



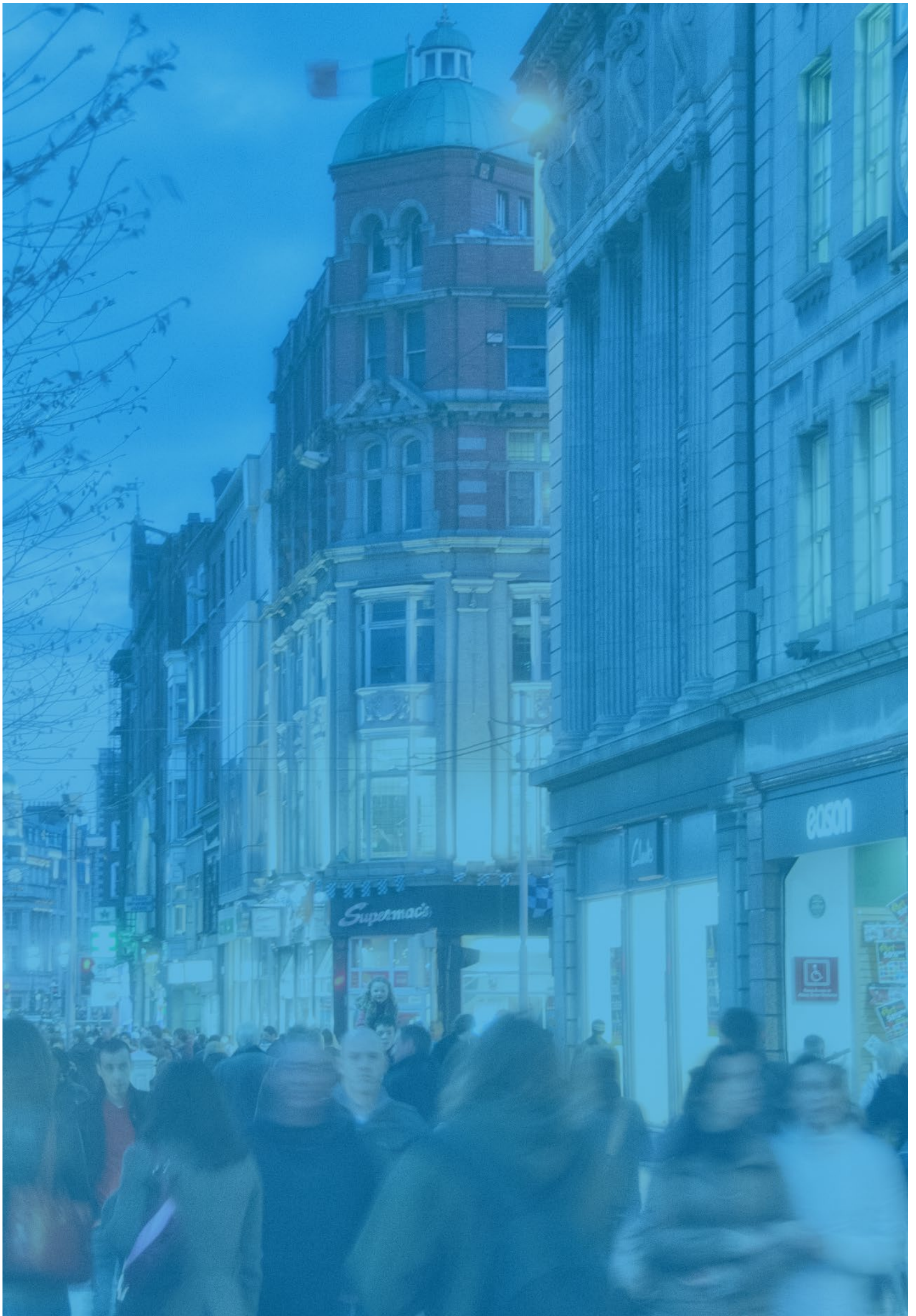
An Roinn Dlí agus Cirt  
Department of Justice

# Criminal Justice Public Attitudes Survey

## 2021 Results

Research conducted on behalf of the Department of Justice by Behaviour and Attitudes





# Contents

Executive Summary	4
1. Aims and Methodology	7
2. Understanding of the Criminal Justice System	11
3. Confidence in the Criminal Justice System	13
4. Perceptions of Crime and Community Safety	28
5. Personal Experiences of Crime	37

## Executive Summary

This report details the results of the Department of Justice's first Criminal Justice Public Attitudes Survey. The nationally representative survey provides an overview of public confidence in the Irish criminal justice system<sup>1</sup> and perceptions of crime and community safety in Ireland.

