



An Garda Síochána

Public Attitudes Survey 2016

Garda.ie

Research conducted by



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Foreword

The Public Attitudes Survey is an important source of information on policing and community safety. This is because it provides information 'beyond the crime statistics' to look at the perceptions of crime related issues. For example,

- ▶ It examines the fear of crime. An increased fear of crime can impact on the quality of life of individuals, impinging on their sense of personal safety, lifestyle and quality of life. It can also lead to increased stress and anxiety for individuals. This can lead to individuals curtailing their activities in local communities, undermining the community integrity in those areas.
- ▶ The survey also measures respondents' perceptions of crime in their local community. A perception that crime is a problem locally can impact on people's quality of life, leading to an over-estimation of becoming a victim of crime. As noted above, this may impact on the individual's quality of life and their interactions within the local community.

It should be noted that the link between crime, and the fear around it, is not straight forward. In many jurisdictions levels of crime have reduced, but this has not necessarily led to reductions in the fear of crime. As such, it is important that policing not only tackles criminality, but also provides reassurance. This is an objective clearly laid out in An Garda Síochána's 2016 – 2018 Strategy Statement. The Public Attitudes Survey will be used to assess progress against it.

A key focus for the organisation are victims of crime. It is important that An Garda Síochána supports victims from providing a timely response to the incident, keeping the victim of crime updated on the progress of the investigation, and providing information on victim support. The Public Attitudes Survey measures our service to victims of crime. It is also used to measure progress against our Strategy Statement, where we have clear targets set out to improve victim satisfaction.

Similarly, An Garda Síochána has a commitment to provide a high standard of service to local communities. In order to measure progress in this area, the Public Attitudes Survey asks respondents about their level of satisfaction in the service An Garda Síochána provides to their local communities.

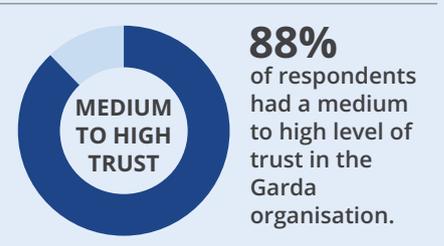
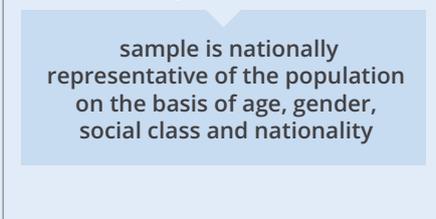
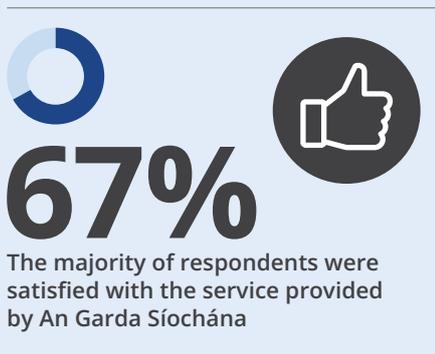
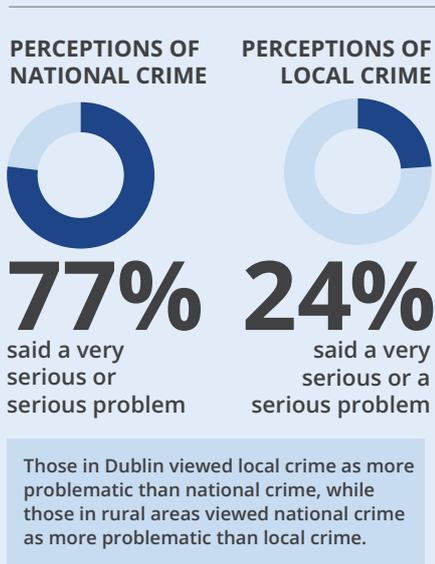
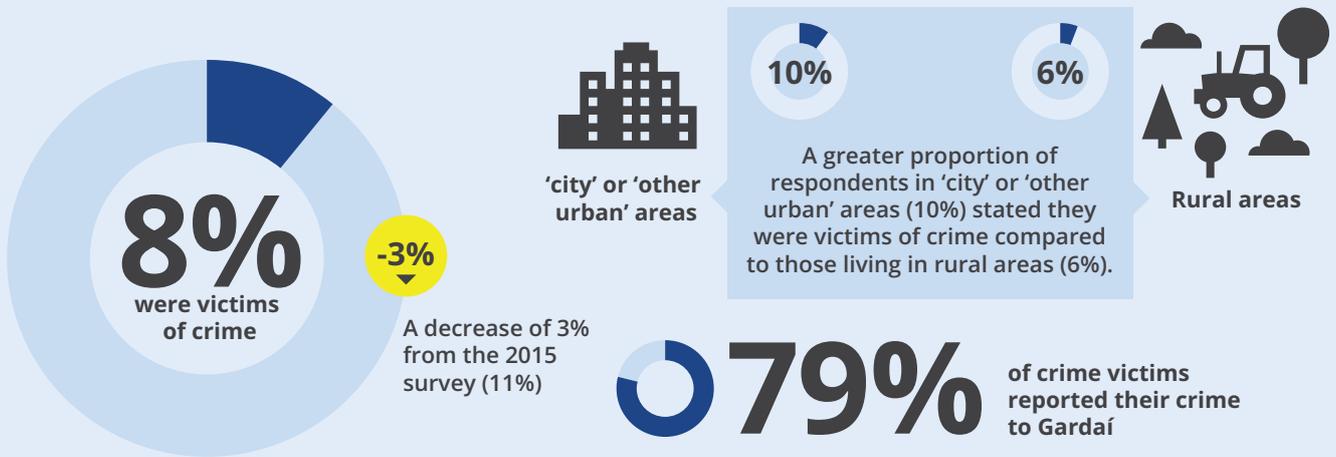
The Public Attitudes Survey measures public perceptions of An Garda Síochána. We measure the public's trust in the organisation. Trust is critical not only in terms of sustaining a police organisation's mandate and legitimacy 'to police', but trust secures public cooperation and compliance with the law. Additionally, we examine wider perceptions of the organisation – at a time when An Garda Síochána is undergoing a significant change programme our aim is to benchmark and assess progress in delivering services to local communities. Our aim is to improve our interactions with local communities; be effective in tackling crime; deliver a well-managed service, indeed take the organisation to a place where it is seen as world class.

Overall, whilst monitoring crime statistics is important, it is also important to measure peoples' feelings and perceptions. These are far from 'soft' – they can have real impacts on peoples' quality of life. Equally, it is important to measure our progress beyond crime statistics, looking at victim satisfaction, satisfaction with the service we provide to local communities, and the public trust and confidence in An Garda Síochána. The Public Attitudes Survey is an important tool to measure our progress in these areas.

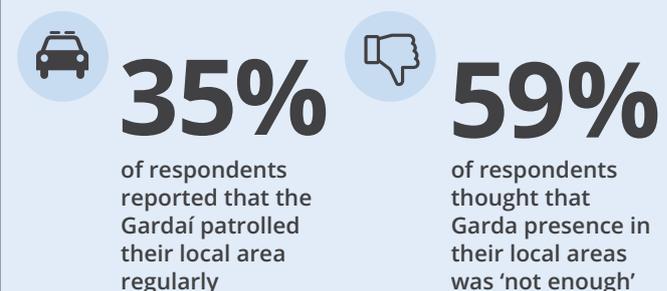


Guruchand Singh
Head of An Garda Síochána Analysis Service

Key Findings from the Public Attitudes Survey 2016



EFFECTIVENESS & CAPABILITY



Executive Summary

The survey is of 6,000 respondents that are nationally representative of the population on the basis of age, gender, social class and nationality. It covers a range of issues relating to crime and policing; for the purposes of this report, findings are presented under the following headings.

Public Perceptions of Crime in Ireland

The majority of respondents viewed national crime as considerably more problematic than crime in their local areas.

- ▶ In 2016, 77% of respondents considered national crime in Ireland either a very serious or serious problem, while 2% reported it was not a problem.
- ▶ In comparison, 24% reported that local crime was a very serious or serious problem, and 26% reported that it was not a problem.

Victims of Crime

Across this sample, 493 respondents were victims of crime in the last 12 months, representing a victimisation rate of 8%. The majority of victims were satisfied with how Gardaí handled their incidents.

- ▶ Of those 493 victims, 60 reported they were victims on more than one occasion.
- ▶ Just under four-fifths (79%) of victims reported their crime to An Garda Síochána.
- ▶ Burglary was the most reported crime, followed by robbery (from a property) and theft of a car.
- ▶ When victims reported crime, 57% were satisfied with how the Gardaí handled their case.

Fear and Worry about Crime

The majority of individuals reported having very few or no fears about crime, and for most, this fear did not affect their quality of life.

- ▶ During 2016, 6% of respondents reported having a lot of fears about crime, 31% reported some fears, 29% had very few fears, while over one third stated they had no fears at all about the level of crime in general.
- ▶ 61% of respondents reported that their fear of crime had not reduced their quality of life.
- ▶ Over half (54%) of respondents worried about becoming a victim of crime; whether that was of a crime involving personal injury, property theft or damage, or indeed both.

Policing Priorities for An Garda Síochána

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

- ▶ The top priorities for respondents were robberies (91% of respondents highlighted this as a priority issue for them), sexual offences (91%) and illegal weapons (90%).

Garda Visibility

Awareness of Garda patrols and perceptions of Garda presence increased throughout 2016.

- ▶ Over one third (35%) of respondents reported that the Gardaí patrolled their local area regularly in 2016.
- ▶ 59% of respondents thought that Garda presence in their local areas was 'not enough'.

Satisfaction with An Garda Síochána

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

- ▶ The majority of respondents said they were satisfied with the service provided to them by An Garda Síochána (67%), 27% of respondents were dissatisfied, while 7% reported that they did not know or they did not reply.

Trust in An Garda Síochána

The public's trust in An Garda Síochána appears to be a robust measure with little or no movement.

- ▶ 88% of respondents had a mid to high level of trust in the Garda organisation during 2016.

Perceptions of the Garda Organisation

Respondents had a largely positive view of An Garda Síochána in terms of it being community focused (61%), modern or progressive (55%) and friendly or helpful (83%).

- ▶ Half of respondents considered An Garda Síochána effective in tackling crime.
- ▶ The majority disagreed that An Garda Síochána provides a world class service (51%).
- ▶ When asked whether the organisation is well managed views were split; 42% agreed, 42% disagreed and 16% did not know.

Introduction

The Public Attitudes Survey is a social survey of the Irish public's attitudes towards crime and policing in Ireland. As outlined in the 2015 annual report (available at garda.ie) An Garda Síochána has undertaken large scale surveys of public attitudes through the Garda Public Attitudes Survey since 2002. The survey was discontinued in 2008 and re-launched at the end of 2014. The 2016 survey is the second sweep since its re-launch and is based on 6,000 face-to-face interviews with adults aged 18 years and over.

The main aims of the Public Attitudes Survey are to:

- ▶ Ask a representative sample of the Irish public about their experiences of crime, as well as the services provided to them as victims of crime.
- ▶ Provide a measure of respondents' perceptions of crime, both nationally and locally.
- ▶ Identify what the public view as priority areas for An Garda Síochána.
- ▶ Ascertain how satisfied the public are with the service provided to local communities by the Garda organisation.
- ▶ Measure the public's levels of trust in An Garda Síochána and their perceptions of the organisation.

Structure of this 2016 report

The report is split into eight findings chapters:

Chapter 1 provides information on adults' perceptions of crime in Ireland during 2016 and makes comparisons with results from the 2015 survey.

Chapter 2 examines victimisation amongst respondents, provides details about the rate of reporting crime to the Gardaí, and explores levels of satisfaction among victims of crime. It also looks at perceptions about the information and assistance provided to victims.

Chapter 3 focuses on respondents' fear about crime in general, their worry about victimisation and the impact fear of crime has on their quality of life.

Chapter 4 examines what respondents view should be priorities for the Garda organisation.

Chapter 5 examines levels of Garda visibility and perceptions of Garda presence in local communities.

Chapter 6 explores the public's satisfaction with the service provided to local communities by An Garda Síochána.

Chapter 7 examines the public's trust in the Garda organisation.

Finally, **Chapter 8** provides information on respondents' perceptions of the Garda organisation including its ability to tackle crime and the degree to which it provides a world class police service.

All of the topics above were examined by population demographics, including age, gender, social class and nationality, as well as in different geographical areas to identify differences in perceptions and experiences. Comparisons between 2015 and 2016 survey results are presented where possible.

New for 2016

During 2016 a series of new questions were added to the survey;

- ▶ Questions on respondents' fear of crime and how it impacts on their quality of life, as well as their level of worry about victimisation.
- ▶ Questions on respondents' awareness of Garda visibility in their local communities, as well as opinion on local Garda presence were also added.

Future developments of the survey

There will be some further developments and additional work for 2017.

- ▶ The survey has now been rolled out to 16 and 17 year olds. This booster sample of approximately 500 young people will provide an overview of attitudes towards crime and policing in Ireland among this group.
- ▶ The 2017 survey will be carrying two additional questions relating to perceptions of how the Garda organisation treats people irrespective of their background.

Methodology

How is the Public Attitudes Survey conducted?

The survey is carried out by Amárach Research who was commissioned following a competitive public tendering process. The questionnaire was designed in consultation between An Garda Síochána and Amárach Research. Questions were tested prior to their final inclusion in the survey. Data was collected by means of in-home, face-to-face interviews. The Public Attitudes Survey is designed to run on a continuous

basis (it is continuously surveying the population) and reports on a quarterly and annual basis. There are a total of 200 sampling points. These have been selected from a database of around 3,500 District Electoral Divisions/Wards. In reality not all of the sampling points are used at one time. Fifty points are sampled each month and each sampling point is visited three times during the year (as highlighted above, the survey runs to produce internal quarterly data and the rotating sampling points reduce the effect of sampling error). The sampling points are stratified in line with the population distribution using the following categories:

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

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

Sample profile

The sample of adults aged 18 and over is designed to be nationally representative. The sample provides a small-scale representation of the population from which it is drawn.

Respondents were selected according to quotas based on age, gender, social class and nationality. The questionnaire includes questions to capture a wide range of demographic information. The sample was also weighted to ensure that it was in line with the national population. Table 1 on the next page provides a breakdown of the 2016 survey sample.

Respondents were asked about victim incidents experienced in the 12 months prior to the month of interview (the reference period). The victimisation section of the survey does not capture data on all crimes; crimes of a sexual nature were excluded from the survey.

Interpreting tables and figures

Frequency and percentage tables were used to explore survey responses within this report. Where appropriate, changes over the survey year, as well as between the latest sweeps of the survey were examined. Changes or differences were measured for statistical significance. Where differences

emerged as being statistically significant, post-hoc analysis of the chi square contingency table using the adjusted residual method, applying the Bonferroni correction was completed¹². Statistically significant differences are marked with an asterisk(*) or identified in text.

Low sample sizes can provide unreliable findings and there are also issues of confidentiality. As such, any cell size with fewer than 30 weighted respondents are represented by a line (-). However, it should be noted, percentages for those cell sizes greater than 30 are based on total number of responses for that column. A percentage may be quoted in the report text for a single category (e.g. agreement is made up of strongly agree plus agree) identified in the figures / tables by summing two or more percentages. Some questions in the survey allow respondents to choose multiple responses. These percentages will not sum to 100 percent with the other percentages presented. Finally, not all columns where percentages are used will add up to 100 percent. This is because of the rounding of figures.

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

The tables use a breakdown of social class as used by market research companies. For ease of interpretation, the definition of these social classes is set out in table 2 on the next page. The tables also break down responses by geographical areas, including 'city', 'other urban' and rural. 'City' areas are city boroughs, 'other urban' is any area with a population between 1,500 and 10,000 and rural areas have populations of less than 1,500. The survey also asks respondents about how close their local Garda station is – the answer is based on respondents' estimates.

1 Beasley, T. M., & Schumacker, R. E. (1995). *Multiple Regression Approach to Analyzing Contingency Tables: Post Hoc and Planned Comparison Procedures*. *The Journal of Experimental Education*, 64(1): 79-93.

2 Sharpe, D. (2015). *Your Chi-Square Test is Statistically Significant: Now What? Practical Assessment, Research & Evaluation*, 20(8): 1-10.

