

Garda Commissioner Drew Harris, High Level Remarks

Policing Authority - Thursday, July 29th 2021

CAD Incident Review

- Remains an absolute priority for An Garda Síochána
- In the spirit of openness and full transparency, I wish to provide an update on the most current details now known as part of our review
- While the vast majority of the thousands of Priority One calls examined as part of this review have now been classified as non-crime and for information purposes only, we are aware that 15% of the (20,000 approx) calls reviewed did not receive an appropriate response by An Garda Síochána and are now under closer assessment
- This percentage of calls relate to highly complex domestic disputes or incidents in a domestic setting and each one is unique
- They involve women, men, teenagers and/or young children and in some instances centre on resolving private family matters
- While not all of the 15% of calls in question relate to crimes of Domestic Abuse experienced by women or men, a small number of victims of a DVSA have been let down, and of course this is deeply unacceptable
- The causal issues that led to this failure – procedural, technological, behavioral – are core areas of our focus and in the most immediate term we have worked to identify those who very bravely made those calls and tried to reach out for support
- The identification of all potential victims has been our first priority and is now complete
- Since we last met, Gardaí have been working to ensure that each one of those affected is spoken to and engaged with directly to determine if any of these calls involved crime of a serious nature; to address the failures in emergency call procedures; and to provide assurances that these failures will not reoccur
- Divisional Gardaí have now obtained an intimate knowledge of each of the incidents reported by victims through CAD but not adequately responded to
- Gardaí across divisions continue to liaise closely with these victims to thoroughly investigate the crime(s) against them, and protect their safety

- From my own regular engagement with these Gardaí, I understand that they are finding this contact to be generally quite positive
- I would like to take this opportunity to reiterate our firm commitment to all victims of Domestic Abuse and appeal to anyone experiencing violence, coercive control or suffering in their home to report this to Gardaí
- The staff in control rooms nationwide work tremendously hard, in often very difficult circumstances, to mitigate the risk against victims of crime
- They do have an understanding of, and experience of the emotional distress many victims can be under when in an emergency and are skilled in deescalating highly emotional situations

However, in this instance, I accept that the policing standards expected of An Garda Síochána by the public were not fulfilled to the highest degree

- In recognising the severity of this situation, additional training has now been provided to Control Room staff in DMR and is scheduled to be completed across the remaining regions in the coming weeks
- As our review progresses and when the complete picture is established, I will revert to the Authority with all relevant details and findings.