A sample of 1,511 adults aged 18 and over in Ireland were interviewed through face to face interviews in November and December 2021. The survey sample was representative of the total Irish population based on gender, age, social class and region. Results have been analysed by key sub groups such as demographics, deprivation score<sup>2</sup> and previous interactions with the criminal justice system.

### Understanding of the Criminal Justice System

Levels of understanding vary across the different parts of the justice system. Two in three (65%) claimed to have a good understanding of how An Garda Síochána operate. Approximately two in five (41%) had a good understanding of the Department of Justice and the Courts Service (37%). Claimed understanding was lower for the Irish Prisons Service (24%) and the Probation Service (19%).

Those who had previously interacted with the criminal justice system were significantly more likely to claim an understanding of all agencies, particularly An Garda Síochána, the Department of Justice and the Courts Service. Those from the most disadvantaged areas were significantly less likely to claim they understood how any of the criminal justice organisations operate.

### Confidence in the Criminal Justice System

Overall circa two in five (45%) of the total survey population stated that they had a lot or some confidence in the effectiveness of the criminal justice system as a whole. Confidence was lower for previous victims of crime (37%), those from more disadvantaged areas (32%) and those with a lower understanding of the system (41%). The survey looked at confidence levels in relation

to the roles and responsibilities of each criminal justice agency and the Department of Justice. Over three in five (63%) had a lot or some confidence in An Garda Síochána being effective at solving crime and a similar proportion (57%) that they respond quickly to crime. Confidence in the effectiveness of crime prevention by An Garda Síochána was lower with 54 percent having a lot or some confidence.

One in two (49%) were confident that the Department of Justice understands the needs of the public in relation to community safety with the same proportion being confident that they are effective in providing policies and legislation to help tackle and prevent crime. Two in five (40%) were confident that the Department of Justice respond quickly to new crime problems. Again confidence increased with a claimed understanding of how the system operates and decreased amongst victims of crime and those from more disadvantaged areas.

Forty five percent of survey respondents were confident that the Courts Service is managed effectively, whilst two in five (40%) were confident that they provide sufficient and accessible information to the public. One in two (49%) were confident that the Irish Prison Service provide safe and secure custody for offenders who have been convicted of a crime. Confidence in offender rehabilitation by the Irish Prison Service and prevention of reoffending by the Probation Service was lower, 32 percent and 28 percent respectively. However, the proportion who gave no opinion for these statements was also notably higher here, 22 percent and 25 percent respectively.

<sup>1</sup> For the purposes of this survey the criminal justice system was defined as the Department of Justice, An Garda Síochána, the Irish Courts Service, the Irish Prison Service and the Probation Service

<sup>2</sup> Based on the Pobal HP Deprivation Index



Finally, this section explored confidence in various aspects of the system as a whole. Confidence was highest in people being treated as innocent until proven guilty (61%) and the impartiality of the system (60%). Three in five (58%) had a lot or some confidence that the system ensures everyone has access to justice. The same proportion also had confidence that it takes into account the views of witnesses and victims. Confidence was lowest (42%) in the supports available for witnesses and victims.

### Perceptions of Crime and Community Safety

The following section explored the public's perceptions of the prevalence of different types of crime in their local area and their levels of worry about being a victim to various types of crime. Of the areas of crime listed people using or dealing drugs was considered to be the biggest problem in people's local area with one in two (51%) perceiving this to be a problem and one in four (24%) seeing it as a big problem. Two in five (39%) perceived burglary or theft to be a problem in their local area and one in three (34%) people being drunk or rowdy in public places.

The survey also looked at levels of worry about being a victim of crime. Circa one in seven (16%) were very or fairly worried about being burgled or having their car stolen/broken into. Females were significantly more worried about being attacked by a stranger (19%) or mugged (18%) versus males (11% for both). In terms of location, people were

most concerned about becoming a victim of a crime when outside, and not in their local area (31%), followed by outside in their local area (24%), on public transport (22%) and in their home (20%).

The vast majority (94%) of those surveyed reported they would know how to contact An Garda Síochána or where to find their contact information. More than half (55%) agreed that An Garda Síochána are regularly seen in their local area. This was lower amongst those from more disadvantaged areas (47%).