Table 1: Public Attitudes Survey sample profile

Sex		Age		Social Class		Region	
Male	49%	18 - 24	12%	AB	13%	Dublin	28%
Female	51%	25 - 34	22%	C1	28%	Leinster (excluding Dublin)	28%
		35 - 44	20%	C2	21%	Munster	27%
		45 - 54	17%	DE	31%	Connaught or Ulster	17%
		55 - 64	14%	F	7%		
		65+	15%				
Area		Nationality		Ethnicity		Religion	
City	36%	Irish	86%	White Irish	86%	Roman Catholic	79%
Other Urban	27%	UK	4%	Other white	11%	Church of Ireland	2%
Rural	37%	Polish	3%	Asian	2%	Other Christian	3%
		Lithuanian	1%	Other	1%	Islam	1%
		Indian	1%			Other	1%
		Other	5%			No religion	13%
						Refused	2%

Table 2: Definitions of social class groupings

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

Public Perceptions of Crime in Ireland



Survey respondents were asked how they perceived the level of crime nationally, as well as in their local area. Overall, respondents perceived national crime to be problematic, but they did not see crime as a significant issue in their local area.

Perceptions of crime in Ireland: national and local

During 2016, 35% of respondents considered national crime a very serious problem in Ireland, 42% considered it a serious problem, 20% thought it was something of a problem, while 2% stated it was not a problem. In comparison, when respondents were asked about crime in their local area, 5% reported it was a very serious problem, 19% claimed it was a serious problem, 49% stated it was something of a problem and 26% said it was not a problem.

As outlined in the Methodology section at the beginning of this report, the Public Attitudes Survey is run on a quarterly basis so that change over time can be measured. As can be seen in table 3, between Q1 and Q4 2016 there was a significant drop in perceptions of national crime as a very serious problem, however there was an increase in perceptions of it as a serious problem.

Similarly, between Q1 and Q4 2016, perceptions of local crime as a very serious problem decreased, but unlike the national

picture, perceptions of local crime as a serious problem also reduced, while the percentage of those who considered local crime as not a problem increased. There were no significant changes for other question responses.

Table 3: Changes in perceptions of national crime between Q1 and Q4 2016

National Crime	Q1	Q2	Q3	Q4	Statistically significant
A very serious problem	37%	40%	30%	30%	*
A serious problem	38%	38%	45%	46%	*
Something of a problem	21%	17%	20%	22%	
Not a problem	2%	3%	2%	-	*
Don't know/No opinion	-	-	-	-	

Local Crime	Q1	Q2	Q3	Q4	Statistically significant
A very serious problem	5%	6%	4%	3%	*
A serious problem	21%	19%	19%	15%	*
Something of a problem	51%	45%	48%	53%	
Not a problem	21%	29%	28%	27%	*
Don't know/No opinion	-	-	-	-	

Have perceptions of national and local crime changed between 2015 and 2016?

As can be seen in figure 1, between 2015 and 2016 a higher proportion of respondents replied that crime was a very serious problem nationally. There was a drop, however, in the proportion who considered national crime a serious problem. These changes were statistically significant.

In comparison, between 2015 and 2016, the proportion of people who considered crime in their local area as a very serious or serious problem dropped by 7%, while the numbers who considered local crime as something of a problem, as well as not a problem increased significantly (see figure 2).

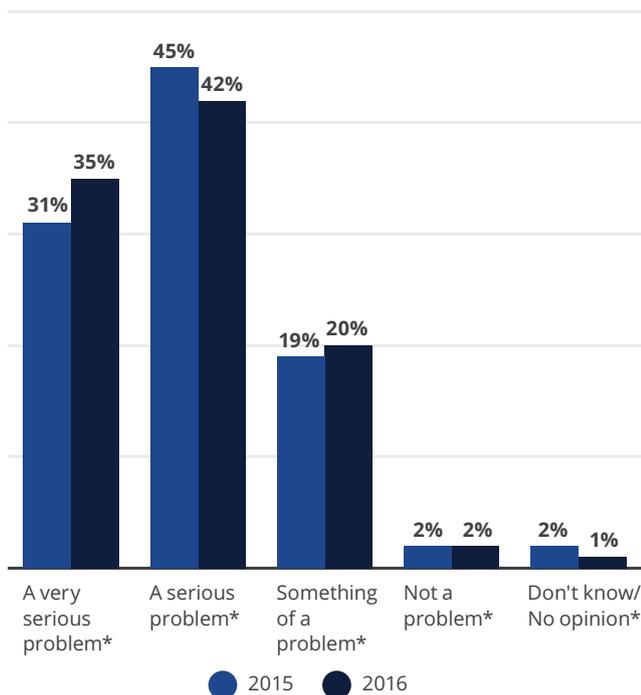
The Public Attitudes Survey collects a range of demographic and geographic information which allows perceptions of national and local crime to be explored further.

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

Table 4 and 5 show that during 2016:

- ▶ **Sex:** women were more likely to view national crime as a very serious problem and less likely to view it as something of a problem or not a problem.
- ▶ **Age:** those aged 55 and over were more likely to view national crime as a very serious problem compared to younger age groups, while those in the younger age groups were more likely to consider national crime as something of a problem.

Figure 1: Changes in perceptions of national crime in Ireland between 2015 and 2016



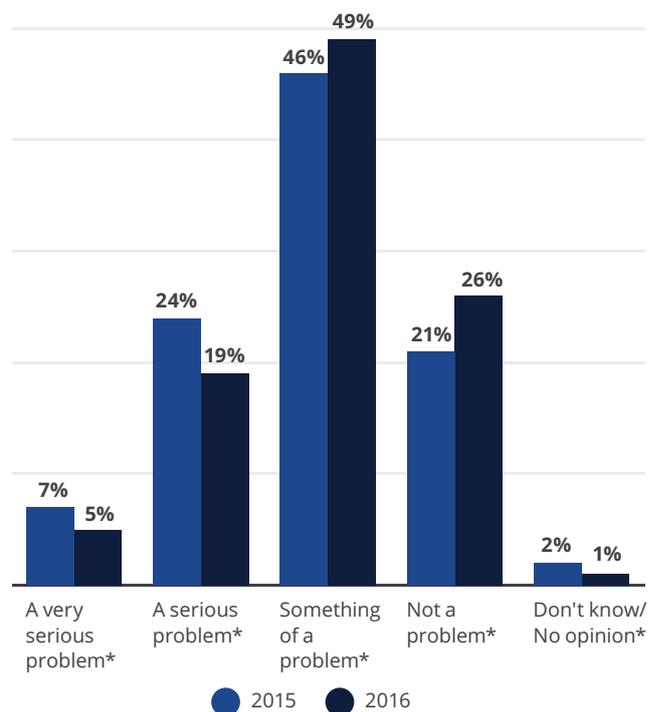
- ▶ **Social Class:** collectively, a lower proportion of respondents from social classes AB and C1 considered national crime a very serious problem (59%) compared to social classes DE and F (81%).
- ▶ **Nationality:** a greater proportion of Irish nationals considered national crime a very serious or serious problem (79%) compared to Non-Irish nationals (57%).
- ▶ **Region:** a greater proportion of respondents from Munster (45%) viewed national crime as a very serious problem, whereas those in Dublin (27%) were less likely to hold this view.
- ▶ **Urban/Rural:** rural respondents considered national crime a more serious problem with 39% reporting it was a very serious problem compared to 32% of 'city' and 32% of 'other urban' respondents.
- ▶ **Distance from Garda station:** no notable differences were evident between perceptions of national crime and how far respondents lived from a Garda station.

Perceptions of local crime by demographic, socio-economic and area groupings

Perceptions of local crime during 2016 by demographic and geographic variations are shown in table 6 and 7:

- ▶ **Sex:** there were no significant differences in how men and women viewed the severity of the local crime problem.
- ▶ **Age:** when asked about crime locally, those aged 18-24 were more likely to report that there was no problem.

Figure 2: Changes in perceptions of local crime in Ireland between 2015 and 2016



- ▶ **Social Class:** differences in perceptions of local crime across social classes were less distinctive compared to perceptions of national crime.
- ▶ **Nationality:** a greater proportion of Non-Irish nationals (39%) stated that local crime was not a problem compared to Irish nationals (24%).
- ▶ **Region:** respondents in Dublin and the rest of Leinster were more likely to view local crime as a very serious or serious problem compared to those in Munster and Connaught/Ulster.
- ▶ **Urban/Rural:** respondents in rural areas were more likely to view local crime as not a problem (30%) compared to those in 'city' (24%) and 'other urban' (24%) areas.
- ▶ **Distance from Garda station:** those living further away from Garda stations were less likely to perceive local crime as a very serious or serious problem.

Summary

- ▶ **Crime was perceived to be a more serious problem at a national than at a local level; this was clear across all groups of respondents and geographical areas.**
- ▶ **This pattern is somewhat similar to that expressed in the 2015 survey, the exception being that local crime was perceived as even less of a problem in 2016 compared to 2015.**
- ▶ **During 2016 (Q1 to Q4) less respondents viewed national crime as a very serious problem, however there was an increase in the number who considered it a serious problem.**
- ▶ **Between Q1 and Q4 2016 perceptions of local crime as a very serious or serious problem both reduced.**
- ▶ **Perceptions of the seriousness of the national crime problem were greater among women and those in older age groups.**
- ▶ **Respondents in Dublin and the rest of Leinster considered local crime to be more problematic compared to those in Munster and Connaught/Ulster.**

In further sections perceptions of the national and local crime problem are examined in relation to respondents' experience of victimisation, their fear and worry about crime, their satisfaction with the service provided to the local community by An Garda Síochána, and their trust in, as well as their views of the Garda organisation.

Table 4: Perceptions of national crime in Ireland during 2016 by demographic and socio-economic groupings

	Sex		Age						Social Class					Nationality	
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
A very serious problem	33%	36%	21%	28%	32%	38%	41%	46%	27%	32%	35%	38%	43%	37%	20%
A serious problem	42%	42%	44%	42%	42%	43%	42%	38%	41%	40%	42%	42%	44%	42%	37%
Something of a problem	22%	19%	30%	26%	22%	16%	15%	13%	29%	24%	18%	17%	11%	18%	31%
Not a problem	3%	2%	-	2%	3%	-	-	-	-	2%	-	2%	-	1%	7%
Don't know/No opinion	1%	1%	-	-	-	-	-	-	-	-	-	-	-	1%	4%

Table 5: Perceptions of national crime in Ireland during 2016 by area groupings

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other Urban	Rural	Less than 1 km	1-3 kms	3-5 kms	5-10 kms	10+kms
A very serious problem	27%	32%	45%	36%	32%	32%	39%	34%	32%	37%	39%	38%
A serious problem	42%	42%	41%	42%	40%	43%	42%	41%	43%	40%	43%	43%
Something of a problem	26%	22%	12%	20%	23%	22%	17%	22%	20%	20%	16%	17%
Not a problem	3%	2%	-	-	3%	2%	2%	-	3%	-	-	-
Don't know/No opinion	2%	-	-	-	2%	-	-	-	1%	-	-	-

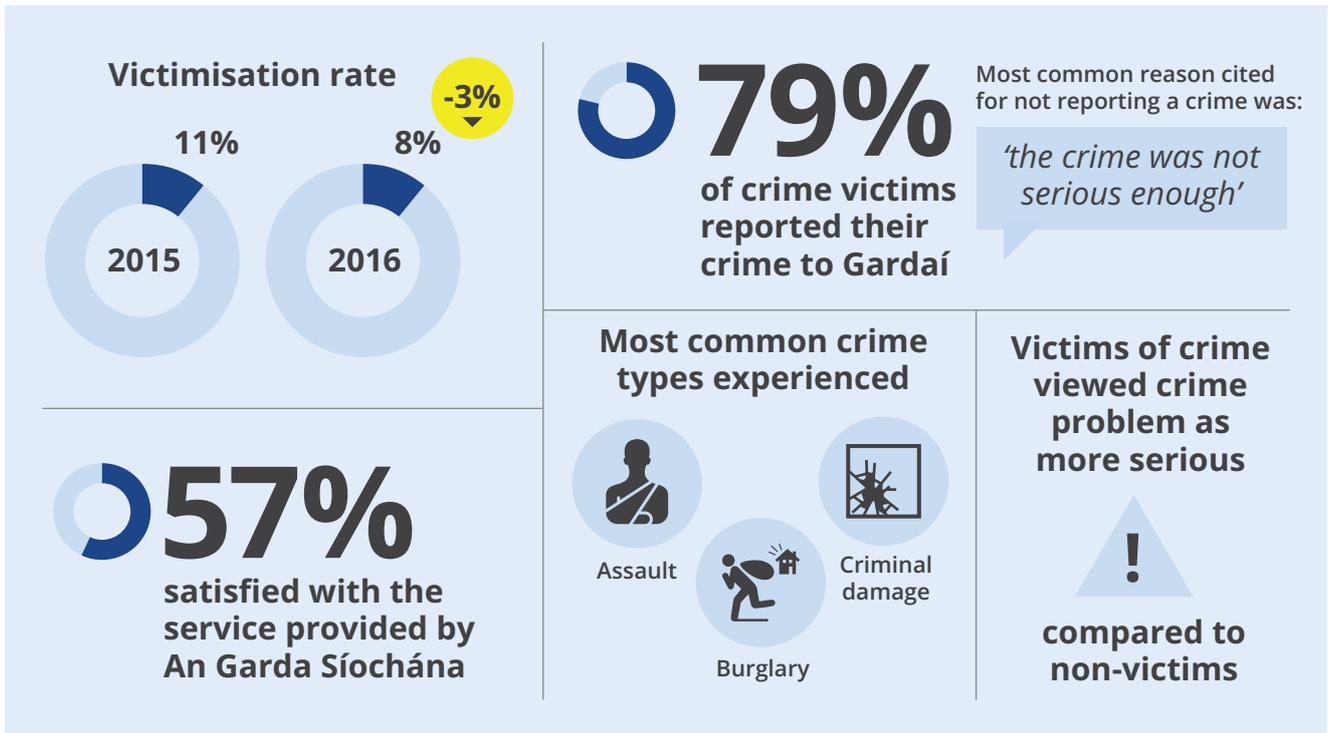
Table 6: Perceptions of local crime in Ireland during 2016 by demographic and socio-economic groupings

	Sex		Age						Social Class					Nationality	
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
A very serious problem	4%	5%	-	3%	6%	6%	4%	5%	4%	5%	5%	4%	-	5%	-
A serious problem	18%	19%	16%	17%	18%	22%	20%	17%	17%	18%	20%	19%	20%	19%	13%
Something of a problem	49%	49%	47%	49%	49%	49%	53%	50%	53%	49%	48%	48%	51%	50%	42%
Not a problem	27%	26%	32%	29%	26%	22%	22%	26%	24%	26%	26%	28%	26%	24%	39%
Don't know/No opinion	1%	2%	-	-	-	-	-	-	-	2%	-	-	-	1%	-

Table 7: Perceptions of local crime in Ireland during 2016 by area groupings

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other Urban	Rural	Less than 1 km	1-3 kms	3-5 kms	5-10 kms	10+kms
A very serious problem	6%	6%	3%	-	6%	5%	3%	5%	5%	5%	-	-
A serious problem	24%	22%	13%	13%	21%	18%	16%	20%	19%	19%	17%	13%
Something of a problem	47%	50%	51%	49%	48%	52%	49%	46%	51%	49%	50%	43%
Not a problem	21%	21%	31%	36%	24%	24%	30%	27%	23%	26%	29%	40%
Don't know/No opinion	-	2%	-	-	2%	-	-	-	2%	-	-	-

Victims of Crime



The Public Attitudes Survey measures the percentage of adults (aged 18 and over) who were victims of crime regardless of whether or not the crime(s) were reported to the Gardaí. This section identifies the proportions of survey respondents who were victims of at least one crime in the 12 months prior to their Public Attitudes Survey interview, often referred to as the victimisation or prevalence rate.

Within the survey there were 493 victims of crime. Respondents were asked to recall all relevant crime incidents they experienced in the 12 calendar months prior to the month of interview, asked if they reported their most recent crime to An Garda Síochána, their reasons for not reporting crime, as well as their satisfaction with how Gardaí handled the incident.

Victimisation in Ireland

The majority of 2016 Public Attitudes Survey respondents were not victims of crime. There were 493 adults out of 6,000 surveyed who reported being a victim of at least one crime in the previous 12 months, giving a victimisation rate of 8% within the sample. Of those 493 victims, 60 reported they were victims on more than one occasion.

The proportion of adults who were victims of crime has seen a significant decrease from 11% in the 2015 survey to 8% in the latest survey. However, within this period the rates of victimisation have fluctuated. The rate of victimisation reached its lowest level at the end of 2016, standing at 6.6% within the Q4 sample (see figure 3).

