | 10025 |

Feelings of safety about walking in the local neighbourhood after dark ranged from 82 per cent feeling safe or very safe in Donegal and Mayo to 54 per cent in DMR North Central. DMR Divisions occupied five of the six lowest positions, joined by Carlow/Kildare. As regards feeling safe at home at night, the proportions feeling safe or very safe ranged from 96 per cent in Donegal to 88 per cent in Louth/Meath and Tipperary. See Table 49.

**Table 49 Feelings of safety by Garda Division**

| Garda Division        | out walking after dark |                    | home alone at night |                    |
|-----------------------|------------------------|--------------------|---------------------|--------------------|
|                       | safe/very safe         | unsafe/very unsafe | safe/very safe      | unsafe/very unsafe |
|                       | %                      | %                  | %                   | %                  |
| Donegal               | 82                     | 18                 | 96                  | 4                  |
| Mayo                  | 82                     | 18                 | 94                  | 6                  |
| Roscommon/Galway East | 79                     | 21                 | 91                  | 9                  |
| Cork West             | 77                     | 23                 | 92                  | 8                  |
| Sligo/Leitrim         | 77                     | 23                 | 92                  | 8                  |
| Galway West           | 75                     | 25                 | 90                  | 10                 |
| Kerry                 | 75                     | 25                 | 92                  | 8                  |
| Waterford/Kilkenny    | 75                     | 25                 | 93                  | 7                  |
| Cavan/Monaghan        | 74                     | 26                 | 91                  | 9                  |
| Clare                 | 74                     | 26                 | 89                  | 11                 |
| Limerick              | 74                     | 26                 | 90                  | 10                 |
| Louth/Meath           | 74                     | 26                 | 88                  | 12                 |
| Wexford               | 73                     | 27                 | 92                  | 8                  |
| Laois/Offaly          | 72                     | 28                 | 91                  | 9                  |
| Longford/Westmeath    | 71                     | 29                 | 89                  | 11                 |
| Cork North            | 70                     | 30                 | 90                  | 10                 |
| DMR North             | 70                     | 30                 | 91                  | 9                  |
| Cork City             | 68                     | 32                 | 90                  | 10                 |
| Tipperary             | 68                     | 32                 | 88                  | 12                 |
| DMR East              | 67                     | 33                 | 91                  | 9                  |
| DMR South Central     | 67                     | 33                 | 90                  | 10                 |
| Carlow/Kildare        | 66                     | 34                 | 89                  | 11                 |
| DMR South             | 61                     | 39                 | 90                  | 10                 |
| DMR West              | 58                     | 42                 | 89                  | 12                 |
| DMR North Central     | 54                     | 46                 | 89                  | 11                 |
| Average               | 70                     | 30                 | 91                  | 9                  |

Table ordered according to values in column 2; percentages may not sum to 100 due to rounding

Feelings of security have deteriorated. A quarter of respondents feel less safe when out walking now than a year ago, while 44 per cent feel less safe now than 6 years ago. Interestingly, more respondents said they feel safer now than six years ago than said they feel safer compared with just one year ago. See Table 50.

**Table 50 Do you feel more safe or less safe out walking in your area now than before?**

|                           | safer | no different | Less safe | don't know | didn't live in area | Total |
|---------------------------|-------|--------------|-----------|------------|---------------------|-------|
|                           | %     | %            | %         | %          | %                   | n     |
| compared with 12 mths ago | 5     | 69           | 24        | 1          | 1                   | 10193 |
| compared with 6 yrs ago   | 11    | 38           | 44        | 2          | 5                   | 10051 |

Just over half of respondents (52%) worried about becoming a victim of crime. They were just as worried about personal injury crime as property crime. A significantly greater number were worried about other family members and friends. Almost seven out of ten worried that these others would be victims. Two-thirds were concerned about their risk of both assault and property crimes. Of the remainder, four times more respondents worried about an offence against the person than against property. See Table 51.

**Table 51 Do you worry that you or a family member or friend might become a victim of crime?**

|                         | yes | no | Total |
|-------------------------|-----|----|-------|
|                         | %   | %  | n     |
| you                     | 52  | 48 | 10267 |
| family member or friend | 69  | 31 | 10147 |

Fear of becoming a victim of crime ranged from 38 per cent in Donegal and Mayo to 62 per cent in DMR North Central. The second highest proportion of respondents who worried about their own safety was in Limerick. DMR Divisions occupy four of the five lowest positions.

Fear of a family member or friend becoming a victim of crime ranged from 54 per cent in Donegal to 80 per cent in DMR North Central.

**Table 52 Worry about crime victimisation by Garda Division**

| Garda Division        | you |    | family member or friend |    |
|-----------------------|-----|----|-------------------------|----|
|                       | yes | no | yes                     | no |
|                       | %   | %  | %                       | %  |
| Donegal               | 38  | 62 | 54                      | 46 |
| Mayo                  | 38  | 62 | 61                      | 39 |
| Cavan/Monaghan        | 43  | 57 | 66                      | 34 |
| Cork West             | 43  | 57 | 67                      | 33 |
| Galway West           | 43  | 57 | 61                      | 39 |
| Sligo/Leitrim         | 44  | 56 | 63                      | 37 |
| Roscommon/Galway East | 45  | 55 | 63                      | 37 |
| Kerry                 | 46  | 54 | 61                      | 39 |
| Clare                 | 47  | 53 | 60                      | 40 |
| Cork North            | 49  | 51 | 69                      | 31 |
| Waterford/Kilkenny    | 49  | 51 | 64                      | 36 |
| Wexford               | 49  | 51 | 65                      | 35 |
| DMR North             | 51  | 49 | 73                      | 27 |
| DMR East              | 52  | 48 | 71                      | 29 |
| Louth/Meath           | 52  | 48 | 65                      | 35 |
| Laois/Offaly          | 53  | 47 | 74                      | 26 |
| Longford/Westmeath    | 54  | 46 | 68                      | 32 |
| Carlow/Kildare        | 55  | 45 | 69                      | 31 |
| Tipperary             | 55  | 45 | 71                      | 29 |
| Cork City             | 56  | 44 | 71                      | 29 |
| DMR West              | 56  | 44 | 74                      | 26 |
| DMR South             | 58  | 42 | 77                      | 23 |
| DMR South Central     | 59  | 41 | 75                      | 25 |
| Limerick              | 59  | 41 | 71                      | 29 |
| DMR North Central     | 62  | 38 | 80                      | 20 |
| Average               | 52  | 48 | 69                      | 31 |