When asked about factors that do or would contribute to people feeling safer in their community the presence of the Gardaí on the streets was the main factor, with over seven in ten (72%) stating this. Two in five cited street lighting (43%) and a similar proportion a neighbourhood watch scheme (40%) as other factors that would make them feel safer.

### Personal Experiences of Crime

Circa one in five (18%) had ever been a victim of crime. This was higher amongst those living in Dublin (30%) and those from more affluent areas (36%). One in ten had been a victim of some form of online crime/fraud with online financial fraud and phishing scams being the most prevalent. The majority of victims (51%) reported the incident to their bank and one in three (35%) the Gardaí. A quarter (24%) did not report it at all.

# PUBLIC ATTITUDES TO THE CRIMINAL JUSTICE SYSTEM

## CONFIDENCE



## UNDERSTANDING

The proportion of respondents who felt they had a good understanding of...



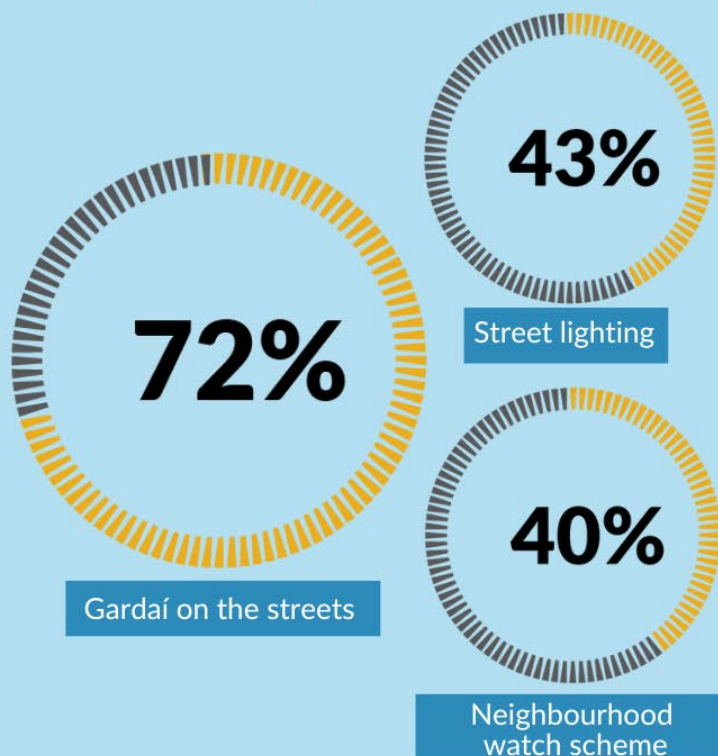
## PERCEPTIONS OF CRIME

A problem in local areas



## SAFER COMMUNITIES

Top three factors which do/would make people feel safe in their community.



# 1. Aims and Methodology

## 1.1 Aims and objectives

The overall aim of the Criminal Justice Public Attitude Survey is to provide the Department of Justice with insights into the experiences and perceptions of the general public regarding key areas of its remit. Including:

- Understanding of and confidence in the criminal justice system including the Department of Justice and the criminal justice agencies,
- Perceptions of crime, safety and local policing,
- Experience of crime, including online crime or fraud.

## 1.2 Methodology and sampling

The research was undertaken by an independent research agency, Behaviour and Attitudes. A nationally representative sample of 1,511 adults aged 18 and over in Ireland was collected with quotas placed on gender, age, social class and region. These quotas were based on the latest available Census data as well as Association of Market Research Organisations (AIMRO) agreed figures for social class. Corrective weighting was applied to the final data by gender, age and socio economic status to ensure a fully representative sample.

Fieldwork was conducted through face to face interviews in November/December 2021. A multi-staged quota controlled sampling procedure, with randomly selected starting points within geographically stratified primary sampling units was utilised. This involved identifying 188 sampling units, stratified by region and Electoral District. A target number of interviews was then assigned to each sampling unit with interviewers starting at an address randomly generated through the Geo Directory and then following a randomly assigned pattern visiting every  $n^{\text{th}}$  house after this.

## 1.3 Interpreting the results

Results are presented in percentage charts and tables. Results are shown by the total population and then comparisons are made across the different subgroups outlined in section 1.4. For scaled questions, e.g. level of agreement or confidence, the top two or bottom two points of the scale have been summed, where this is done the reader will see 'Net' referring to the combined score.