Figure 3: Level of crime victimisation from Q1 2015 to Q4 2016

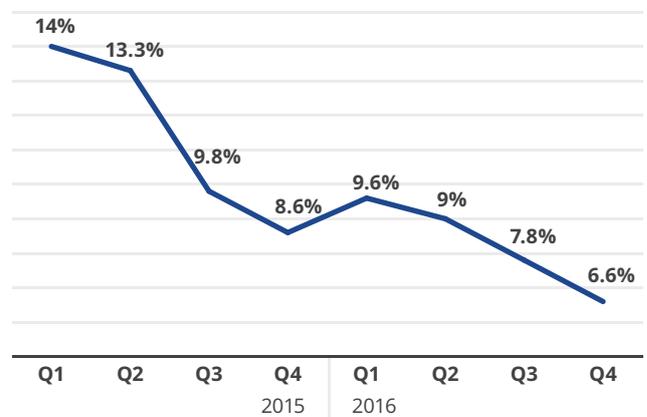


Figure 4: Most recent crime experienced in the last year

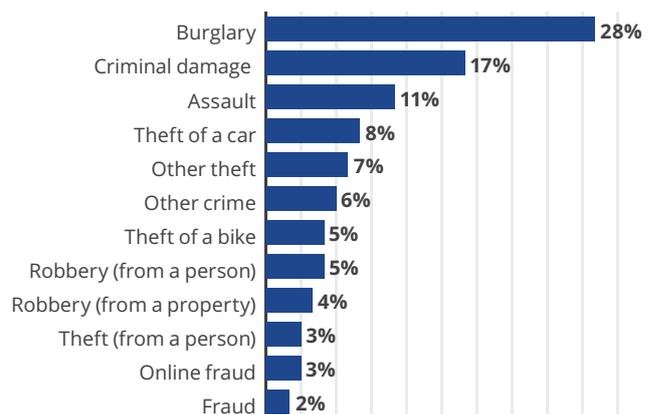


Figure 4 provides details of the most recent crime type experienced by victims of crime; burglary (28%), criminal damage (17%) and assault (11%) were the most prevalent.

In this sample gender had no impact on being a victim of crime. Due to the small number of victims for analysis age groups were condensed so that broad trends could be examined. Victimization varied across age groups; 10% of those aged between 35 and 54 years were a victim of crime, compared to 6.3% among those aged 55 and over. A greater proportion of respondents in 'city' or 'other urban' areas (10%) stated they were victims of crime compared to those living in rural areas (6%).

Reporting victimisation in Ireland

Not all victims reported their crime to the Gardaí. Of the 493 who were the victims of at least one crime, 387 reported their most recent incident. The proportion of victims reporting their crimes to Gardaí increased from 75% in 2015 to 79% in 2016 (this change was not statistically significant).

Table 8 shows the crimes most often reported to Gardaí according to the last two surveys; burglary remains the most reported crime, followed by robbery (from a property) and theft of a car; there has been an increase in the reporting of fraud offences (+20%) and theft from a person offences (+21%) between the latest two surveys.

Table 8: Reporting of most recent crime experienced

	2015	2016	% change
Burglary	91%	95%	4%
Robbery (from a property)	91%	92%	1%
Theft of a car	97%	89%	-8%
Other crime	83%	81%	-2%
Robbery (from a person)	81%	75%	-6%
Criminal damage	76%	74%	-2%
Assault	71%	68%	-3%
Theft of a bike	57%	67%	10%
Other theft	77%	63%	-14%
Fraud	42%	62%	20%
Theft (from a person)	33%	54%	21%
Online fraud	27%	36%	9%

Deciding whether or not to report crime to the Gardaí can be influenced by many factors. Table 9 shows that the most common reasons for not reporting crime were: not considering the crime serious enough (30%), not believing the Gardaí could do anything (29%), or not believing the Gardaí would do anything (25%).

Table 9: Reasons for not reporting crime

The incident was not serious enough	30%
I did not believe the Gardaí could do anything	29%
I did not believe the Gardaí would do anything	25%
I sorted it out myself	17%
Other reason (Please specify)	12%
I reported it to another authority	6%
I did not want to involve the Gardaí	4%
No need to make an insurance claim	3%
Fear of reprisal from perpetrator or others	2%
I did not have the time	-
Refused	4%

Experience of reporting a crime

Victims who experienced a crime in the last 12 months were also asked about their experience of reporting a crime to Gardaí.

- ▶ **60%** agreed that the Gardaí responded quickly when they reported the incident, down 3% points from the 2015 survey.
- ▶ **69%** reported being given the name of the investigating Garda/Gardaí down 1% on the last survey.
- ▶ **70%** were given contact details of the Garda station, down 1% on 2015 results.
- ▶ **43%** of victims were given a PULSE number, an increase of 9% on last year.
- ▶ Finally, **41%** of victims reported being given a number of victim helplines/services compared to 33% in the last survey.

Table 10: Experience of reporting a crime

	Yes	No	Not applicable	Don't know/remember
Gardaí responded quickly	60%	33%	-	-
Given name of investigating Gardaí	69%	25%	-	-
Given contact details of Garda station	70%	20%	8%	-
Given PULSE/crime number	43%	44%	-	-
Given the details of victim helplines or services	41%	48%	8%	-

Respondents were also asked whether the information provided to them during their most recent incident was satisfactory; 41% stated they received too little information compared to 36% of victims in the 2015 survey; 48% said it was about right, up two percent from 2015 levels; while 1% said they received too much information, the same proportion as in 2015 survey. Within the sample, 9% reported they were given no update on the progress of the investigation, down from 16% in the last survey sweep.

Satisfaction with Garda response among victims of crime

In the 2016 survey, among all victims who reported their crime, 21% said they were very satisfied with how Gardaí handled their case, 36% were quite satisfied, while 26% were dissatisfied, and 17% were very dissatisfied. Fewer than 1% said they did not know or couldn't remember. Between the latest two surveys there has been no significant change in victims' level of satisfaction with An Garda Síochána's handling of their case.

There were some variations in levels of satisfaction when demographic, socio-economic, area, and victim groupings were examined (see table 11).

- ▶ **Sex:** more female (61%) than male victims (51%) were satisfied with the service provided to them by An Garda Síochána.
- ▶ **Age:** due to the small victim sample, age groups were condensed so broad trends could be examined. Levels of satisfaction among victims of crime increased with age; those aged 55 and over were most satisfied.

- ▶ **Social class:** similarly, social class groupings were condensed to allow for examination across two broad groupings. ABC1 reported higher levels of satisfaction compared to C2DEF (60% compared to 53%).
- ▶ **Urban/Rural:** victims in rural areas were slightly more dissatisfied compare to 'city' and 'other urban' areas.

Figure 5: Changes in satisfaction among victims 2015 and 2016

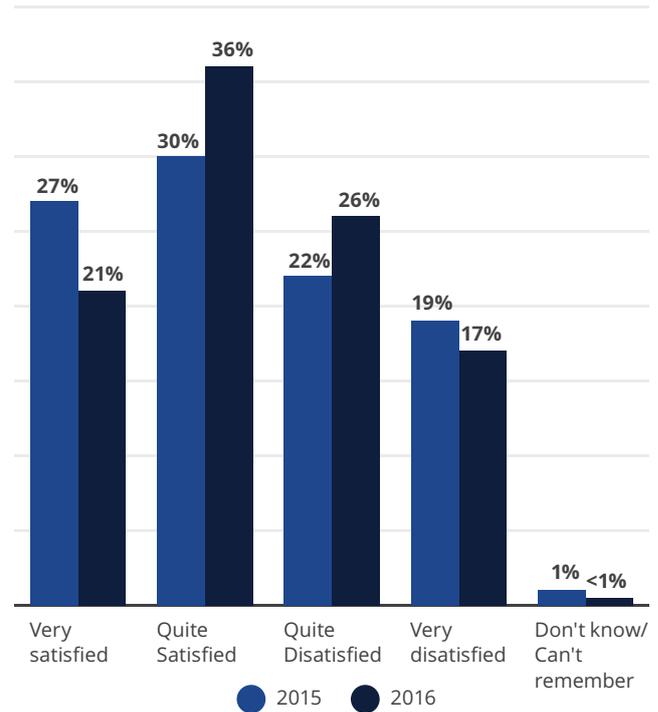


Table 11: Victim satisfaction with An Garda Síochána's handling of recent crime incident by demographic and socio-economic groupings

	Sex		Age			Social class		Urban/Rural		
	Male	Female	18-34	35-54	55+	ABC1	C2DEF	City	Other urban	Rural
Very satisfied	17%	24%	-	22%	-	21%	19%	19%	-	-
Quite satisfied	34%	37%	32%	33%	45%	39%	34%	39%	34%	33%
Quite dissatisfied	27%	24%	26%	25%	-	26%	25%	26%	26%	25%
Very dissatisfied	20%	14%	-	19%	-	-	21%	17%	15%	20%
Don't know/No reply	-	-	-	-	-	-	-	-	2%	-

Does victimisation impact on perceptions of crime?

Victims of crime perceived the national and local crime problem as more serious than non-victims. Differences in perceptions of national and local crime broken down by victim characteristics are shown in table 12. A higher proportion of victims of crime (44%) considered national crime a very serious problem in 2016 compared to non-victims (34%). This was more pronounced when you examined perceptions of local crime; a greater proportion of victims (44%) considered local crime to be a very serious or serious problem compared to non-victims (21%).

Table 12: Perceptions of crime by victimisation

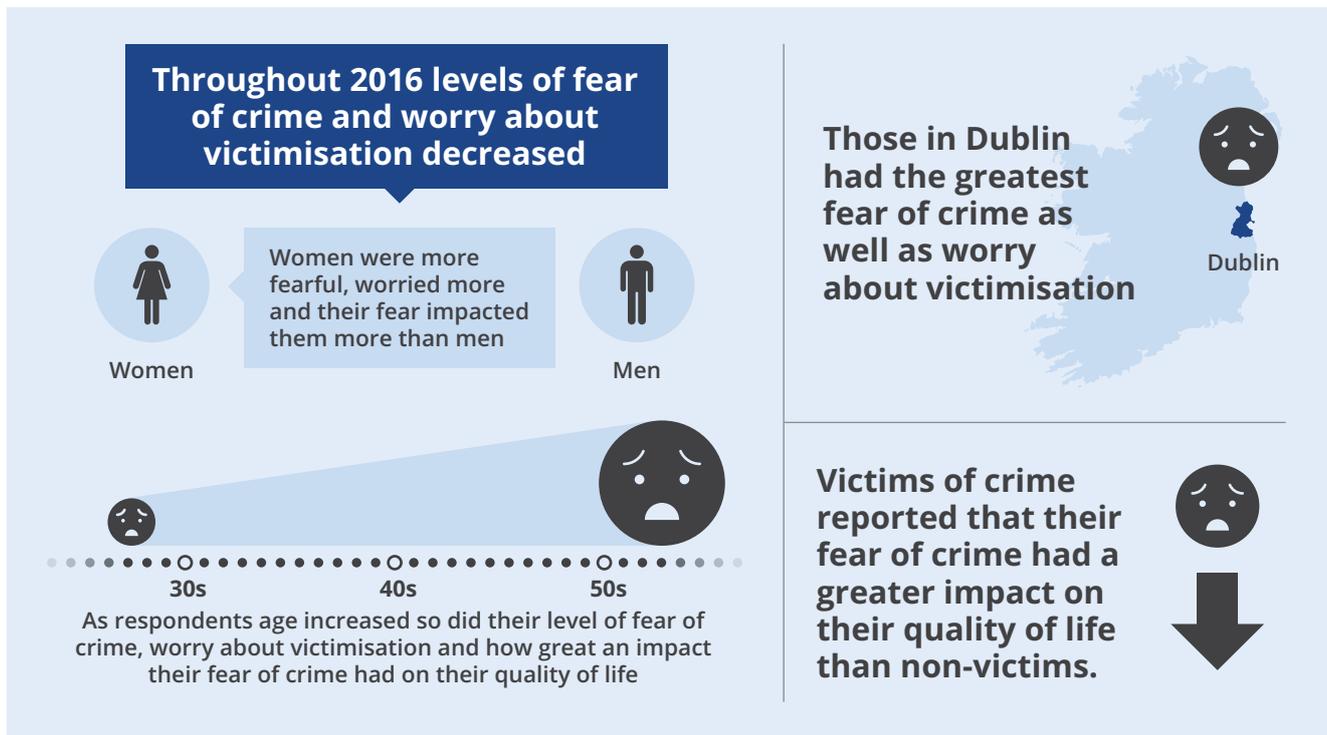
National Crime	Not a crime victim	Crime victim
A very serious problem	34%	44%
A serious problem	42%	36%
Something of a problem	21%	17%
Not a problem	2%	-
Don't know/No reply	1%	-
Local Crime		
A very serious problem	4%	10%
A serious problem	17%	34%
Something of a problem	50%	42%
Not a problem	27%	13%
Don't know/No reply	2%	-

Summary

- ▶ **The 2016 survey showed that the proportion of victims of crime (8%) in the sample was notably lower than that recorded in the 2015 sample (11%).**
- ▶ **The most common crime types experienced by victims were burglary (28%), criminal damage (17%) and assault (11%).**
- ▶ **79% of crime victims reported their crime experience to An Garda Síochána; burglary was the most reported crime, followed by robbery (from a property) and theft of a car.**
- ▶ **The most common reason cited for not reporting a crime was 'the crime was not serious enough' (30%).**
- ▶ **57% of victims reported they were satisfied with the service provided by An Garda Síochána; 48% said they received the right level of information when their incident was being progressed.**
- ▶ **Victims of crime were more likely to view national and local crime as a very serious problem compared to non-victims.**

In further sections the impact of victimisation on respondents' fear and worry about crime, their policing priorities, satisfaction with the service provided and trust in An Garda Síochána, as well as their views of the Garda organisation will be examined.

Fear and Worry about Crime



As mentioned at the beginning of this report, a series of new sections were added to the Public Attitudes Survey in 2016. These sections examined respondents' fear of crime in general, their perceived likelihood of victimisation, and how much their quality of life was affected by their 'fear of crime'. These questions aim to better our understanding around public anxiety about crime.

The majority of individuals reported having very few or no fears about crime, while more worried about becoming a victim of crime, for most, their fear of crime did not affect their quality of life.

We begin by examining respondents' fear of crime.

Fear about the level of crime in Ireland

Figure 6 provides an overview of fear of crime data; during 2016, 6% of respondents reported having a lot of fears about crime, 31% reported some fears, 29% had very few fears, while over one third (33%) stated they had no fears at all about the level of crime in general.

Examining changes over time showed that between Q1 and Q4 2016 there was a drop in the proportion of participants who had a lot of fears about the level of crime (7% vs. 4%), as well as some fears about the level of crime (36% vs. 28%). There was a notable increase in the numbers reporting no fear of crime (27% vs. 35%) during that period (see table 13).

Figure 6: Levels of fear of crime in Ireland 2016

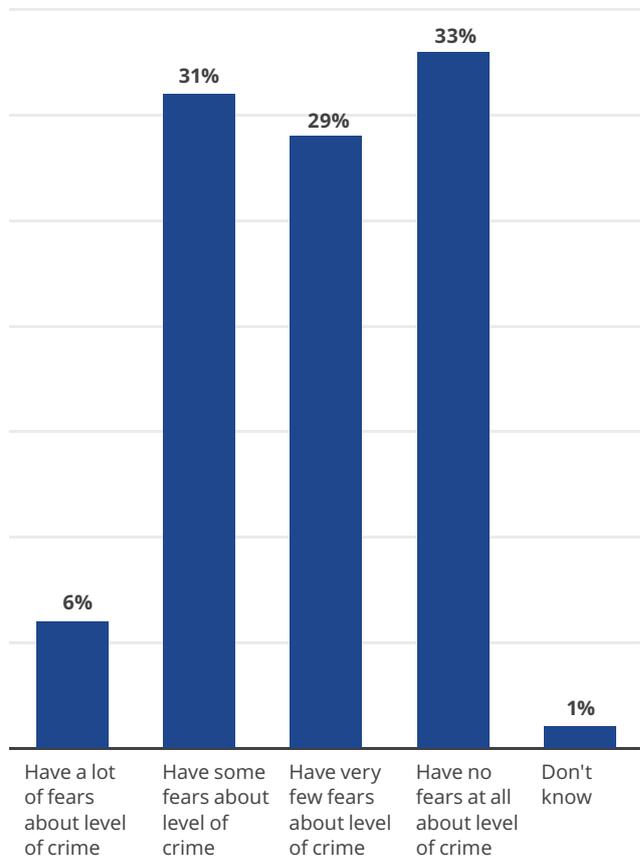


Table 13: Changes in personal fears about the level of crime between Q1 and Q4 2016

	Q1	Q2	Q3	Q4	Statistically significant
Have a lot of fears about level of crime	7%	8%	6%	4%	*
Have some fears about level of crime	36%	31%	27%	28%	*
Have very few fears about level of crime	28%	26%	28%	32%	
Have no fears at all about level of crime	27%	33%	38%	35%	*
Don't know	-	-	-	-	

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

Table 14 provides a breakdown of results by demographic characteristics. More men than women reported that they had no fears about the level of crime generally (37% vs. 29%). As age increased so did fears about the level of crime. There were no notable differences when fear of crime was examined by social class groupings. Non-Irish nationals were more likely to report that they had no fears about the level of crime (45%) where as Irish nationals were less likely (31%).