Table ordered according to values in column 2

Few respondents thought crime was decreasing or was not a problem in Ireland. More than eight in ten (84%) thought crime was increasing in Ireland, although a majority of respondents were more optimistic about their own area, with just under half thinking it was neither increasing nor decreasing in their locality. More than eight in ten (82%) thought crime was a serious or very serious problem in Ireland. See Tables 53 and 54.

**Table 53 Do you believe that crime is increasing, decreasing or staying the same?**

|              | increasing | decreasing | staying the same | Total |
|--------------|------------|------------|------------------|-------|
|              | %          | %          | %                | n     |
| in Ireland   | 84         | 3          | 13               | 10224 |
| in your area | 44         | 7          | 49               | 10113 |

**Table 54 How would you describe crime in Ireland today?**

| a very serious problem | a serious problem | a fairly serious problem | not a serious problem | not a problem | Total |
|------------------------|-------------------|--------------------------|-----------------------|---------------|-------|
| %                      | %                 | %                        | %                     | %             | n     |
| 43                     | 39                | 17                       | 1                     | ..            | 10291 |

In an attempt to get more specific information on perceptions of the nature of the crime problem, respondents were asked about different types of offending in their area and in Ireland as a whole. The questions were rotated among respondents in the telephone survey, so that half were asked about the first five items and half the second five.

Considerably more respondents thought crime and offending behaviour were a major problem in the country as a whole than in their own area. Drug crime featured highest in both categories. It was significantly higher in the country as a whole, but a third thought drug abuse was a major problem in their area and a quarter thought other drug crimes were a major problem. At the national level, juvenile crime and violent crime were also seen as a major problem by three out of four respondents. See Table 55.

**Table 55 Do you think the following are a major, minor or no problem?**

| where you live            | major problem | minor problem | not a problem | don't know | Total |
|---------------------------|---------------|---------------|---------------|------------|-------|
|                           | %             | %             | %             | %          | n     |
| juvenile/teenage crime    | 23            | 45            | 27            | 4          | 6713  |
| drug abuse                | 33            | 38            | 20            | 9          | 6751  |
| other drug crimes         | 25            | 31            | 30            | 15         | 6671  |
| public drunkenness        | 19            | 42            | 37            | 2          | 6727  |
| public nuisance           | 13            | 41            | 43            | 3          | 6690  |
| race/hate crime           | 6             | 26            | 61            | 7          | 6629  |
| violent crime             | 12            | 33            | 51            | 5          | 6643  |
| property crime            | 22            | 50            | 24            | 4          | 6690  |
| car crime                 | 20            | 44            | 32            | 4          | 6687  |
| white collar crime        | 5             | 27            | 46            | 22         | 6629  |
| In the country as a whole | major problem | Minor problem | not a problem | don't know | Total |
|                           | %             | %             | %             | %          | n     |
| juvenile/teenage crime    | 72            | 24            | 2             | 2          | 6758  |
| drug abuse                | 86            | 11            | 1             | 2          | 6793  |
| other drug crimes         | 85            | 11            | 1             | 3          | 6752  |
| public drunkenness        | 43            | 46            | 7             | 3          | 6734  |
| public nuisance           | 29            | 56            | 9             | 6          | 6673  |
| race/hate crime           | 44            | 44            | 8             | 5          | 6661  |
| violent crime             | 74            | 21            | 3             | 2          | 6697  |
| property crime            | 62            | 33            | 2             | 3          | 6708  |
| car crime                 | 63            | 32            | 2             | 3          | 6707  |
| white collar crime        | 41            | 41            | 6             | 13         | 6632  |

## **ATTITUDES TO CRIME AND THE CRIMINAL JUSTICE SYSTEM**

Respondents were asked about what they believed was the main cause of crime. They could give only one answer and the question was unprompted in the telephone survey. Over half of respondents (52%) believed that crime could be attributed to drugs or drink or both. Apart from the miscellaneous category, the next most frequent answer was a lack of parental control (7%). See Table 56.

**Table 56 What do you believe to be the main cause of crime in Ireland today?**

|  | %   |
|--|-----|
| drugs  | 29  |
| drink/alcohol  | 4   |
| drugs and drink                                      | 19  |
| reduction in moral standards                         | 5   |
| human greed and individual deviance                  | 6   |
| an unequal society – unfair distribution of wealth   | 6   |
| insufficient education, health and welfare provision | 3   |
| lack of parental control                             | 7   |
| the Irish system of criminal justice                 | 2   |
| poor policing  | 1   |
| lenient penal system                                 | 2   |
| other (specify)                                      | 12  |
| don't know   | 3   |
| Total  | 100 |

Based on 10315 responses; one answer only per respondent

The majority of respondents felt that the predominant response to juvenile offending and drug abuse should be treatment rather than punishment (Table 57). Nevertheless, three out of four respondents felt that the criminal justice system was too lenient on offenders (Table 58).