The proportion of respondents who had a lot or some fears about the level of crime was highest in Dublin (45%) and lowest in Connaught/Ulster (26%). More respondents in 'city' areas reported having a lot or some fears about crime (44%) compared to 'other urban' (33%) and 'rural' (32%) respondents. How far respondents lived from their local Garda station had no association with fear of crime levels (see table 15).

Table 14: Fear of crime in Ireland during 2016 by demographic and socio-economic groupings

	Sex		Age						Social Class					Nationality	
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
Have a lot of fears about level of crime	6%	7%	-	4%	7%	7%	8%	10%	7%	6%	6%	7%	-	7%	4%
Have some fears about level of crime	28%	33%	17%	25%	33%	36%	34%	35%	31%	30%	31%	30%	31%	32%	20%
Have very few fears about level of crime	28%	29%	28%	29%	30%	26%	31%	29%	29%	31%	27%	27%	33%	29%	29%
Have no fears at all about level of crime	37%	29%	50%	40%	30%	30%	27%	24%	33%	32%	35%	34%	31%	31%	45%
Don't know	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-

Table 15: Fear of crime in Ireland during 2016 by area groupings

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other Urban	Rural	<1 km	1-3 kms	3-5 kms	5-10 kms	10+kms
Have a lot of fears about level of crime	11%	4%	6%	-	10%	4%	4%	8%	7%	5%	5%	-
Have some fears about level of crime	34%	28%	34%	23%	34%	29%	28%	32%	30%	29%	29%	31%
Have very few fears about level of crime	27%	32%	26%	31%	28%	30%	29%	28%	29%	27%	32%	29%
Have no fears at all about level of crime	26%	34%	33%	43%	26%	37%	38%	31%	32%	39%	34%	32%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-

Fear of crime and experience of victimisation

A greater proportion of crime victims reported having a lot of fears about crime compared to those who were not victims over the last 12 months (16% vs. 6%). Victims of crime were less likely to report having no fears about crime. See table 16.

Table 16: Fear of crime by victimisation

	Not a crime victim	Crime victim
Have a lot of fears about level of crime	6%	16%
Have some fears about level of crime	30%	38%
Have very few fears about level of crime	29%	28%
Have no fears at all about level of crime	35%	17%

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

Respondents reporting high levels of fear of crime also considered national and local crime to be a more serious problem than those with no fears about the level of crime.

- ▶ Among those who had no fears about the level of crime, 26% considered national crime to be a very serious problem compared to 64% who reported it was not a problem.
- ▶ Similarly, those without fears about crime generally had lower perceptions of the seriousness of the crime problem locally (see table 17).

This chapter now goes on to explore levels of worry about becoming a victim of crime, as well as the impact fear of crime has on respondents' quality of life.

Perceived likelihood of victimisation

The Public Attitudes Survey asks respondents if they worry that they, or anyone else who lives with them, might become a victim of personal injury, property crime, or both.

Figure 7 shows that 5% of respondents worried about personal injury, 12% stated they feared becoming a victim of property crime, 37% worried about being a victim of both personal injury and property crime, while a large number of respondents (46%) reported not worrying about becoming a victim of any crime.

Figure 7: Perceived likelihood of victimisation 2016

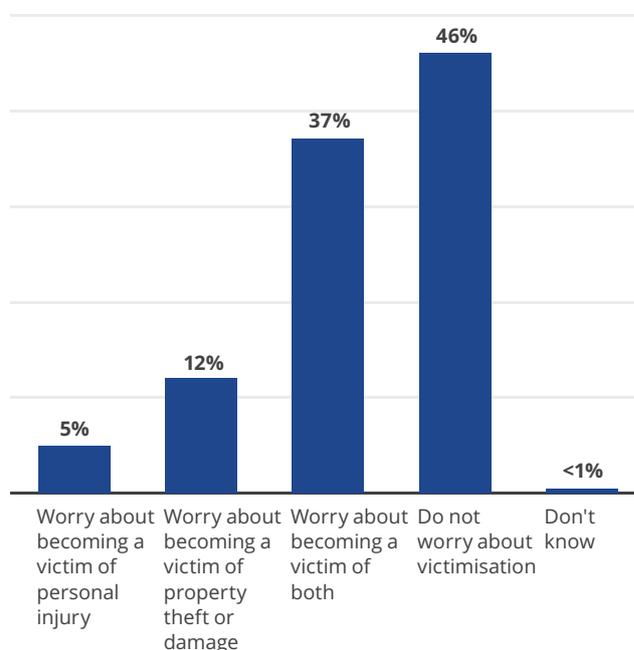


Table 17: Fear of crime by perceptions of national and local crime problem

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Have a lot of fears about level of crime	12%	5%	1%	-	23%	13%	5%	2%
Have some fears about level of crime	38%	32%	19%	10%	41%	38%	32%	20%
Have very few fears about level of crime	24%	30%	36%	24%	20%	26%	31%	28%
Have no fears at all about level of crime	26%	33%	42%	64%	15%	22%	31%	48%
Don't know	-	-	-	-	-	-	-	-

As can be seen in table 18, between Q1 and Q4 the numbers of respondents who believed they would fall victim to damage or theft of their property decreased from 16% to 9%. Over the same period there was an increase in the proportion of respondents who reported not worrying about themselves or someone living with them becoming a victim of any crime (40% vs. 47%).

Table 18: Changes in worry about victimisation between Q1 and Q4 2016

	Q1	Q2	Q3	Q4	Statistically significant
Worry about personal injury	4%	6%	5%	4%	
Worry about property theft or damage	16%	13%	9%	9%	*
Worry about both	39%	33%	36%	40%	
Do not worry	40%	48%	49%	47%	
Don't know	-	-	-	-	

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

A greater proportion of women than men worried about being a victim of both personal injury and property theft or damage (41% compared to 33%). As shown in table 19, trends across age groups showed that younger respondents were less likely to worry becoming a victim of crime. No notable differences were evident across social class groupings. A greater proportion of Non-Irish nationals reported not worrying about victimisation (55%) compared to Irish nationals (44%).

When not worrying about victimisation was examined, 61% of respondents in Connaught/Ulster reported not worrying compared to 36% of respondents from Dublin. Markedly more respondents from 'other urban' (50%) and 'rural' (51%) areas did not worry about victimisation compared to those living in 'city' areas (38%) (see table 20).

Does experience of victimisation impact on perceived likelihood of re-victimisation?

Respondents who had been a victim of crime in the 12 months before their interview were more likely to perceive themselves to be at risk of further victimisation; 47% of recent crime victims considered themselves at risk of both personal injury and property theft or damage compared to 36% of respondents who were not victims of crime.

Table 21: Perceived likelihood of re-victimisation by victimisation

	Not a crime victim	Crime victim
Worry about personal injury	4%	10%
Worry about property theft or damage	11%	19%
Worry about both	36%	47%
Do not worry	48%	24%
Don't know	1%	-

Perceived likelihood of victimisation by fear of crime

A person's level of worry that they will be a victim of crime may be influenced by their rating of fears about crime in general. As suspected, those who thought it was likely that they would be the victim of personal injury, property theft or damage, or both, reported greater levels of fear of crime in general than those who did not worry (see table 22).

Table 22: Perceived likelihood of victimisation by fear of crime

	Fear about level of crime in general			
	A lot of fears	Some fears	Very few fears	No fears
Worry about personal injury	19%	8%	3%	-
Worry about property theft or damage	10%	22%	12%	3%
Worry about both	63%	52%	47%	10%
Do not worry	8%	18%	37%	86%

Table 19: Perceived likelihood of victimisation by demographic and socio-economic groupings

	Sex		Age						Social Class					Nationality	
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
Worry about personal injury	4%	5%	4%	4%	4%	6%	5%	6%	5%	5%	5%	5%	-	5%	4%
Worry about property theft or damage	12%	12%	9%	11%	13%	12%	13%	12%	12%	14%	11%	10%	14%	12%	9%
Worry about both	33%	41%	23%	34%	39%	41%	40%	42%	34%	37%	38%	37%	38%	38%	30%
Do not worry	50%	42%	63%	51%	43%	40%	42%	40%	49%	44%	46%	47%	44%	44%	55%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Table 20: Perceived likelihood of victimisation by area groupings

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other Urban	Rural	Less than 1 km	1-3 kms	3-5 kms	5-10 kms	10+kms
Worry about personal injury	8%	2%	6%	2%	8%	3%	3%	6%	6%	4%	-	-
Worry about property theft or damage	14%	14%	8%	12%	12%	12%	12%	12%	12%	11%	11%	12%
Worry about both	42%	40%	37%	24%	42%	35%	33%	35%	39%	37%	34%	34%
Do not worry	36%	44%	49%	61%	38%	50%	51%	46%	44%	47%	51%	50%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-

Table 23: Perceived likelihood of victimisation by perceptions of national and local crime

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Worry about personal injury	6%	5%	2%	-	13%	7%	4%	3%
Worry about property theft or damage	12%	12%	11%	-	19%	16%	12%	8%
Worry about both	45%	35%	31%	7%	52%	47%	40%	21%
Do not worry	37%	47%	54%	78%	16%	29%	43%	67%
Don't know	-	-	-	-	-	-	-	-

Perceived likelihood of victimisation and perception of national and local crime problem

We saw in the previous section that perceptions of the seriousness of the national and local crime problem were associated with greater levels of fear of crime. A person's level of worry that they will be a victim of crime may also be influenced by their perceptions of national and local crime. Table 23 shows that respondents expressing high levels of worry about becoming a crime victim considered national and local crime to be a more serious problem than those who did not worry about perceived likelihood of victimisation.

Among those who worried about both personal injury and property theft or damage, 45% stated that national crime was a very serious problem; among those who did not worry about becoming a victim of crime, 37% stated that national crime was a very serious problem. More pronounced differences were evident when we examined perceived likelihood of victimisation and perceptions of local crime; 52% of those who worried about becoming a victim of both personal injury and property crime considered local crime a very serious problem compared to 16% of those who did not worry about victimisation.

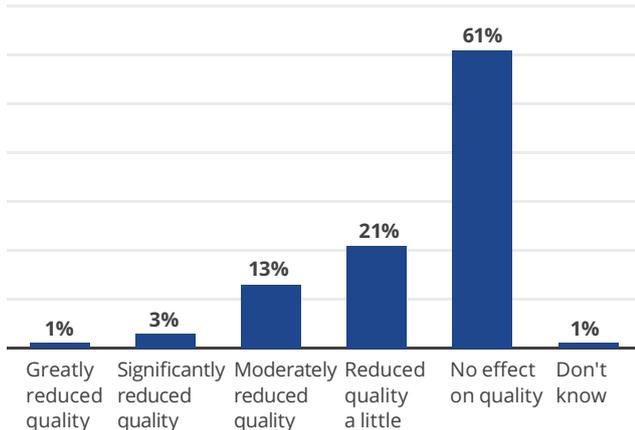
The impact of 'fear of crime' on respondents' quality of life

Fear and worry about crime is problematic if it has a detrimental impact on a person's quality of life. The Public Attitudes Survey therefore examined how much fear of crime has affected respondents' quality of life.

The majority of respondents indicated that fear of crime did not affect their quality of life significantly.

During 2016, 1% of respondents reported that fear of crime greatly reduced their quality of life, 3% reported that their quality of life was significantly reduced, 13% said it was moderately reduced, 21% said it was reduced a little, while the remaining 61% of people reported that their fear of crime had not reduced their quality of life.

Figure 8: Impact of fear of crime on quality of life



Changes between Q1 and Q4 2016 show that by year-end fewer respondents reported that their fear of crime had significantly or moderately reduced their quality of life, while the numbers reporting no effect on quality of life increased.

Table 24: Changes in impact on quality of life between Q1 and Q4 2016

	Q1	Q2	Q3	Q4	Statistically significant
Greatly reduced quality	-	2%	-	-	
Significantly reduced quality	4%	4%	2%	-	*
Moderately reduced quality	16%	12%	11%	12%	*
Reduced quality a little	21%	21%	20%	23%	
No effect on quality	57%	61%	65%	62%	*
Don't know	-	-	-	-	

The effect of 'fear of crime' on quality of life by demographic, socio-economic and area groupings

More men than women reported that their fear of crime had no impact on their quality of life (65% vs. 58%). Those in older age groups were more likely to report that crime had impacted on their quality of life. Trends across social class groupings showed no notable differences. Finally, a greater proportion of Non-Irish nationals reported that their fear of crime had no impact on their quality of life (68%) than Irish nationals (60%).

Perceived reductions in respondents' quality of life related to their fear of crime by area grouping are shown in table 26. Respondents from Dublin reported the greatest impact on their quality of life, whereas those in Connaught/Ulster reported the lowest level of impact. 'City' respondents reported greater impact than 'other urban' and rural respondents. The distance respondents lived from a Garda station had little impact on the effect of fear of crime on respondents' quality of life.

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

Victims of crime were more likely to report a reduction in their quality of life due to fear of crime compared to non-victims (63% vs. 37%).

Table 27: The effect of 'fear of crime' on quality of life by victimisation

	Not a crime victim	Crime victim
Greatly reduced quality	1%	-
Significantly reduced quality	3%	8%
Moderately reduced quality	12%	21%
Reduced quality a little	20%	29%
No effect on quality	63%	37%
Don't know	-	-

Do those with greater levels of fear of crime and worry about victimisation report the greatest impact?

As expected, as the level of fear of crime increased so did the negative impact on respondents' quality of life. This can be seen clearly in table 28.

Respondents who worried about personal injury reported the greatest impact on their quality of life.

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

Respondents' perceptions of national and local crime were also explored to determine if these perceptions varied depending on whether respondents reported a reduced quality of life due to their fear of crime. Similar to that reported in the previous two sections:

- ▶ Of those who reported that fear of crime impacted on their quality of life, 46% considered national crime a very serious problem, compared with 23% who thought it was not a problem.
- ▶ Respondents who reported no reduction in their quality of life were more likely to report that local crime was not a problem (81%) than a very serious problem (33%) (see table 29).

Table 25: The effect of 'fear of crime' on quality of life by demographic and socio-economic groupings

	Sex		Age						Social Class					Nationality	
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
Greatly reduced quality	1%	2%	-	-	-	-	-	-	-	-	-	0%	-	1%	-
Significantly reduced quality	3%	3%	-	2%	3%	4%	4%	4%	-	3%	3%	3%	-	3%	-
Moderately reduced quality	11%	14%	5%	10%	14%	13%	16%	17%	12%	12%	12%	14%	10%	13%	10%
Reduced quality a little	19%	23%	16%	20%	21%	22%	22%	25%	18%	21%	21%	21%	28%	22%	17%
No effect on quality	65%	58%	76%	66%	61%	59%	56%	51%	65%	62%	62%	59%	60%	60%	68%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Table 26: The effect of 'fear of crime' on quality of life by area groupings

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other Urban	Rural	Less than 1 km	1-3 kms	3-5 kms	5-10 kms	10+kms
Greatly reduced quality	4%	-	-	-	3%	-	-	-	2%	-	-	-
Significantly reduced quality	6%	3%	-	-	5%	2%	2%	-	4%	3%	-	-
Moderately reduced quality	19%	15%	10%	4%	17%	10%	10%	13%	13%	13%	10%	11%
Reduced quality a little	23%	24%	21%	13%	22%	21%	20%	18%	22%	21%	22%	21%
No effect on quality	47%	57%	67%	82%	52%	66%	67%	63%	59%	61%	66%	66%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-

Table 28: The effect of 'fear of crime' on quality of life by fear of crime and worry about victimisation

	Fear of crime				Worry about victimisation			
	A lot of fears	Some fears	Very few fears	No fears	Worry about personal injury	Worry about property theft of damage	Worry about both	Do not worry
Greatly reduced quality	17%	-	-	-	15%	-	1%	-
Significantly reduced quality	17%	6%	-	-	10%	7%	4%	-
Moderately reduced quality	26%	24%	11%	-	19%	24%	21%	3%
Reduced quality a little	19%	28%	31%	6%	23%	27%	36%	8%
No effect on quality	20%	41%	56%	92%	33%	41%	38%	89%

Table 29: The effect of 'fear of crime' on quality of life by perceptions of national and local crime problem

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Greatly reduced quality	2%	1%	-	-	9%	4%	-	-
Significantly reduced quality	4%	3%	1%	-	9%	7%	2%	-
Moderately reduced quality	16%	11%	11%	-	29%	20%	12%	6%
Reduced quality a little	24%	21%	20%	9%	20%	25%	25%	12%
No effect on quality	54%	64%	67%	77%	33%	44%	60%	81%

Summary

- ▶ **Between Q1 and Q4 2016, levels of fear of crime decreased, the proportion of respondents who did not worry about becoming a victim of crime increased, and a greater proportion of respondents reported that their fear of crime had no impact on the quality of their lives.**
- ▶ **66% of people reported having some fear of the level of crime in general; 38% reported that their fear of crime had had some impact on their quality of life; while 54% of respondents worried about becoming a victim of crime - personal injury, property theft or damage, or both.**
- ▶ **Women reported higher levels of fear of crime, worry about victimisation, and a greater impact on their quality of life compared with men.**
- ▶ **As age increased so did fear about the level of crime in general and worry about becoming a victim of crime; those in older age groups reported that their fear of crime had the greatest impact on their quality of life.**
- ▶ **Respondents in Dublin reported the greatest level of fear of crime in general, had the lowest proportion of respondents reporting that they did not worry about becoming a victim of crime, and reported that fear of crime had the greatest impact on their quality of life when compared with other regions.**
- ▶ **Victims of crime had higher levels of fear of crime, worried the most about becoming a victim of crime and reported that fear of crime had the greatest impact on their quality of life.**
- ▶ **As would be expected, as respondents' perceptions of the crime problem increased so did their fear of crime, worry about victimisation and reported impact of fear on crime on quality of life.**

It is difficult to determine whether perceptions of the seriousness of crime cause fear about crime, worry about victimisation and how this then impacts on respondents' quality of life, or whether individuals who fear or worry about crime pay more attention to levels of national and local crime than those who do not fear crime. It is important to note while perceptions may influence fear and worry about crime, fear of crime may also influence perceptions of national and local crime.

Further sections examine how fear and worry about crime were impacted by levels of satisfaction with the service provided to local communities by An Garda Síochána, and trust in, as well as perceptions of, the Garda organisation.

Policing Priorities for An Garda Síochána

As with previous Public Attitudes Surveys, respondents were asked about the priority they would give to policing tasks. Questions relating to policing priorities were asked once per quarter, in January, April, July and October; the total sample size for this section is 2,000 respondents.

Policing priorities for An Garda Síochána

Respondents were asked to propose what they felt should be a high, medium and low priority for An Garda Síochána. More than one issue could be selected in the priority categories.

- ▶ **High priorities:** the top priorities for respondents were robberies (91% of respondents highlighted this as a priority issue for them), sexual offences (91%) and illegal weapons (90%).
- ▶ **Medium priorities:** public order offences (38% of respondents identified this as a medium priority for them), traffic offences (26%) and criminal damage (25%) were the highest medium priorities identified by recipients.
- ▶ **Low priorities:** respondents identified public order offences (13%) traffic offences (4%) and criminal damage and fraud (3%) as low priorities for An Garda Síochána. See table 30 for a full breakdown of respondents' responses.

Table 30: Policing priorities identified by respondents for An Garda Síochána

	High priority	Medium priority	Low priority
Robberies	91%	8%	1%
Sexual offences	91%	5%	2%
Illegal weapons	90%	7%	2%
Human trafficking	88%	7%	2%
Assaults	86%	11%	2%
Drugs offences	85%	11%	2%
Burglaries	78%	20%	2%
Fraud	74%	20%	3%
Criminal damage	72%	25%	3%
Traffic offences	69%	26%	4%
Public order offences	48%	38%	13%

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

In order to assess differences across socio-economic groupings and areas, ranks were assigned to priorities. One was assigned to the highest percentage priority and 11 to the lowest. Those with equal weighting were given the same rank score. Tables 31 and 32 provide a breakdown of results.

Results showed that irrespective of sex, age, social class and areas the vast majority of respondents believed that An Garda Síochána should prioritise sexual offences first (some groups considered robberies as equally important and respondents in the rest of Leinster ranked the possession and use of illegal weapons as their first priority). The majority of groupings chose robberies or illegal possession or use of weapons as their next most important priorities. There was also consistency in the bottom three priorities across the groupings: criminal damage, traffic offences, and public order offences.

Does becoming a victim of crime impact on policing priorities?

As can be seen in table 33, victims of all crimes identified sexual offences and robberies as their top priorities for An Garda Síochána. The bottom four priorities (fraud, criminal damage, traffic offences and public order offences) were the same when examined by victim status.

Priorities could also be influenced by the nature of victimisation. Table 33 sets out priorities by victims of burglary and criminal damage (the two groups which sufficient sample sizes). For victims of burglary, burglary incidents remain ranked at number 7. More notable, however, is that victims of criminal damage considered criminal damage a greater priority for Gardai; it moved from a 9 ranking among respondents generally to 2 for victims of criminal damage.

Table 31: Policing priorities for An Garda Síochána by demographic and socio-economic groupings

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

Table 32: Policing priorities for An Garda Síochána by area groupings

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

Table 33: Priorities for An Garda Síochána by victimisation grouping

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

Table 34: Policing priorities for An Garda Síochána by level of fear of crime

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

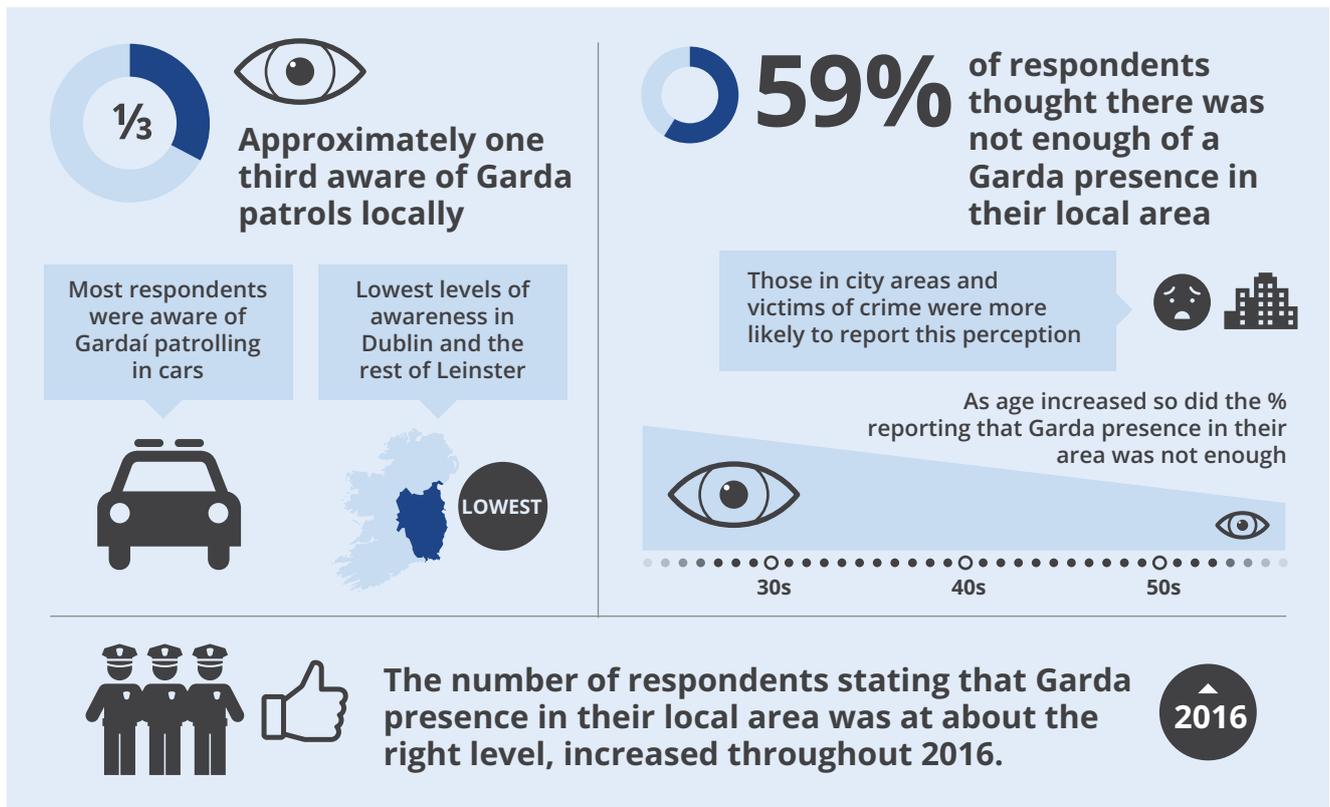
Policing priorities for An Garda Síochána by fear of crime

The level of fear of crime in general impacted on respondents' views on what the Garda organisation should focus on. As can be seen in table 34, respondents with the strongest fear of crime prioritised robberies over sexual offences. The bottom four priorities were the same irrespective of level of fear of crime.

Summary

- ▶ Respondents felt that sexual offences, robberies, and the use or possession of illegal weapons should be the highest priorities for An Garda Síochána. This remained the same across socio-economic and area groupings.
- ▶ Public order offences, traffic offences and criminal damage were considered lower priorities by respondents.
- ▶ Respondents with greater levels of fear of crime prioritised robberies over sexual offences.

Garda Visibility



During 2016 a series of questions were asked about An Garda Síochána's presence in respondents' local areas. This included awareness of Garda patrols, as well as opinion regarding the level of Garda presence.

Approximately one third of respondents reported awareness of Garda patrols and a similar proportion thought that Garda presence in their local area was at the 'right' level.

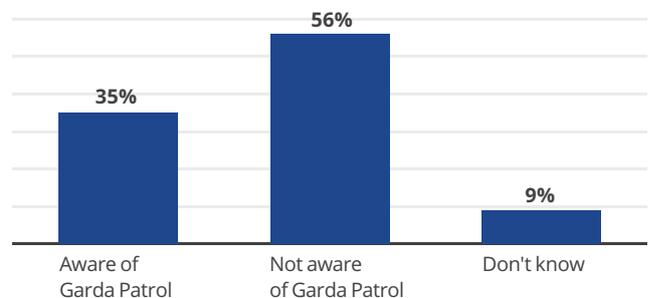
Awareness of Garda patrol

As can be seen in Figure 9, 35% of respondents reported that the Gardaí patrolled their local area regularly, 56% stated that they were not aware of patrols, while 9% reported that they did not know. Awareness of the Gardaí patrolling by car was the most common, with 97% reporting that they were aware of this happening regularly (see table 35).

Table 35: Garda patrolling practices

Aware of Garda patrol	35%
<i>On foot</i>	16%
<i>By bicycle</i>	10%
<i>By car</i>	97%
Not aware of Garda patrol	56%
Don't know	9%

Figure 9: Awareness of Garda patrol during 2016



Changes in awareness of Garda patrol between Q1 and Q4 2016

The only significant change between Q1 and Q4 2016 was across don't know responses; a smaller proportion reported that they did not know if the Gardaí patrolled their area regularly in quarter four (see table 36).

Table 36: Changes in awareness of Garda presence between Q1 and Q4 2016

	Q1	Q2	Q3	Q4	Statistically significant
Aware of Garda patrol	33%	34%	37%	36%	
Not aware of Garda patrol	55%	58%	54%	57%	
Don't know	12%	8%	9%	8%	*

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

The proportions of males (36%) and females (34%) who were aware that the Gardaí patrolled their local area were very similar. Slightly lower levels of awareness were reported by those in the 55-64 (32%) and 65+ (30%) age groups, while those aged 18-24 (39%) reported the highest level of awareness. However, these divergences were only marginally above or below average (35%) levels of awareness. Similarly, awareness of patrols across social class groupings were very comparable. Non-Irish nationals were more likely to report awareness of Garda patrols (41%) than Irish nationals (34%) (see table 37).

As seen in table 38, more notable differences were evident across area groupings. Those in Munster (40%) and Connaught/Ulster (42%) were more likely to report awareness of Garda patrols locally, whereas respondents in Dublin (30%) and the rest of Leinster (31%) were less likely to report awareness. A greater proportion of respondents were aware of Garda patrols in 'other urban' areas than in rural or 'city' areas. As would be expected, as respondents reported distance from a Garda station increased, their reported awareness of Garda patrols decreased.

Table 37: Awareness of Garda patrol in local area by demographic and socio-economic groupings

	Sex		Age						Social Class					Nationality	
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
Aware of Garda patrol	36%	34%	39%	36%	36%	36%	32%	30%	33%	33%	36%	37%	33%	34%	41%
Not aware of Garda patrol	56%	56%	50%	56%	55%	56%	59%	60%	53%	58%	57%	55%	59%	57%	48%
Don't know	8%	10%	11%	8%	9%	7%	10%	10%	14%	9%	7%	8%	9%	9%	11%

Table 38: Awareness of Garda patrol in local area by area groupings

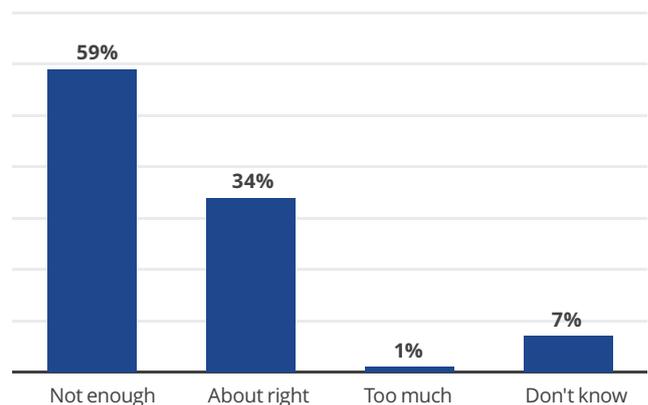
	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other Urban	Rural	Less than 1 km	1-3 kms	3-5 kms	5-10 kms	10+kms
Aware of Garda patrol	30%	31%	40%	42%	31%	40%	35%	39%	37%	34%	31%	29%
Not aware of Garda patrol	59%	62%	49%	52%	58%	53%	57%	50%	54%	59%	63%	61%
Don't know	11%	6%	11%	7%	11%	7%	8%	11%	9%	7%	6%	10%

Perception of Garda presence in local areas

Survey respondents were asked whether they felt that Garda presence in their local area was not enough, about right, or too much.

Figure 10 shows that 59% of respondents thought that there was not enough of a Garda presence locally, 34% thought that it was about right, a very small proportion considered Garda presence to be too much, while the remainder (7%) stated they did not know.

Figure 10: Perceptions of Garda presence in local areas



Changes in perceptions of Garda presence between Q1 and Q4 2016

Between Q1 and Q4 2016 significantly more respondents stated that Garda presence in their local area was at about the right level and less people reported that they did not know (see table 39).

Table 39: Changes in perceptions of Garda presence between Q1 and Q4 2016

	Q1	Q2	Q3	Q4	Statistically significant
Not enough	59%	60%	60%	56%	
About right	32%	32%	33%	38%	*
Too much	-	-	-	-	
Don't know	8%	7%	6%	5%	*

Reasons that presence in local areas is 'not enough'

The most common responses given that Garda presence was not enough were: "never or rarely see the police" (67%) and "only see police in cars" (39%) and 'not enough or need more or don't see police on foot (36%).

Table 40: Reasons that local Garda presence is 'not enough'

Never or rarely see the police	67%
Only see police in cars	39%
Not enough or need more or don't see police on foot	36%
Used to be more police	27%
Only there when there's a crime or trouble	19%
Slow to respond	14%
Police can't do anything when crimes happen	11%
Should build a positive image as well as reacting to crime	9%
See crimes happening, but no police	8%
Rely too much on cameras	6%
Other (Please specify)	3%
Don't know	-
Refused	-

Reasons that presence in local areas is 'about right'

The most common responses given that Garda presence was 'about right' were: "not much crime or no problem with crime" (52%) and "see them quite often" (37%).