**Table 57 Juvenile/teenage crime and drug abuse should be combated predominantly by ?**

|                        | punishment | rehabilitation /counselling | don't know | Total |
|------------------------|------------|-----------------------------|------------|-------|
|                        | %          | %                           | %          | n     |
| juvenile/teenage crime | 32         | 63                          | 5          | 10245 |
| drug abuse             | 19         | 77                          | 4          | 10188 |

**Table 58 Which of the following do you feel is nearest to the truth?**

|                             | %                             |    |
|-----------------------------|-------------------------------|----|
| Our criminal justice system | is too lenient on offenders   | 74 |
|                             | deals with offenders properly | 23 |
|                             | is too harsh on offenders     | 3  |

Based on 9560 responses; one answer only per respondent

The survey also sought the views of respondents about other aspects of the criminal justice system by asking whether they agreed or disagreed with various statements. See Table 59. Eight out of ten respondents agreed that prison does not prevent re-offending, while two thirds felt that alternatives to prison should be used for all but the most serious crimes and offenders. Six out of ten felt that the criminal justice system favoured the better off. Seven out of ten disagreed that penalties for possession of cannabis or ecstasy should be more lenient, while six out of ten disagreed that penalties for possession of “soft” and “hard” drugs should be the same. A similar number felt that young people caught in possession should be treated as criminals, but should be cautioned for a first offence.

**Table 59 Views on the criminal justice system and public safety**

|  | agree | neither | disagree | total | mean score |
|--|-------|---------|----------|-------|------------|
|  | %     | %       | %        | n     |            |
| Prison does not prevent re-offending   | 81    | 5       | 14       | 5404  | 2.06       |
| Alternatives to prison, such as a fines, community service and probation, should be used for all but the most serious crimes and offenders | 65    | 7       | 28       | 4931  | 2.55       |
| People who are different are likely to experience ridicule or personal attack on our streets   | 67    | 12      | 21       | 4875  | 2.44       |
| The better off you are, the better you are treated by the criminal justice system  | 60    | 13      | 28       | 5006  | 2.52       |
| Young people who are caught in possession of cannabis/ecstasy should be treated as criminals   | 56    | 11      | 34       | 4957  | 2.63       |
| Young people who are caught in possession of cannabis/ecstasy should be cautioned, where it is a first offence                             | 63    | 5       | 32       | 3995  | 2.65       |
| Penalties for possession of so-called “soft” and “hard” drugs should be the same   | 38    | 4       | 58       | 4991  | 3.26       |
| Penalties for people caught in possession of cannabis/ecstasy should be more lenient   | 23    | 8       | 69       | 4977  | 3.68       |

Percentages may not add to 100 because of rounding. Mean scores are calculated from a five-point scale.

## **NEIGHBOURHOOD WATCH AND COMMUNITY ALERT**

Similar numbers of respondents said that they were or were not in Neighbourhood Watch and Community Alert areas. An increase in each such response category compared with 2000 was due to a decrease in the number of “don’t know” responses.

**Table 60 Is your household in a Neighbourhood Watch/Community Alert scheme?**

|      | yes | no | don't know | Total |
|------|-----|----|------------|-------|
|      | %   | %  | %          | n     |
| 1994 | 42  | -  | -          | 938   |
| 1999 | 55  | -  | -          | 1000  |
| 2000 | 40  | 40 | 20         | 1000  |
| 2002 | 45  | 46 | 9          | 10149 |

Of those who said they were covered by schemes, 15 per cent said they were kept informed regularly about criminal activity in their area, down on 1994 and 2000 but up on 1999. However, half of the respondents stated that they were never kept informed, up substantially on all previous surveys. Just under a third said they knew the name of at least one of the scheme co-ordinators. See Tables 61 and 62.

**Table 61 Do your scheme co-ordinators keep residents informed about criminal activity in your area?**

|      | regularly | occasionally | never | Total |
|------|-----------|--------------|-------|-------|
|      | %         | %            | %     | n     |
| 1994 | 28        | 39           | 33    | -     |
| 1999 | 11        | 55           | 34    | -     |
| 2000 | 21        | 48           | 31    | -     |
| 2002 | 15        | 36           | 50    | 4336  |

**Table 62 Do you know who your scheme co-ordinator(s) are?**

| yes | no | not sure | Total |
|-----|----|----------|-------|
| %   | %  | %        | n     |
| 32  | 63 | 6        | 4526  |

new question in 2002

Just over half of respondents (52%) felt that the schemes were successful or very successful in preventing crime, up four percentage points on the 1999 figure. However, almost a third felt that the schemes made no difference. This too was up on the 1999 figure, with the increases offset by a decrease in “don’t knows”. See Table 63.

**Table 63 How successful do you think such schemes are in preventing crime?**

|      | very successful | successful | make no difference | don't know | Total |
|------|-----------------|------------|--------------------|------------|-------|
|      | %               | %          | %                  | %          | n     |
| 1999 | 12              | 36         | 23                 | 29         | 1000  |
| 2002 | 10              | 42         | 31                 | 17         | 10062 |

## **VICTIM SUPPORT**

Seven out of ten respondents said that they had heard of the organisation “Victim Support”. Four per cent of these said that they had received information from a Garda about the organisation, lower than might be expected given the number who were victims of crimes reported to the Gardaí. Three per cent said that they had been contacted by someone from Victim Support. See Table 64.

Levels of awareness and contact were only slightly higher among victims of crime, with 73 per cent of victims saying that they had heard of the organisation and five per cent saying they had received information from the Gardaí and/or had had contact with someone from Victim Support.

**Table 64 Interaction with Victim Support**

| Question   | yes | no | don't know | Total |
|--|-----|----|------------|-------|
|  | %   | %  | %          | n     |
| Have you heard of the organisation “Victim Support”?   | 71  | 29 |            | 10044 |
| Have you ever received information on Victim Support services from a member of the Garda Síochána? | 4   | 94 | 1          | 7086  |
| Have you ever had contact from anyone in Victim Support  | 3   | 96 | 1          | 7089  |

A majority of respondents thought that Victim Support provided a useful service to the community. In contrast, six per cent thought the service was not very useful or not at all useful. If those who expressed no opinion are excluded, over 90 per cent held a positive view of the usefulness of the service. See Table 65.