Table 41: Reasons that local Garda presence is 'about right'

Not much crime or no problem with crime	52%
See them quite often	37%
See police patrolling in cars	33%
Police station nearby	24%
Not necessary to see them all the time	17%
Crime rates have reduced or area improving	15%
See police occasionally or don't see them much	13%
See police on foot	4%
Seeing too many is overwhelming	3%
Cameras everywhere	3%
Other (Please specify)	2%

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

More female (62%) than male (56%) respondents reported that Garda presence was not enough in their local area. Perceptions that Garda presence was at about the right level increased with age. There were no notable differences across social class groupings. Non-Irish nationals were more likely to report that Garda presence in their local area was at about the right level (see table 42).

As can be seen in table 43, more respondents in Dublin considered local Garda presence to be not enough compared to other regions, whereas more respondents in Connaught/Ulster rated Garda presence locally as about right. Respondents in 'city' areas were less likely to consider that local Garda presence was at the right level. Respondents' distance from Garda station had little impact on perception of Garda presence locally.

Perceptions of Garda presence by victim of crime stratifications

Victims of crime were more likely to report that Garda presence in their local area was not enough; 71% of victims reported that Garda presence in their local area was not enough compared with 58% of respondents who were not crime victims.

Table 42: Perception of Garda presence in local areas by demographic and socio-economic groupings

	Sex		Age						Social Class					Nationality	
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
Not enough	56%	62%	44%	54%	58%	62%	66%	67%	54%	59%	60%	60%	57%	61%	43%
About right	37%	31%	44%	38%	35%	31%	29%	26%	37%	33%	34%	32%	38%	32%	45%
Too much	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
Don't know	6%	7%	11%	7%	6%	6%	4%	7%	9%	7%	5%	7%	5%	6%	11%

Table 43: Perception of Garda presence in local areas by area groupings

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other Urban	Rural	Less than 1 km	1-3 kms	3-5 kms	5-10 kms	10+kms
Not enough	70%	52%	58%	51%	68%	49%	56%	57%	61%	57%	55%	63%
About right	21%	39%	36%	44%	24%	43%	37%	35%	32%	38%	39%	29%
Too much	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	8%	8%	6%	4%	7%	7%	5%	8%	7%	4%	5%	7%

Table 44: Perceptions of Garda presence by victimisation

	Not a crime victim	Crime victim
Not enough	58%	71%
About right	35%	24%
Too much	1%	-
Don't know	6%	-

Table 45: Perceptions of Garda presence by levels of fear of crime

	A lot of fears	Some fears	Very few fears	No fears
Not enough	86%	71%	57%	45%
About right	10%	24%	36%	46%
Too much	-	-	-	-
Don't know	-	5%	7%	8%

Do perceptions of Garda presence in local areas impact on respondents' fear of crime?

As can be seen in table 45, as levels of fear of crime increased, so too did the perception that An Garda Síochána's presence in local areas was not enough. Among respondents with a lot of fears about crime, 86% considered that Garda presence in local areas was not enough, however among those with no fears about crime this rate dropped to 45%. These were notably above and below the average rating of 59%.

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

Table 46 provides a breakdown of perceptions of Garda presence in local areas, by perceptions of national and local crime. As perceptions of national crime as a problem grew in seriousness, so too did the perception that local Garda presence was not enough. For example, of those who viewed national crime as a very serious problem, 70% stated that Garda presence was not enough, whereas 26% stated that it was about right; in comparison among those who viewed national crime as not a problem, 33% thought that Garda presence was not enough, while 56% considered it about right. Similar trends were evident when perceptions of local crime were examined.

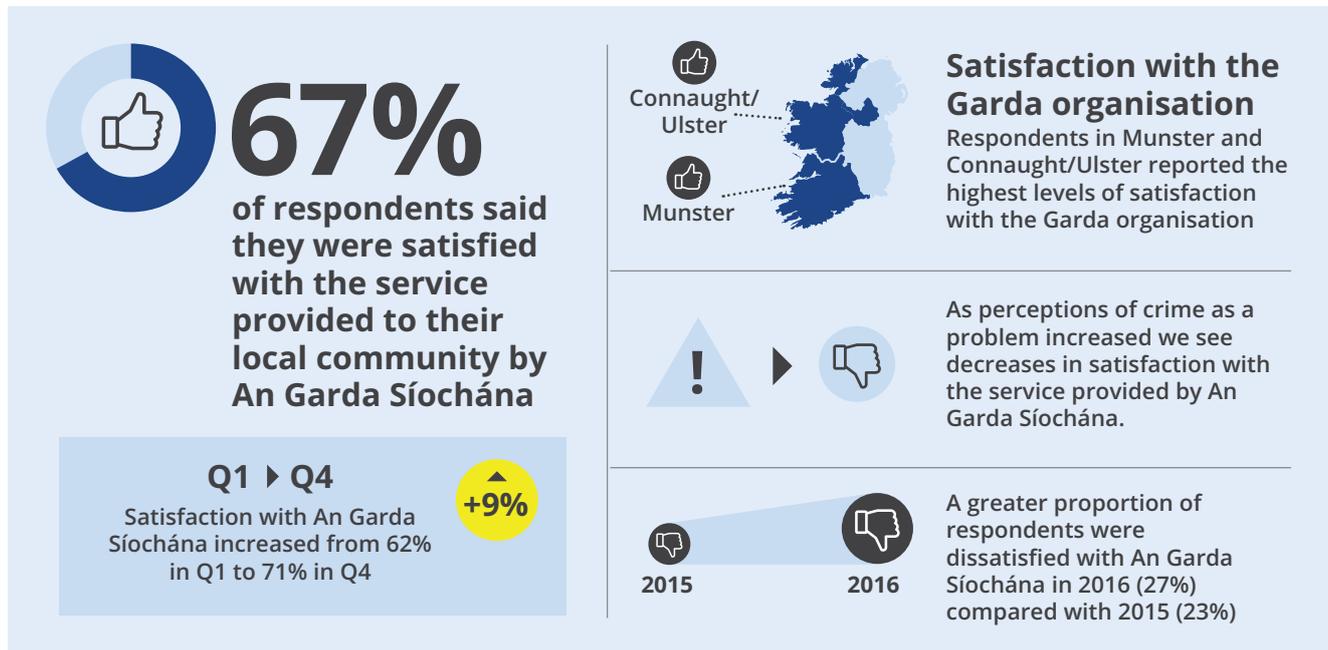
Table 46: Perception of Garda presence in local areas by perceptions of national and local crime

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Not enough	70%	58%	46%	33%	81%	73%	60%	42%
About right	26%	36%	43%	56%	14%	23%	32%	49%
Too much	-	-	-	-	-	-	-	-
Don't know	4%	6%	10%	-	-	3%	7%	8%

Summary

- ▶ **Over one third of Public Attitudes Survey respondents reported that the Gardaí patrolled their area locally.**
- ▶ **Among those aware of Garda patrols, over 95% stated that they saw Gardaí patrolling in cars.**
- ▶ **Respondents in Dublin, as well as the rest of Leinster, were less likely to report awareness of Garda patrols.**
- ▶ **59% of respondents thought there was not enough Garda presence in their local area; this response was most likely in 'city' areas.**
- ▶ **Over one third of respondents stated that Garda presence was 'at about' the right level; this perception decreased with age.**
- ▶ **As levels of fear increased so did perceptions that Garda presence was not enough in local areas.**
- ▶ **As perceptions of the crime problem decreased the proportion of respondents stating that Garda presence was about right increased.**

Satisfaction with An Garda Síochána



The views of all respondents on the service provided to the local community by An Garda Síochána were also collected in the Public Attitudes Survey. These views were expressed regardless of whether respondents had been in contact with the Gardaí during 2016.

Satisfaction with An Garda Síochána during 2016

Overall, the majority of respondents said they were satisfied with the service provided to the local community by An Garda Síochána (67%), 27% of respondents were dissatisfied, while 7% reported that they did not know or they did not reply.

Between Q1 and Q4 2016 satisfaction with the service provided by An Garda Síochána increased from 62% in Q1 to 71% in Q4. As seen in table 47, there was a significant increase in the proportion of respondents who reported that they were quite satisfied with the service provided by An Garda Síochána. At the same time we also saw a decrease in the don't know/no reply category, from 9% to 5%.

Table 47: Changes in satisfaction between Q1 and Q4 2016

	Q1	Q2	Q3	Q4	Statistically significant
Very satisfied	8%	9%	9%	8%	
Quite satisfied	54%	56%	59%	63%	*
Quite dissatisfied	24%	23%	22%	20%	
Very dissatisfied	5%	6%	4%	4%	
Don't know/No reply	9%	6%	6%	5%	*

Changes in levels of satisfaction with An Garda Síochána between 2015 and 2016

As can be seen in figure 11, between 2015 and 2016 respondents provided less positive responses about the service provided to them, whereas a greater proportion of respondents reported being quite satisfied and quite dissatisfied with the service provided by the Garda organisation.

On the whole, the percentage of respondents reporting satisfaction with the service provided by An Garda Síochána dropped from 70% to 67% between the latest two surveys (see figure 11). Although satisfaction improved during 2016, towards the latter end of 2015 and beginning of 2016 respondents' views of An Garda Síochána were much less favourable. This is shown clearly in the trend line in figure 12 below.

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

Satisfaction levels with An Garda Síochána by respondents' demographic and socio-economic attributes were also explored.

Across all of these groupings the majority of respondents were satisfied with the service provided by An Garda Síochána (see table 48). There were no notable differences by sex, age or social class, however respondents aged 18-24 reported slightly higher levels of satisfaction with the service provided to local communities by An Garda Síochána. The only

notable difference was evident across nationality; Non-Irish respondents were more likely to report being satisfied than dissatisfied; 74% were satisfied with the service provided to them by An Garda Síochána.

Figure 11: Changes in satisfaction with An Garda Síochána between 2015 and 2016

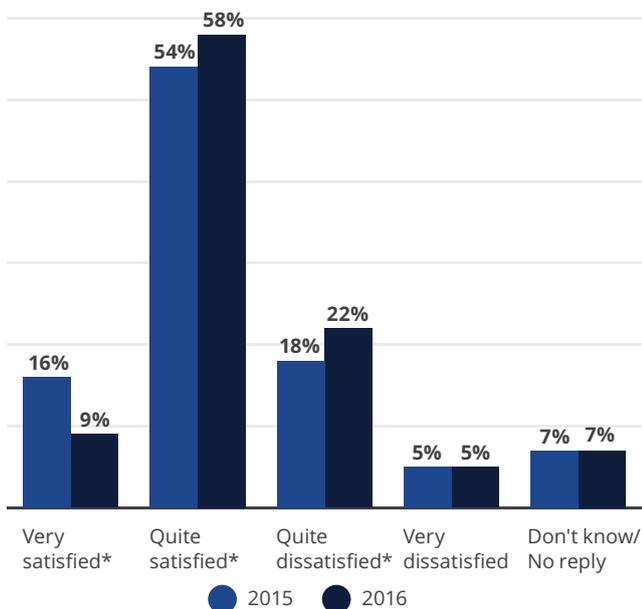


Figure 12: Changes in satisfaction with An Garda Síochána between Q1 2015 to Q4 2016

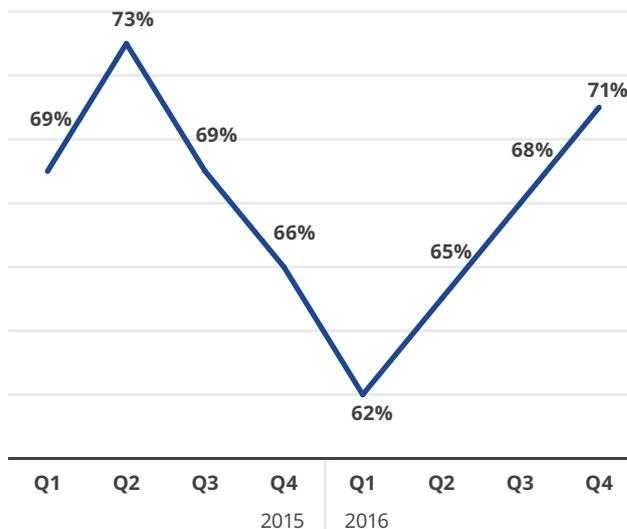


Table 48: Satisfaction with An Garda Síochána during 2016 by demographic and socio-economic groupings

	Sex		Age						Social Class					Nationality	
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
Very satisfied	8%	9%	7%	9%	8%	9%	9%	8%	9%	9%	8%	9%	8%	8%	10%
Quite satisfied	60%	56%	63%	58%	58%	55%	59%	57%	63%	57%	56%	58%	60%	57%	64%
Quite dissatisfied	21%	24%	18%	22%	22%	24%	24%	21%	18%	21%	24%	23%	24%	24%	13%
Very dissatisfied	5%	4%	5%	4%	5%	5%	4%	5%	4%	4%	6%	5%	4%	5%	-
Don't know/No reply	6%	7%	8%	6%	6%	7%	4%	8%	6%	9%	6%	6%	-	6%	11%

Table 49: Satisfaction with An Garda Síochána during 2016 by area groupings

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other Urban	Rural	Less than 1 km	1-3 kms	3-5 kms	5-10 kms	10+kms
Very satisfied	7%	7%	10%	11%	7%	10%	9%	14%	8%	8%	7%	-
Quite satisfied	52%	58%	62%	62%	54%	61%	60%	57%	59%	60%	58%	55%
Quite dissatisfied	26%	24%	18%	19%	25%	20%	21%	19%	21%	22%	24%	26%
Very dissatisfied	6%	5%	5%	-	6%	4%	4%	4%	5%	4%	4%	-
Don't know/No reply	9%	5%	6%	6%	9%	5%	6%	7%	6%	6%	7%	8%

Satisfaction with An Garda Síochána by area groupings

Whilst the majority of respondents were satisfied with the service provided to them by the Garda organisation, there were some variations when different areas were compared:

- ▶ **Region:** Respondents in Munster and Connaught/ Ulster were more likely to report satisfaction with the service provided to them by An Garda Síochána, whereas respondents in Dublin were less likely to report being satisfied.
- ▶ **Urban and rural areas:** A greater proportion of respondents in 'other urban' (71%) and rural areas (69%) reported that they were satisfied with the service provided by An Garda Síochána when compared with respondents in 'city' (61%) areas.
- ▶ **Distance to local Garda station:** Respondents who lived less than 1 kilometre from their local Garda station were more likely to report satisfaction with the service provided to their local community by An Garda Síochána (see table 49).

Satisfaction with An Garda Síochána and experience of victimisation

Differences in satisfaction with the service provided to local communities by An Garda Síochána broken down by victim characteristics are shown in table 50. Although a slightly greater proportion of crime victims reported being very satisfied with the service provided by An Garda Síochána to local communities, when total satisfaction or dissatisfaction was examined, victims of crime were less likely to report being satisfied (57% vs. 67%).

Table 50: Satisfaction with An Garda Síochána by crime victimisation

	Not a crime victim	Crime victim
Very satisfied	8%	9%
Quite satisfied	59%	48%
Quite dissatisfied	22%	25%
Very dissatisfied	4%	12%
Don't know/No reply	7%	-

Do perceptions of crime impact on satisfaction levels?

Table 51 provides a breakdown of satisfaction with services provided to the local community by An Garda Síochána by perceptions of national and local crime. As perceptions of national crime as a problem grew in seriousness, so too did dissatisfaction with the service provided by An Garda Síochána. For example, of those who viewed national crime as a very serious problem, 59% were satisfied with the service provided to their local community by An Garda Síochána, whereas among those who viewed national crime as not a problem there was an 83% satisfaction rate.

This difference was even more pronounced when perceptions of local crime were examined. Among those who viewed local crime as a very serious problem, 52% were dissatisfied with the service provided to their local community by An Garda Síochána, compared to 15% who considered crime locally as not a problem.