**Table 65 How useful is the service provided to the community by Victim Support?**

| very useful | useful | not very useful | not at all useful | don't know | Total |
|-------------|--------|-----------------|-------------------|------------|-------|
| %           | %      | %               | %                 | %          | n     |
| 27          | 31     | 4               | 2                 | 36         | 7081  |

## Appendix 1

### Respondent Profile

## **PROFILE OF RESPONDENTS**

### **Gender**

| Male | Female | Total |
|------|--------|-------|
| %    | %      | n     |
| 51   | 49     | 10292 |

### **Age category**

|          | %     |
|----------|-------|
| 18 – 24  | 8     |
| 25 – 44  | 37    |
| 45 – 64  | 36    |
| 65 +     | 18    |
| Total(n) | 10405 |

### **Marital status**

|                        | %     |
|------------------------|-------|
| single (never married) | 25    |
| married                | 63    |
| co-habiting            | 2     |
| separated              | 2     |
| divorced               | 1     |
| widowed                | 7     |
| Total (n)              | 10405 |

### **Ethnic origin**

|                 | %     |
|-----------------|-------|
| white           | 99.1  |
| Irish traveller | 0.2   |
| other           | 0.6   |
| Total (n)       | 10405 |

### **Highest educational qualification**

|  | %     |
|--|-------|
| primary education  | 14    |
| lower secondary (Junior/Group/O level)                           | 13    |
| upper secondary – technical or vocational                        | 6     |
| upper secondary – Leaving certificate                            | 26    |
| both technical /vocational and Leaving Certificate               | 6     |
| third level – non degree qualification                           | 10    |
| third level – primary degree                                     | 9     |
| third level – professional qualification (primary degree status) | 4     |
| third level – primary degree and professional qualification      | 5     |
| postgraduate degree (excluding postgraduate diplomas)            | 4     |
| no formal qualification  | 3     |
| Total (n)  | 10263 |

**Locality**

|  | %     |
|--|-------|
| Dublin city                                    | 17    |
| other city (Cork, Galway, Limerick, Waterford) | 5     |
| town (10,000 – 40,000pop.)                     | 9     |
| town (1,000 – 10,000 pop.)                     | 15    |
| village/rural/open country                     | 54    |
| Total (n)                                      | 10231 |

**Housing Tenure**

|                                 | %     |
|---------------------------------|-------|
| owned outright                  | 54    |
| owned with a mortgage           | 34    |
| rented from private landlord    | 5     |
| rented from the local authority | 2     |
| other                           | 3     |
| don't know                      | 2     |
| Total(n)                        | 10405 |

**Employment status**

|  | %     |
|--|-------|
| self employed                                      | 12.4  |
| working full-time                                  | 40.3  |
| working part-time                                  | 9.7   |
| seeking work for the first time                    | 0.1   |
| unemployment (having lost or given up a job)       | 1.9   |
| home duties  | 10.7  |
| unable to work due to permanent illness/disability | 2.0   |
| not working(seeking work)                          | 0.7   |
| not working(not seeking work)                      | 0.4   |
| on a government training/education scheme          | 0.3   |
| on government employment scheme                    | 0.2   |
| retired  | 18.2  |
| student (further education)                        | 2.8   |
| other  | 0.3   |
| Total(n)   | 10405 |

## Appendix 2

Garda Public Attitude Survey 2002

Postal Questionnaire

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# **PUBLIC ATTITUDES TO THE GARDA SÍOCHÁNA**

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*JANUARY 2002*

**Please note that all information is anonymous and confidential.**

**(Please complete the questionnaire by either circling your answer or by writing your answer in the space provided)**

# PUBLIC ATTITUDES TO THE GARDA SÍOCHÁNA

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

1. Please state how satisfied or dissatisfied overall you are with the service provided to the community by the Garda Síochána during 2001 (circle one only).

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 1              | 2         | 3            | 4                 |

The following set of questions relate to any experience of being the victim of crime in 2001

2. Were you or any member of your household the victim of a crime in 2001? (circle one only).

|                  |   |            |
|------------------|---|------------|
| You              | 1 | → go to Q9 |
| Household member | 2 |            |
| Both             | 3 |            |
| Neither          | 4 |            |

3. Please indicate the type of crime experienced in 2001 by circling the appropriate number(s) in column A and inserting the number of occasions on which it was experienced in column B. In column C could you please circle the most recent incident (circle one only).

|  | (A)           |    | (B)<br>No. of Occasions<br>in 2001 | (C)<br>Most Recent |
|--|---------------|----|------------------------------------|--------------------|
|  | Type of crime |    |                                    |                    |
|  | Yes           | No |                                    |                    |
| <b>burglary</b> of your home or outbuildings (breaking and entering and stealing or attempting to steal) | 1             | 2  |                                    | 1                  |
| <b>burglary</b> of your business premises (owned by you)   | 1             | 2  |                                    | 2                  |
| <b>theft of car</b> or other vehicle   | 1             | 2  |                                    | 3                  |
| <b>theft from car</b> or other vehicle   | 1             | 2  |                                    | 4                  |
| <b>theft of bicycle</b>  | 1             | 2  |                                    | 5                  |
| <b>criminal damage</b> to car or other vehicle   | 1             | 2  |                                    | 6                  |
| <b>criminal damage</b> to home or other property   | 1             | 2  |                                    | 7                  |
| <b>robbery</b> involving force or threat of force (including mugging)                                    | 1             | 2  |                                    | 8                  |
| <b>theft from your person</b> without force (e.g. pickpocket)  | 1             | 2  |                                    | 9                  |
| <b>theft from your home</b> or outbuildings, other than burglary   | 1             | 2  |                                    | 10                 |
| <b>consumer fraud</b> , such as swindling or obtaining payment using false pretences                     | 1             | 2  |                                    | 11                 |
| <b>physical assault</b> (other than domestic or sexual)  | 1             | 2  |                                    | 12                 |
| <b>sexual assault</b>  | 1             | 2  |                                    | 13                 |
| <b>domestic violence</b> (physical)  | 1             | 2  |                                    | 14                 |

|                        |   |   |  |    |
|------------------------|---|---|--|----|
| Other (please specify) | 1 | 2 |  | 15 |
| .....                  |   |   |  |    |
| .....                  |   |   |  |    |

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

|     |   |            |
|-----|---|------------|
| Yes | 1 | → go to Q8 |
| No  | 2 |            |

- 5(a). Did your household receive any correspondence in writing from the Gardaí about the crime?

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

- 5(b). Was your household contacted through any other means by the Gardaí about the crime?

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

6. Was your household given the name of the Garda who would be dealing with your case?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

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

|                         |           |              |                   |
|-------------------------|-----------|--------------|-------------------|
| Very Satisfied          | Satisfied | Dissatisfied | Very Dissatisfied |
| 1                       | 2         | 3            | 4                 |
| <b>Please go to Q9.</b> |           |              |                   |

8. Please indicate why the crime was not reported (circle all that apply).

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

**The following questions relate to various forms of contact you personally may have had with the Gardaí in 2001**

9. Have you had contact with the Garda Síochána in 2001 for any of the following reasons. Please read the list and circle in column A those reasons that apply and in column B indicate the number of times you had contact for that reason. In column C please circle the most recent contact (one only).

|   | (A) |    | (B)                      | (C)                 |
|---|-----|----|--------------------------|---------------------|
|   | Yes | No | No. of Occasions in 2001 | Most recent contact |
| <b>Contact initiated by you or household member</b>     |     |    |                          |                     |
| to report a crime                                       | 1   | 2  |                          | 1                   |
| to report a disturbance/nuisance                        | 1   | 2  |                          | 2                   |
| to report a traffic incident                            | 1   | 2  |                          | 3                   |
| to report suspicious activity                           | 1   | 2  |                          | 4                   |
| to report lost/found property                           | 1   | 2  |                          | 5                   |
| to make a general enquiry                               | 1   | 2  |                          | 6                   |
| to make a complaint                                     | 1   | 2  |                          | 7                   |
| to enquire about a person in custody                    | 1   | 2  |                          | 8                   |
| to be a witness   | 1   | 2  |                          | 9                   |
| signing passports                                       | 1   | 2  |                          | 10                  |
| to avail of other services (witness documents etc.)     | 1   | 2  |                          | 11                  |
| <b>Garda-initiated contact</b>                          |     |    |                          |                     |
| to produce documents                                    | 1   | 2  |                          | 12                  |
| to ask about a crime                                    | 1   | 2  |                          | 13                  |
| to investigate a traffic collision                      | 1   | 2  |                          | 14                  |
| to investigate noise/disturbance                        | 1   | 2  |                          | 15                  |
| to carry out a routine vehicle check (on public street) | 1   | 2  |                          | 16                  |
| to make a witness statement                             | 1   | 2  |                          | 17                  |
| alleged speeding offence                                | 1   | 2  |                          | 18                  |
| alleged drink driving offence                           | 1   | 2  |                          | 19                  |
| alleged other driving/traffic offence                   | 1   | 2  |                          | 20                  |
| arrested, detained for questioning or searched          | 1   | 2  |                          | 21                  |
| to receive summons                                      | 1   | 2  |                          | 22                  |
| any other reason (please specify)                       | 1   | 2  |                          | 23                  |
| .....   |     |    |                          |                     |
| .....   |     |    |                          |                     |
| <b>If 'no' to all above please go to Q25(a)</b>         |     |    |                          |                     |

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

|  |   |   |           |
|--|---|---|-----------|
| Visit to a Garda station                           | 1 | → | go to Q11 |
| Telephone call to Gardaí (excluding 999/112 calls) | 2 | → | go to Q12 |
| Telephone call from Gardaí                         | 3 | → | go to Q14 |
| Letter from Gardaí                                 | 4 | → | go to Q15 |
| Spoke to Garda on patrol                           | 5 |   | go to Q14 |

|   |   |   |
|---|---|---|
| Spoke to Garda at checkpoint/vehicle stop | 6 | → |
| Garda called to my home/work              | 7 |   |
| Other (please specify)                    | 8 |   |
| .....                                     |   |   |
| .....                                     |   |   |

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

|                          |   |   |           |
|--------------------------|---|---|-----------|
| Quicker than expected    | 1 | → | go to Q14 |
| Within the time expected | 2 |   |           |
| Slower than expected     | 3 |   |           |

12. If you telephoned, was your call answered...

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

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

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

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

|             | Better than you expected | As you expected | Worse than you expected |
|-------------|--------------------------|-----------------|-------------------------|
| Helpfulness | 1                        | 2               | 3                       |
| Competence  | 1                        | 2               | 3                       |
| Sensitivity | 1                        | 2               | 3                       |
| Politeness  | 1                        | 2               | 3                       |
| Interest    | 1                        | 2               | 3                       |

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

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

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

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

17. Did a Garda call on you?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

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

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

|     |   |   |            |
|-----|---|---|------------|
| Yes | 1 | → | go to Q20. |
| No  | 2 |   |            |

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

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

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

|     |   |   |              |
|-----|---|---|--------------|
| Yes | 1 | → | go to Q22(a) |
| No  | 2 |   |              |

21. Do you think you should have been contacted?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

22(a). Have you dialled 999 or 112 and asked for emergency Garda response in 2001?