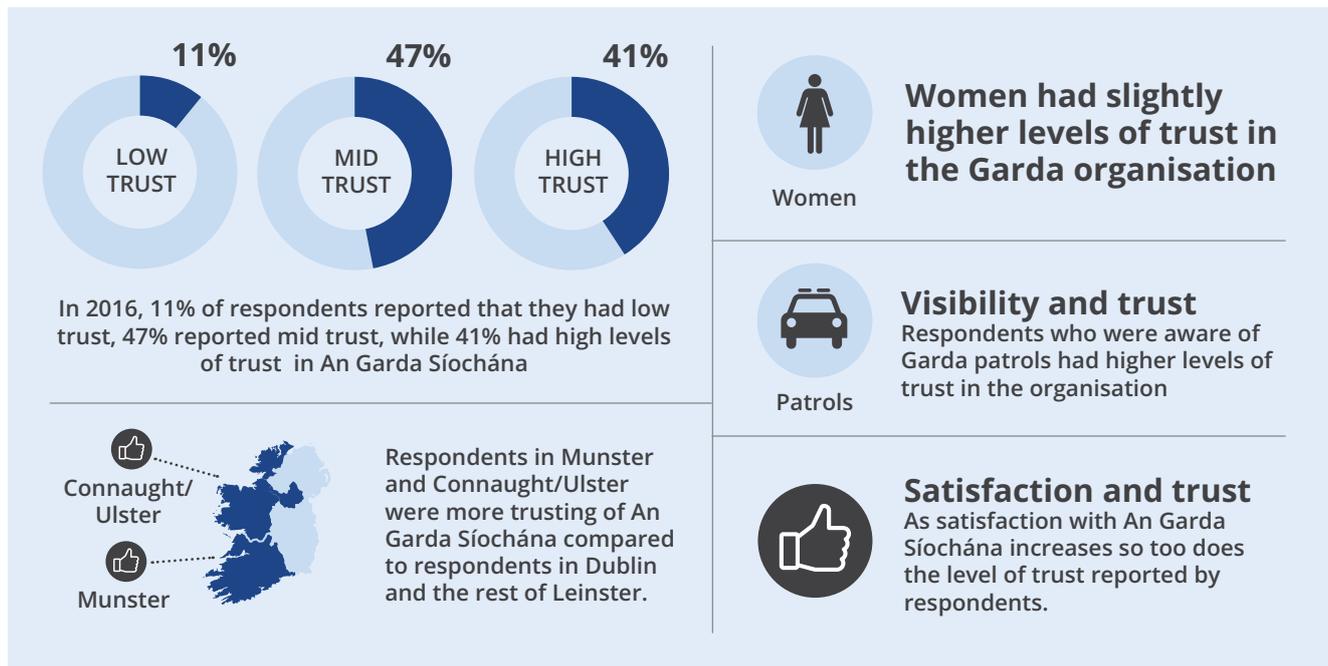
Table 51: Satisfaction with the service provided by An Garda Síochána by perceptions of local and national crime

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Satisfied	59%	70%	70%	83%	45%	58%	66%	78%
Dissatisfied	35%	24%	22%	14%	52%	39%	27%	15%
Don't know/No reply	6%	6%	9%	-	-	3%	7%	7%

Summary

- ▶ **The majority of Public Attitudes Survey respondents were satisfied with the service provided to them locally by the Garda organisation. This was evident across sex, age, class, nationality and area groupings although there were some variations.**
- ▶ **Non-Irish nationals were more likely to report satisfaction with the service provided to local communities.**
- ▶ **Respondents in Dublin and 'city' areas were more likely to report dissatisfaction with the service provided locally by An Garda Síochána.**
- ▶ **Victims of crime, compared to non-victims, had relatively lower levels of satisfaction with the service provided to the local community.**
- ▶ **In-year changes for 2016 showed that satisfaction with An Garda Síochána increased by nine percentage points between Q1 and Q4.**
- ▶ **However, between 2015 and 2016 a lesser proportion of respondents reported satisfaction with the service provided by the Garda organisation.**
- ▶ **As perceptions of crime as a problem increased we saw decreases in satisfaction with the service provided to local communities by An Garda Síochána.**

Trust in An Garda Síochána



The trust that respondents have in An Garda Síochána is critical to the operation of the organisation. Public Attitudes Survey respondents were asked to assign a number between 1 and 10 to quantify their level of trust in An Garda Síochána. The highest trust level was assigned number 10 while the lowest trust level was 1. These were then recoded to 'high trust' (ratings 10, 9 and 8) 'mid trust' (ratings 7, 6 and 5) and finally 'low trust' (ratings 1, 2, 3 and 4).

Overall, trust in An Garda Síochána among the Irish public remains at a mid to high level.

Trust in An Garda Síochána during 2016

During 2016, 11% of respondents reported that they had low trust in An Garda Síochána, 47% reported mid trust, while 41% had high levels of trust in An Garda Síochána; 1% of respondents did not know or provided no response when asked about their levels of trust in the Garda organisation.

As in previous sections, changes over 2016 can be measured. Between Q1 and Q4 a greater proportion of respondents reported levels of 'high' trust in the Garda organisation (see table 52).

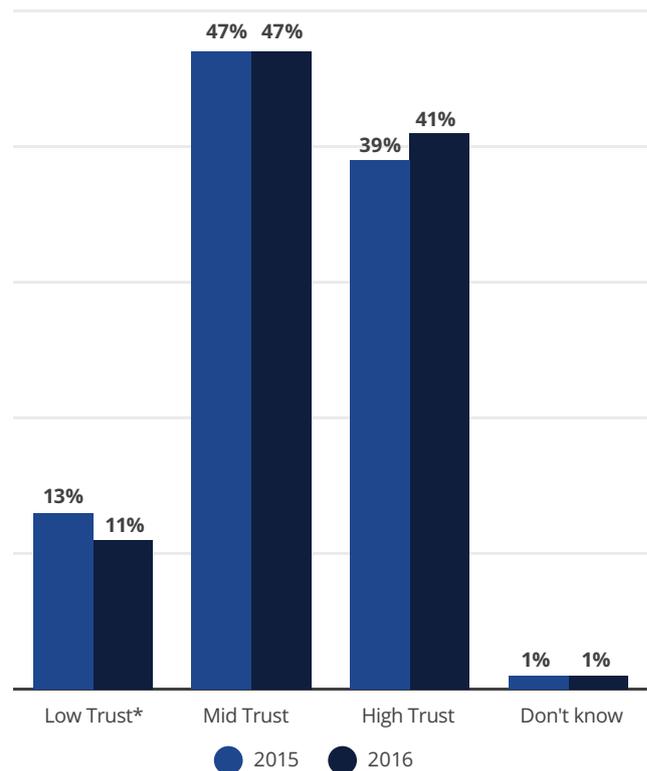
Table 52: Changes in levels of trust between Q1 and Q4 2016

	Q1	Q2	Q3	Q4	Statistically significant
Low Trust	12%	13%	10%	10%	
Mid Trust	48%	48%	46%	44%	
High Trust	38%	39%	42%	45%	*
Don't know/No reply	-	-	-	-	

Changes in levels of trust between 2015 and 2016

As can be seen in figure 13, between 2015 and 2016 there was a decrease in levels of 'low' trust in An Garda Síochána, levels of mid and high trust remained stable between 2015 and 2016.

Figure 13: Changes in trust in An Garda Síochána between 2015 and 2016



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

There were some variations in trust levels. Women had slightly higher levels of trust with 43% expressing a 'high' level of trust in the organisation compared with 39% of men. Trust in the organisation also increased with age. Respondents in social class F were more likely to express 'high' trust in the organisation; 14% of respondents in social class grouping C2 expressed 'low' trust in An Garda Síochána. There were no notable variations by nationality (see table 53).

As can be seen in table 54, across all area groupings respondents expressed a mid to high level of trust in the Garda organisation. There were, however, some notable variations when trends were examined. Respondents in Dublin and the rest of Leinster reported lower trust levels, whereas respondents in Munster and Connaught/Ulster were more trusting of An Garda Síochána. Respondents living in 'city' areas were less likely to report 'high' levels of trust in the organisation, whereas those in rural areas were more likely to report 'high' levels of trust in An Garda Síochána. There were no significant trends in the distribution of high trust by respondents' distance to the Garda station.

Does becoming a victim of crime impact on respondents' trust?

As can be seen in table 55, victims of crime expressed lower levels of trust in An Garda Síochána. Crime victims had higher rates of 'low' trust compared to non-victims (20% vs. 10%) and lower rates of 'high' trust compared to non-victims (35% vs. 42%). Levels of 'mid' trust were relatively the same for both groups.

Table 55: Levels of trust in An Garda Síochána by victimisation

	Not a crime victim	Crime victim
Low Trust	10%	20%
Mid Trust	47%	45%
High Trust	42%	35%
Don't know/No reply	1%	-

Table 53: Trust in An Garda Síochána during 2016 by demographic and socio-economic groupings

	Sex		Age						Social Class					Nationality	
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
Low Trust	12%	10%	14%	14%	12%	11%	9%	7%	9%	10%	14%	13%	-	12%	8%
Mid Trust	48%	45%	54%	50%	46%	45%	45%	39%	48%	48%	47%	45%	44%	47%	44%
High Trust	39%	43%	30%	34%	41%	44%	46%	53%	42%	41%	38%	41%	49%	41%	44%
Don't know/No reply	1%	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-

Table 54: Trust in An Garda Síochána during 2016 by area groupings

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other Urban	Rural	Less than 1 km	1-3 kms	3-5 kms	5-10 kms	10+kms
Low Trust	14%	12%	10%	8%	13%	11%	9%	11%	11%	12%	11%	9%
Mid Trust	53%	51%	44%	33%	50%	45%	44%	15%	43%	21%	15%	6%
High Trust	32%	36%	46%	57%	35%	42%	46%	44%	41%	41%	40%	47%
Don't know/No reply	-	-	-	-	1%	-	-	-	-	-	-	-

Trust in An Garda Síochána by fear of crime and Garda viability

Table 56 examines levels of trust in An Garda Síochána by respondents' fears about the level of crime, as well as awareness of Garda patrols. As fear of crime increased, levels of trust in the Garda organisation reduced. Likewise, respondents who were aware of Garda patrols were more likely to report 'high' levels of trust in the organisation.

Trust in An Garda Síochána by perceptions of crime

In previous sections we saw that there were variations in perceptions of national and local crime. Table 57 looks at this in relation to trust.

- ▶ 53% of respondents who reported that national crime was not a problem had 'high' trust in An Garda Síochána, compared with 8% who had 'low' trust.
- ▶ One quarter of those who viewed local crime as a very serious problem had a 'low' level of trust in An Garda Síochána, compared to 7% who viewed local crime as not a problem.

Table 56: Trust in An Garda Síochána by fear of crime and Garda patrol

	Fear about level of crime in general				Garda Patrol	
	A lot of fears	Some fears	Very few fears	No fears	Aware of Garda patrol	Not Aware of Garda patrol
Low Trust	19%	12%	10%	10%	7%	13%
Mid Trust	46%	47%	49%	45%	39%	50%
High Trust	34%	40%	41%	44%	52%	35%
Don't know/No reply	-	-	-	-	-	1%

Table 57: Trust in An Garda Síochána by perceptions of national and local crime problem

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Low Trust	16%	9%	8%	8%	25%	18%	9%	7%
Mid Trust	43%	49%	48%	38%	43%	50%	49%	40%
High Trust	40%	41%	42%	53%	30%	31%	41%	51%
Don't know/No reply	-	-	-	2%	-	-	-	2%

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

Table 58 examines trust and satisfaction with the service provided by An Garda Síochána. It is clear that as levels of satisfaction increased so too did levels of trust, indicating some type of link.

Nearly three quarters of those who were very satisfied with the service provided by An Garda Síochána had a 'high' level of trust in the organisation.

Table 58: Trust in An Garda Síochána by satisfaction level

	Very satisfied	Quite satisfied	Quite dissatisfied	Very dissatisfied
Low Trust	-	5%	22%	53%
Mid Trust	24%	47%	55%	33%
High Trust	73%	48%	22%	12%

Summary

- ▶ **Trust in An Garda Síochána has remained relatively stable both during 2016, as well as since the 2015 survey. There has in fact been a two percent increase in the number of respondents reporting 'mid' to 'high' levels of trust in the Garda organisation between 2015 and 2016.**
- ▶ **When demographic variables were examined women had slightly higher levels of trust in An Garda Síochána than men and trust levels tended to increase with age.**
- ▶ **As was reported in the last survey report, respondents in Dublin had the lowest levels of trust whereas those in Munster and Connaught/ Ulster reported higher levels of trust in An Garda Síochána.**
- ▶ **Victims of crime had slightly lower levels of 'high' trust in the organisation when compared with non-victims.**
- ▶ **Trust seems to be associated with some of the other factors included in the Public Attitudes Survey:**
 - **Respondents who were aware of Garda patrols had higher levels of trust in the organisation.**
 - **As satisfaction with the service provided to local communities by An Garda Síochána increased, so too did the levels of trust reported by respondents.**

Perceptions of the Garda Organisation



The Public Attitudes Survey also explores respondents' views of An Garda Síochána in terms of their level of agreement with six key statements. Three of these statements relate to interactions between the organisation and the public (i.e. whether it is friendly or helpful, community focused and effective in tackling crime). The remaining three statements are about how modern or progressive An Garda Síochána is, and whether it provides a world class service and is well managed. This final chapter presents the levels of agreement with these statements.

Perceptions of An Garda Síochána during 2016

The majority of participants agreed that An Garda Síochána was community focused, modern or progressive and friendly or helpful. Half of participants agreed that the organisation was effective in tackling crime, while 35% of participants agreed that the organisation provided a world class police service. When asked whether the organisation is well managed, 42% agreed, 42% disagreed and 16% did not know.

More detail is provided in table 59.

Table 59: Perceptions of An Garda Síochána during 2016

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Community focused	8%	53%	25%	6%	8%
Modern or progressive	3%	52%	29%	7%	9%
Friendly or helpful	18%	65%	10%	3%	4%
Provide a world class police service	2%	33%	37%	14%	14%
Well managed	3%	39%	32%	10%	16%
Effective in tackling crime	3%	47%	31%	9%	10%

Changes in perceptions of the organisation between Q1 and Q4 2016

Looking at in-year changes, we see that respondents' views of An Garda Síochána in 2016 became more positive throughout the year (see table 60).

Table 60: Changes in level of agreement between Q1 and Q4 2016

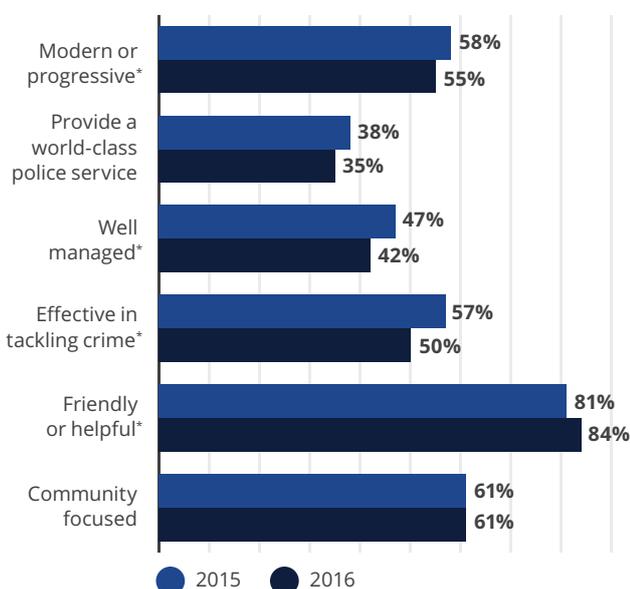
	Q1	Q2	Q3	Q4	Statistically significant
Community focused	56%	60%	62%	66%	*
Modern or progressive	52%	53%	55%	61%	*
Friendly or helpful	80%	82%	87%	86%	*
Provide a world class police service	31%	34%	34%	40%	*
Well managed	42%	40%	41%	45%	
Effective in tackling crime	48%	47%	50%	53%	

Changes in perceptions of An Garda Síochána between 2015 and 2016

Overall, respondents' views of An Garda Síochána in 2016 tended to be more negative in comparison to 2015. Figure 14 compares perceptions of An Garda Síochána in 2015 and 2016:

- ▶ The proportion of respondents who viewed An Garda Síochána as community focused remained relatively the same in both years.
- ▶ The proportion of respondents who viewed An Garda Síochána as friendly or helpful increased from 2015 to 2016.
- ▶ The proportion of respondents who agreed that An Garda Síochána was effective in tackling crime, well managed, providers of a world class police service and modern or progressive decreased between 2015 to 2016.