|     |   |   |           |
|-----|---|---|-----------|
| Yes | 1 |   |           |
| No  | 2 | → | go to Q24 |

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

|          |   |
|----------|---|
| Yes      | 1 |
| No       | 2 |
| Not sure | 3 |

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

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

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

\_\_\_\_\_

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

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 1              | 2         | 3            | 4                 |

**The following questions relate to your overall contact with the Gardaí**

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

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 1              | 2         | 3            | 4                 |

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

|     |   |       |
|-----|---|-------|
| Yes | 1 | _____ |
|-----|---|-------|

|    |   |   |           |
|----|---|---|-----------|
| No | 2 | → | go to Q26 |
|----|---|---|-----------|

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

|   |  |  |
|---|--|--|
| <b>If no suggestions, please tick box</b> |  |  |
|---|--|--|

**The following questions relate to serious crimes (where the maximum sentence is 5 years or more)**

26. Were you a victim of a serious crime in 2001?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

27. Were you a witness to a serious crime in 2001?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

**If 'no' to both Q26 and Q27, please go to 29**

28. How satisfied or dissatisfied were you with the way you were treated by the Gardaí?

|                              |                |           |               |                   |               |
|------------------------------|----------------|-----------|---------------|-------------------|---------------|
|                              | Very satisfied | Satisfied | Dis-satisfied | Very dissatisfied | No court case |
| During the investigation     | 1              | 2         | 3             | 4                 |               |
| During subsequent court case | 1              | 2         | 3             | 4                 | 5             |

**The next questions deal with Garda approachability and behaviour**

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

|                     |   |   |              |
|---------------------|---|---|--------------|
| Very approachable   | 1 |   |              |
| Approachable        | 2 | → | go to Q30(a) |
| Unapproachable      | 3 |   |              |
| Very unapproachable | 4 | → | go to Q30(b) |
| Don't Know          | 5 | → | go to Q31    |

30(a). Why do you think they are approachable?

30(b). Why do you think they are unapproachable?

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

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

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

|     |   |             |
|-----|---|-------------|
| Yes | 1 |             |
| No  | 2 | → go to Q34 |

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

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

**The next set of questions are about racism**

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

|     |   |             |
|-----|---|-------------|
| Yes | 1 |             |
| No  | 2 | → go to Q39 |

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

|     |   |             |
|-----|---|-------------|
| Yes | 1 |             |
| No  | 2 | → go to Q37 |

36. If you reported the incident, how satisfied or dissatisfied were you with how it was dealt with?

|                   |           |              |                   |
|-------------------|-----------|--------------|-------------------|
| Very Satisfied    | Satisfied | Dissatisfied | Very Dissatisfied |
| 1                 | 2         | 3            | 4                 |
| Please go to Q38. |           |              |                   |

37. Please indicate why the incident was not reported (circle all that apply).

|  |   |
|--|---|
| Not serious enough                             | 1 |
| Believed Gardaí could not have done anything   | 2 |
| Believed Gardaí would not have been interested | 3 |
| No involvement wanted with the Gardaí          | 4 |
| Fear of reprisal                               | 5 |

|                        |   |
|------------------------|---|
| Did not have time      | 6 |
| Other (please specify) | 7 |
| .....                  |   |
| Don't Know             | 8 |

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

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

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

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

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

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

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 1              | 2         | 3            | 4                 |

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

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

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

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

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

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

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

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

44. Were you involved in a road traffic collision as a driver of a vehicle (e.g. car, bus, lorry, motorcycle etc), a pedestrian or a cyclist in 2001 which was dealt with by the Gardaí?

|     |   |              |
|-----|---|--------------|
| Yes | 1 | → go to Q47. |
| No  | 2 |              |

45. If yes, who was most at fault?

|                 |   |
|-----------------|---|
| You             | 1 |
| The other party | 2 |
| Both equally    | 3 |

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

|                |           |              |                   |
|----------------|-----------|--------------|-------------------|
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied |
| 1              | 2         | 3            | 4                 |
| go to Q47      |           | go to Q46(b) |                   |

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

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

|  | Very high priority | High priority | Low priority |
|--|--------------------|---------------|--------------|
| Investigate crime  | 1                  | 2             | 3            |
| Patrols on foot or bicycle   | 1                  | 2             | 3            |
| Patrols by car/van   | 1                  | 2             | 3            |
| Patrols by motorcycle  | 1                  | 2             | 3            |
| Enforce drink/drive laws   | 1                  | 2             | 3            |
| Enforce speed laws   | 1                  | 2             | 3            |
| Ensure effective traffic management and flow   | 1                  | 2             | 3            |
| Enforce laws relating to wearing of seatbelts  | 1                  | 2             | 3            |
| Enforce other traffic laws   | 1                  | 2             | 3            |
| Advise on personal safety and home security  | 1                  | 2             | 3            |
| Advise businesses/shops on crime prevention  | 1                  | 2             | 3            |
| Enforce laws relating to drugs   | 1                  | 2             | 3            |
| Ensure immediate response to emergencies   | 1                  | 2             | 3            |
| Deal with public annoyances (e.g. loud music, street fights)   | 1                  | 2             | 3            |
| Deal with vandalism  | 1                  | 2             | 3            |
| Provide help and support to victims of crime   | 1                  | 2             | 3            |
| Supervise licensed premises  | 1                  | 2             | 3            |
| Work with community groups (e.g. Neighbourhood Watch/Community Alert, youth clubs, schools, senior citizens) | 1                  | 2             | 3            |
| Ensure state security  | 1                  | 2             | 3            |
| Enforce immigration laws   | 1                  | 2             | 3            |
| Deal with under-aged drinking in   | 1                  | 2             | 3            |

| pubs  |   |   |   |
|---|---|---|---|
| Deal with under-aged drinking on the streets        | 1 | 2 | 3 |
| Tackle the sale of alcohol to those under age       | 1 | 2 | 3 |
| Target organised crime                              | 1 | 2 | 3 |
| Deal with youths racing around in cars              | 1 | 2 | 3 |
| Enforce laws relating to fraud & white collar crime | 1 | 2 | 3 |

48. In your opinion, what priority do you think the Garda actually give to the following policing tasks?

|  | Very high priority | High priority | Low priority | Very low priority |
|--|--------------------|---------------|--------------|-------------------|
| Investigate crime  | 1                  | 2             | 3            | 4                 |
| Patrols on foot or bicycle   | 1                  | 2             | 3            | 4                 |
| Patrols by car/van   | 1                  | 2             | 3            | 4                 |
| Patrols by motorcycle  | 1                  | 2             | 3            | 4                 |
| Enforce drink/drive laws   | 1                  | 2             | 3            | 4                 |
| Enforce speed laws   | 1                  | 2             | 3            | 4                 |
| Ensure effective traffic management and flow   |                    |               |              |                   |
| Enforce laws relating to wearing of seatbelts  | 1                  | 2             | 3            | 4                 |
| Enforce other traffic laws   | 1                  | 2             | 3            | 4                 |
| Advise on personal safety and home security  | 1                  | 2             | 3            | 4                 |
| Advise businesses/shops on crime prevention  | 1                  | 2             | 3            | 4                 |
| Enforce laws relating to drugs   | 1                  | 2             | 3            | 4                 |
| Ensure immediate response to emergencies   | 1                  | 2             | 3            | 4                 |
| Deal with public annoyances (e.g. loud music, street fights)   | 1                  | 2             | 3            | 4                 |
| Deal with vandalism  | 1                  | 2             | 3            | 4                 |
| Provide help and support to victims of crime   | 1                  | 2             | 3            | 4                 |
| Supervise licensed premises  | 1                  | 2             | 3            | 4                 |
| Work with community groups (e.g. Neighbourhood Watch/Community Alert, youth clubs, schools, senior citizens) | 1                  | 2             | 3            | 4                 |
| Ensure state security  | 1                  | 2             | 3            | 4                 |
| Enforce immigration laws   | 1                  | 2             | 3            | 4                 |
| Deal with under-aged drinking in pubs  | 1                  | 2             | 3            | 4                 |
| Deal with under-aged   | 1                  | 2             | 3            | 4                 |

|   |   |   |   |   |
|---|---|---|---|---|
| drinking on the streets                               |   |   |   |   |
| Tackle the sale of alcohol to those under age         | 1 | 2 | 3 | 4 |
| Target organised crime                                | 1 | 2 | 3 | 4 |
| Deal with youths racing around in cars                | 1 | 2 | 3 | 4 |
| Enforce laws relating to fraud and white collar crime | 1 | 2 | 3 | 4 |

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

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

|            |            |                  |
|------------|------------|------------------|
| Increasing | Decreasing | Staying the same |
| 1          | 2          | 3                |

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

|            |            |                  |
|------------|------------|------------------|
| Increasing | Decreasing | Staying the same |
| 1          | 2          | 3                |

57. How would you describe crime in Ireland today?

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

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

|           |      |        |             |
|-----------|------|--------|-------------|
| Very safe | Safe | Unsafe | Very Unsafe |
| 1         | 2    | 3      | 4           |

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

|           |      |        |             |
|-----------|------|--------|-------------|
| Very safe | Safe | Unsafe | Very Unsafe |
| 1         | 2    | 3      | 4           |

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

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

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

|     |   |                |
|-----|---|----------------|
| Yes | 1 |                |
| No  | 2 | → go to Q54(a) |

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

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

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

|     |   |             |
|-----|---|-------------|
| Yes | 1 |             |
| No  | 2 | → go to Q55 |

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

58. Thinking about where you live, do you think the following are a major problem, minor problem or not a problem?

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

59. With regard to the country as a whole, do you think the following are a major problem, minor problem or not a problem?

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

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

|            |   |
|------------|---|
| Don't Know | 4 |
|------------|---|

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

61. Do you believe that juvenile/teenage crime and drug abuse should be combated predominantly by ... ?

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

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

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

The next set of questions are about Neighbourhood Watch/Community Alert Schemes and Victim Support

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

|            |   |             |
|------------|---|-------------|
| Yes        | 1 | → go to Q65 |
| No         | 2 |             |
| Don't know | 3 |             |

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

|           |              |       |
|-----------|--------------|-------|
| Regularly | Occasionally | Never |
| 1         | 2            | 3     |

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

|          |   |
|----------|---|
| Yes      | 1 |
| No       | 2 |
| Not sure | 3 |

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

|                    |   |
|--------------------|---|
| Very successful    | 1 |
| Successful         | 2 |
| Make no difference | 3 |

66. Have you heard of the organisation 'Victim Support'?

|     |   |            |
|-----|---|------------|
| Yes | 1 | → Go to B1 |
| No  | 2 |            |

67. Have you ever received information on Victim Support services from a member of the Garda Síochána?

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

68. Have you ever had contact from anyone in Victim Support?

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

69. In your opinion, how useful is the service provided to the community by Victim Support?

|             |        |                 |                   |            |
|-------------|--------|-----------------|-------------------|------------|
| Very useful | Useful | Not very useful | Not at all useful | Don't know |
| 1           | 2      | 3               | 4                 | 5          |

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

B1. What was your age last birthday...

|  |  |
|--|--|
|  |  |
|--|--|

B2. Are you...

|        |   |
|--------|---|
| Male   | 1 |
| Female | 2 |

B3. What is your marital status?