Figure 14: Levels of agreement between 2015 and 2016



Perceptions of effectiveness and capability by demographic and socio-economic groupings

Do respondents' views of An Garda Síochána differ by demographic and socio-economic factors? There were no significant variations between men and women in terms of their level of agreement with the six statements. Older respondents were more likely to agree that the organisation was friendly or helpful. Levels of agreement with the remaining five statements were relatively stable across age groups. As set out in table 61, respondents from social class F tended to have more positive perceptions of An Garda Síochána. Irish respondents were less likely to agree that the organisation was friendly or helpful. A substantial proportion of Non-Irish respondents replied 'don't know' to the remaining five statements so no other differences in level of agreement between nationalities could be reliably determined.

Perceptions of effectiveness and capability by area groupings

There was some variation in respondents' level of agreement with the six statements across area groupings. Table 62 shows that respondents from Munster tended to have higher levels of agreement with five statements in comparison to respondents from other regions. Likewise, respondents from rural areas tended to have the most positive perceptions in comparison to 'city' and 'other urban' areas. There were no clearly identifiable trends between perceptions of An Garda Síochána and distance from a Garda station.

Perceptions of effectiveness and capability by victimisation

Being a victim of crime could influence respondents' views of An Garda Síochána. Table 63 shows that across all six statements respondents who were victims of crime perceived An Garda Síochána less favourably than respondents who were not victims of crime.

Table 63: Agreement levels by victim status

	Not a victim	Crime victim
Community focused	67%	54%
Modern or progressive	63%	52%
Friendly or helpful	87%	79%
Provide a world class police service	43%	31%
Well managed	53%	41%
Effective in tackling crime	60%	47%

Do respondents' views of crime effect how they perceive An Garda Síochána?

As discussed throughout respondents' views of crime as a national and local problem varied. Table 64 examines respondents' perceptions of An Garda Síochána according to their views of national and local crime.

At a national level, respondents who believed that crime was not a problem tended to have more positive views of An Garda Síochána. This was evident in perceptions of the organisation as modern or progressive, providers of a world class police service, well managed, and effective in tackling crime. For example, 58% of respondents who thought crime nationally was not a problem considered the Garda organisation effective in tackling crime compared to 43% who thought crime nationally was a very serious problem. There was little variation in responses to the statements of friendly of helpful and community focused.

At a local level, respondents who believed that crime was not a problem locally also tended to have more positive views of An Garda Síochána. This trend was evident across all six statements about An Garda Síochána. Likewise, respondents who viewed crime as a problem tended to have more negative views of the organisation across all six statements. These differences were not as stark as those seen across perceptions of national crime.

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

Do respondents who fear crime and worry about becoming victims of crime view An Garda Síochána less favourably than respondents who do not? Table 65 explores this question. Respondents who didn't worry about becoming a victim of crime tended to have more positive views of An Garda Síochána across all six statements. Those who worried about becoming a victim of crime reported the lowest levels of agreement across five of the six measures of effectiveness and capability of An Garda Síochána.

Similarly, respondents who had no fear of crime tended to have more positive views of An Garda Síochána across all six statements. The inverse is also true – respondents with the highest level of fear tended to have more negative views of An Garda Síochána across all six statements. For example, 22% of those with a lot of fears about crime agreed that the Garda organisation provides a world class police service compared with 40% who had no fears about the level of crime.

Are respondents' views of An Garda Síochána linked to their levels of trust in the organisation?

Table 66 looks at this idea. Respondents with high levels of trust in An Garda Síochána reported more positive views of

the Garda organisation across all six statements. The inverse situation also holds true – respondents with the lowest levels of trust had more negative views of the organisation across all six statements.

Table 66: Perceptions of An Garda Síochána by levels by trust

	Low Trust	Medium Trust	High Trust
Community focused	26%	56%	77%
Modern or progressive	19%	49%	72%
Friendly or helpful	44%	83%	95%
Provide a world class police service	6%	25%	55%
Well managed	11%	34%	60%
Effective in tackling crime	14%	40%	71%

Summary

- ▶ **The majority of participants agreed that An Garda Síochána was community focused, modern or progressive and friendly or helpful. While respondents' views of An Garda Síochána in 2016 were more negative than in 2015 overall, they generally became more positive throughout 2016.**
- ▶ **Respondents' views differed according to demographic and socio-economic groupings as Non-Irish respondents and those who were older were more likely to agree that the organisation is friendly or helpful. Respondents from social class F tended to have more positive perceptions of An Garda Síochána across all six statements.**
- ▶ **Location also played a role as respondents from Munster and rural areas tended to have more positive views compared to respondents from other regions and 'city' or 'other urban' areas.**
- ▶ **Respondents who had been victims of crime tended to have more negative views of An Garda Síochána.**
- ▶ **Respondents' views also differed according to their perception of crime as a problem. Specifically, respondents who believed that crime was not a problem both nationally and locally tended to have more positive views of the organisation.**
- ▶ **Respondents' views also differed according to their levels of worry, fear and trust. Respondents who did not worry about victimisation, who had no fear of crime or who had high levels of trust in the organisation tended to have more positive views of An Garda Síochána.**

Table 61: Perceptions of effectiveness and capability by demographic and socio-economic groupings

	Sex		Age						Social Class					Nationality	
	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	F	Irish	Non-Irish
Community focused	61%	61%	61%	58%	62%	61%	63%	62%	60%	60%	59%	61%	70%	60%	63%
Modern or progressive	55%	55%	56%	52%	54%	55%	59%	58%	51%	53%	53%	58%	68%	55%	57%
Friendly or helpful	83%	84%	79%	80%	83%	84%	87%	88%	86%	83%	81%	83%	92%	84%	85%
Provide a world class police service	34%	36%	33%	33%	36%	34%	38%	36%	34%	35%	33%	36%	37%	34%	41%
Well managed	43%	41%	44%	40%	40%	40%	43%	47%	39%	39%	41%	44%	48%	41%	48%
Effective in tackling crime	50%	49%	49%	45%	48%	49%	54%	55%	50%	47%	47%	52%	58%	50%	49%

Table 62: Perceptions of effectiveness and capability by area groupings

	Region				Urban/Rural			Distance to Garda Station				
	Dublin	Rest of Leinster	Munster	Connaught or Ulster	City	Other Urban	Rural	Less than 1 km	1-3 kms	3-5 kms	5-10 kms	10+kms
Community focused	49%	61%	72%	62%	53%	65%	66%	64%	60%	64%	62%	58%
Modern or progressive	41%	56%	67%	60%	46%	59%	62%	56%	52%	58%	60%	57%
Friendly or helpful	78%	82%	89%	87%	80%	84%	87%	87%	83%	84%	83%	88%
Provide a world class police service	27%	35%	38%	42%	30%	35%	39%	38%	34%	37%	33%	35%
Well managed	30%	43%	51%	44%	34%	44%	48%	44%	41%	46%	43%	34%
Effective in tackling crime	38%	47%	61%	55%	43%	51%	55%	53%	49%	49%	51%	56%

Table 64: Perceptions of effectiveness and capability by national and local perceptions of crime

	National				Local			
	A very serious problem	A serious problem	Something of a problem	Not a problem	A very serious problem	A serious problem	Something of a problem	Not a problem
Community focused	58%	64%	60%	64%	51%	56%	61%	66%
Modern or progressive	54%	57%	56%	59%	47%	47%	56%	61%
Friendly or helpful	84%	87%	78%	86%	79%	81%	84%	87%
Provide a world class police service	30%	35%	42%	52%	21%	29%	34%	44%
Well managed	38%	43%	44%	50%	30%	36%	40%	51%
Effective in tackling crime	43%	52%	54%	58%	31%	40%	49%	62%

Table 65: Perceptions of effectiveness and capability by fear of crime and worry of victimisation

	Worry of victimisation				Fear of crime			
	Worry about personal injury	Worry about property theft or damage	Worry about both	Do not worry	A lot of fears	Some fears	Very few fears	No fears
Community focused	58%	58%	56%	66%	48%	56%	61%	68%
Modern or progressive	42%	55%	51%	61%	43%	51%	57%	60%
Friendly or helpful	82%	81%	83%	85%	79%	82%	84%	86%
Provide a world class police service	29%	35%	30%	40%	22%	31%	35%	40%
Well managed	31%	44%	36%	47%	26%	38%	42%	48%
Effective in tackling crime	49%	47%	42%	56%	36%	46%	51%	55%

Conclusions

This Public Attitudes Survey report is the second in a series of national surveys of the Irish adult population since the survey was re-launched. The work was commissioned by An Garda Síochána and the fieldwork completed by Amárach Research.

The survey examined respondents' perceptions of crime; their experience of victimisation, as well as satisfaction with the service received from An Garda Síochána. The public's fear and worry about the level of crime and its effect on their quality of life; the public's relationship with An Garda Síochána including their satisfaction with the service provided to local communities and the trust they have in the Garda organisation were also measured. Finally, how respondents view the capabilities and effectiveness of An Garda Síochána were explored.

Public Perceptions of Crime in Ireland

When respondents were asked about their perceptions of national crime the majority of respondents considered it either a very serious (35%) or a serious (42%) problem. Between 2015 and 2016 the proportion of respondents who considered national crime a very serious problem increased.

In comparison, in 2016 less than one quarter of respondents reported that crime locally was a very serious or serious problem. The proportion considering local crime a very serious or serious problem dropped by seven percentage points since the last sweep of the survey.

There were also some notable differences when different groups were examined:

- ▶ Women were more likely to view the national crime problem more seriously; however there were no notable differences in perceptions of local crime between the sexes.
- ▶ Respondents in older age groups were more likely to view national crime as a very serious problem; however this was not the case when perceptions of local crime were examined.
- ▶ Non-Irish nationals considered national and local crime as less of a problem than Irish nationals.
- ▶ Although respondents in Dublin were less likely to view national crime as a problem than respondents in other areas, they perceived the local crime problem to be more serious.
- ▶ Those in rural areas viewed the national crime problem as more problematic than the local crime problem.

Victims of Crime

There were 493 respondents in this sample who had been a victim of crime in the last 12 months. This represents a victimisation rate of 8 percent, down from 11 percent in 2015. Of those 493 victims, 60 reported they were victims on more than one occasion.

The most common crimes were burglary (28%), followed by criminal damage (17%) and assault (11%). A greater proportion of respondents in 'city' or 'other urban' areas (10%) stated they were victims of crime compared to those living in rural areas (6%).

Not all incidents were reported to Gardaí by victims of crime. Of the 493 who were the victims of at least one crime, 387 (79%) reported their most recent crime to An Garda Síochána. Burglary remains the most reported crime, followed by robbery (from a property) and theft of a car; there was an increase in the reporting of fraud offences between 2015 and 2016.

The most common reasons for not reporting crime were:

- ▶ Not considering the crime serious enough (30%)
- ▶ Not believing the Gardaí could do anything (29%)
- ▶ Not believing the Gardaí would do anything (25%)

Victims' experiences of reporting a crime were also examined.

- ▶ A significant majority of respondents said the Gardaí responded quickly when called (60%); a decrease of 3% from the 2015 survey.
- ▶ 69% were given the name of the investigating Garda, compared to 68% in the last survey.
- ▶ 70% reported that they received the contact details of the Garda station, compared to 71% in 2015.
- ▶ More victims in the 2016 survey compared to the 2015 sweep reported receiving a PULSE number (43% vs. 34%).
- ▶ More reported being given a number of victim helplines/services in 2016 than in 2015 (41% vs. 33%).

Among all victims who reported their crime, 21% said they were very satisfied with how Gardaí handled their case, 36% were quite satisfied, while 26% were dissatisfied, and 17% were very dissatisfied. A further 1% said they did not know or couldn't remember. Between the latest two surveys there has been no change in victims' level of satisfaction with An Garda Síochána's handling of their cases.

Fear and Worry about Crime

A series of new questions were added to the Public Attitudes Survey in 2016 examining respondents' fear of crime, its impact on their quality of life, as well as their perceptions of the likelihood of becoming a victim of crime.

Approximately two thirds (66%) of people reported having some fear of the level of crime in general; 38% reported that their fear of crime had had some impact on their quality of life; while 54% of respondents worried about becoming a victim of crime - personal injury, property theft or damage, or both.

Across these three questions, women reported greater levels of fear of crime, worry about victimisation and the greatest impact on their quality of life.

Respondents in Dublin reported the highest levels of fear of crime, worry about victimisation and impact of fear of crime on quality of life, while respondents in Connaught/Ulster reported the lowest levels across these three measures.

Policing Priorities for An Garda Síochána

According to respondents An Garda Síochána should prioritise crimes against the person, with a particular emphasis on sexual offences and robberies. Irrespective of sex, age, social class, nationality and area groupings these offences remained the main priorities for survey respondents.

Garda Visibility

During 2016 a series of questions were also added asking about An Garda Síochána's presence in local areas.

- ▶ 35% of respondents reported that the Gardaí patrolled their local area regularly.
- ▶ Those in Munster (40%) and Connaught/Ulster (42%) were more likely to report awareness of Garda patrols locally, whereas respondents in Dublin (30%) and the rest of Leinster (31%) were less likely to report awareness.
- ▶ A greater proportion of respondents were aware of Garda patrols in 'other urban' areas than in rural or 'city' areas.
- ▶ Gardaí patrolling by car was the most reported means of patrol.

When asked about perceptions of Garda presence 59% of respondents thought that there was not enough of a Garda presence locally, 34% thought that it was about right, a very small proportion considered Garda presence to be too much, while the remainder (7%) stated they did not know.

Satisfaction with An Garda Síochána

The survey also asked respondents about their satisfaction with the service provided to local communities by An Garda Síochána. In terms of overall service delivery, the majority (67%) of respondents were satisfied with the service provided. Between 2015 and 2016 a greater proportion of respondents reported being quite satisfied and quite dissatisfied with the service provided by the Garda organisation. Overall, a greater proportion of respondents were dissatisfied with An Garda Síochána in 2016 than in 2015.

There were no notable differences across demographic and socio-economic groupings, except when nationality was explored; Non-Irish respondents were more satisfied with An Garda Síochána than Irish respondents.

A greater proportion of respondents in 'other urban' (71%) and rural areas (69%) reported that they were satisfied with the service provided by An Garda Síochána when compared with 'city' (61%) areas. Respondents living more than 10 kilometres away from their local Garda station were less likely to report satisfaction with An Garda Síochána.

There were also variations in satisfaction levels related to perceptions of crime locally and nationally. As respondents' perceptions of crime improved, satisfaction with the service provided to the local community also increased.

Trust in An Garda Síochána

A large majority (88%) of respondents had a medium to high level of trust in the Garda organisation. This has increased by 2% on last year's survey. Similar to results seen in the last sweep of the survey, women had higher levels of trust in the organisation than men. Levels of trust in the Garda organisation also tended to increase with age.

Respondents in Dublin and the rest of Leinster reported lower levels of trust. Those living in 'city' areas were less trusting of An Garda Síochána when compared to respondents in rural areas. Victims of crime also tended to have lower levels of trust in An Garda Síochána.

Trust also appears to be associated with some of the other areas covered in the survey:

- ▶ Levels of trust were considerably lower among those who viewed national crime as a problem; this was even more pronounced for those who viewed local crime as problematic.
- ▶ As fear of crime increased, levels of trust in the Garda organisation reduced.
- ▶ Likewise, respondents who were aware of Garda patrols were more likely to report 'high' levels of trust in the organisation.

Perceptions of the Garda Organisation

The majority of respondents agreed that An Garda Síochána was community focused, modern or progressive and friendly or helpful, whereas half of respondents considered An Garda Síochána effective in tackling crime. Over one third (35%) of respondents agreed that the Garda organisation provides a world class police service and 42% agreed that the Garda organisation was well managed.

Between Q1 and Q4 2016 respondents views of An Garda Síochána became more positive across all six measures outlined above.

In general it can be said that perceptions of the organisation decreased between 2015 and 2016. While the proportion of respondents who viewed the organisation as community focused remained relatively stable and the proportion who viewed An Garda Síochána as friendly or helpful increased, all other perceptions decreased when compared with the last wave of the survey.

Perceptions of the effectiveness and capability of the Garda organisation did not differ by gender. Although those in older age groups were more likely to agree that the organisation was friendly or helpful, there were no notable trends across the other statements about the organisation. Respondents in Munster and rural areas had more positive perceptions of the Garda organisation.

As seen in other sections, perceptions of how serious the crime problem was both locally and nationally were associated with agreement regarding the effectiveness and capability of An Garda Síochána.

Similarly, those with no fear of crime and no worry about victimisation had higher levels of agreement with statements about An Garda Síochána.

Finally, as levels of trust and satisfaction with the Garda organisation increased, so did agreement with the six statements regarding the effectiveness and capability of An Garda Síochána.