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

B4. What is your ethnic origin?

|                        |    |
|------------------------|----|
| White                  | 1  |
| Irish Traveller        | 2  |
| Chinese                | 3  |
| Indian                 | 4  |
| Pakistani              | 5  |
| Bangladeshi            | 6  |
| Caribbean              | 7  |
| African                | 8  |
| Mixed Ethnic           | 9  |
| Other (please specify) | 10 |
| .....                  |    |

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

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

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

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

B7. Do you have any dependent children?

|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

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

|                                   |   |
|-----------------------------------|---|
| Owned outright                    | 1 |
| Owned with a mortgage             | 2 |
| Rented from private landlord      | 3 |
| Rented from the Local Authority   | 4 |
| Rented from a Housing Association | 5 |
| Part owned, part rented           | 6 |
| Other (please specify)            | 7 |
| .....                             |   |
| .....                             |   |
| Don't know                        | 8 |

B9. Employment status (circle one only):

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

|       |  |
|-------|--|
| ..... |  |
|-------|--|

B10. Have you ever had a paid job?

|     |   |             |
|-----|---|-------------|
| Yes | 1 |             |
| No  | 2 | → go to B13 |

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

|  |
|--|
|  |
|--|

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

|  |  |  |
|--|--|--|
|  |  |  |
|--|--|--|

Is that hectares or acres? (circle one only)

|          |   |
|----------|---|
| Hectares | 1 |
| Acres    | 2 |

B13(a). What is your current income before tax and social insurance (PRSI) contributions? Include all income from employment and benefits. Please circle one only from the table below.

|  |    |
|--|----|
| Under 4,827 per annum (less than 96 per week)    | 1  |
| 4,827 – 6,436 per annum (96 – 129 per week)      | 2  |
| 6,436 – 11,261 per annum (129 – 217 per week)    | 3  |
| 11,261 – 16,088 per annum (217 – 314 per week)   | 4  |
| 16,088 – 24,133 per annum (314 – 467 per week)   | 5  |
| 24,133 – 32,178 per annum (467 – 619 per week)   | 6  |
| 32,178 – 41,832 per annum (619 – 805 per week)   | 7  |
| 41,832 – 48,268 per annum (805 – 933 per week)   | 8  |
| 48,268 – 64,358 per annum (933 – 1,239 per week) | 9  |
| 64,358+ per annum (1,239+ per week)              | 10 |

B13(b). Is that in Pounds or Euros?

|        |   |
|--------|---|
| Pounds | 1 |
| Euros  | 2 |

**Finally, do you have any further comments**

|  |
|--|
|  |
|--|

**Your views and comments are  
valued by the Garda Síochána**

If no suggestions,  
please tick box

**Thank you very much for your co-  
operation.**

**Could you please return this  
completed questionnaire in the  
freepost envelope provided to:**

**RESEARCH AND EVALUATION  
SERVICES  
Dept BB124  
P O Box 4214  
FREEPOST  
DUBLIN**

**[Note: you do not require a stamp]**



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

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

|  | Strongly agree | Agree | Neither | Disagree | Strongly disagree |
|--|----------------|-------|---------|----------|-------------------|
| The Gardaí serve the interests of the rich more than the poor  | 1              | 2     | 3       | 4        | 5                 |
| The better off you are, the better you are treated by the criminal justice system  | 1              | 2     | 3       | 4        | 5                 |
| The Gardaí discriminate against immigrants   | 1              | 2     | 3       | 4        | 5                 |
| Gardaí are representative of the communities they serve  | 1              | 2     | 3       | 4        | 5                 |
| The local Gardaí reflect the make-up of my local community   | 1              | 2     | 3       | 4        | 5                 |
| Gardaí are sensitive to the needs of vulnerable people   | 1              | 2     | 3       | 4        | 5                 |
| The local Gardaí are fully answerable to the people for their actions and conduct  | 1              | 2     | 3       | 4        | 5                 |
| The people around here have a real say in deciding what is important for the Gardaí to attend to   | 1              | 2     | 3       | 4        | 5                 |
| When people are dissatisfied with what the Gardaí do, it is easy to have the matter corrected  | 1              | 2     | 3       | 4        | 5                 |
| Garda management fully support community policing (e.g. assigning Community Guards to area, etc.)  | 1              | 2     | 3       | 4        | 5                 |
| The Garda organisation is made up of honest and honourable people  | 1              | 2     | 3       | 4        | 5                 |
| People who are different are likely to experience ridicule or personal attack on our streets   | 1              | 2     | 3       | 4        | 5                 |
| The Gardaí provide good leadership in the guidance and direction of our young people   | 1              | 2     | 3       | 4        | 5                 |
| Anyone in Garda custody would be well treated  | 1              | 2     | 3       | 4        | 5                 |
| Anyone in Garda custody would have their rights fully respected  | 1              | 2     | 3       | 4        | 5                 |
| Penalties for people caught in possession of cannabis or ecstasy should be more lenient  | 1              | 2     | 3       | 4        | 5                 |
| Penalties for possession of so-called "soft" and "hard" drugs should be the same   | 1              | 2     | 3       | 4        | 5                 |
| Young people who are caught in possession of cannabis or ecstasy should be treated as criminals  | 1              | 2     | 3       | 4        | 5                 |
| Young people caught in possession of cannabis or ecstasy should be cautioned, where it is a first offence                                | 1              | 2     | 3       | 4        | 5                 |
| Alternatives to prison, such as fines, community service and probation, should be used for all but the most serious crimes and offenders | 1              | 2     | 3       | 4        | 5                 |
| Prison does not prevent re-offending   | 1              | 2     | 3       | 4        | 5                 |
| I would encourage a friend or relative to join the Garda Síochána  | 1              | 2     | 3       | 4        | 5                 |
| People like me would be welcome in the Garda Síochána as members   | 1              | 2     | 3       | 4        | 5                 |
| If my rights were infringed, I could rely on the Gardaí to help me   | 1              | 2     | 3       | 4        | 5                 |