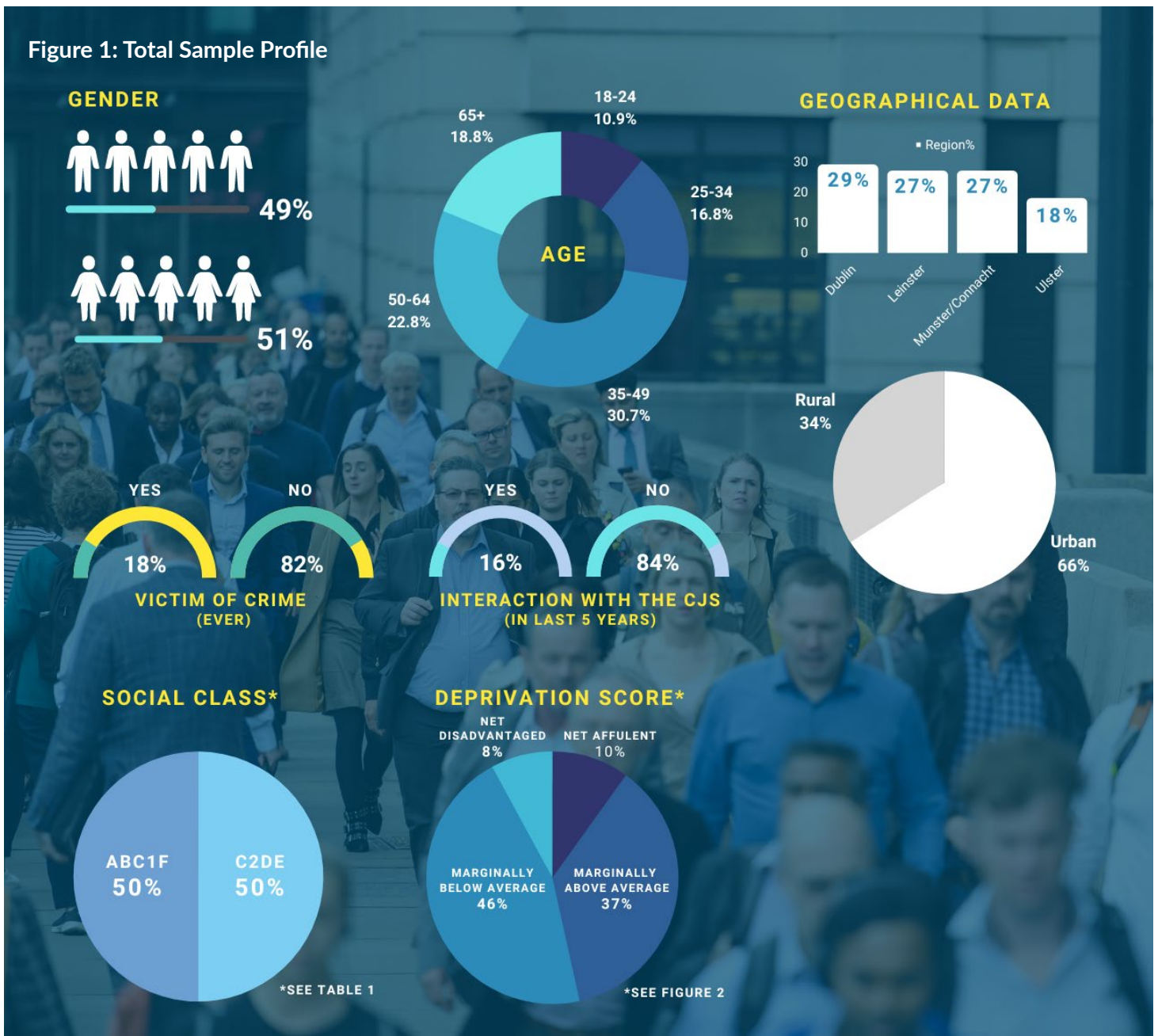
A random sampling approach was taken so there will be a margin of error for any of the results shown. Where results are shown for the total population the margin of error at a 95% confidence interval is +/-2.5%, as such, we can be 95% confident that the true result lies within +/-2.5% of the result shown. Caution is advised when looking at result by different sub groups as sample sizes are smaller and the margin of error therefore increases. Statistically significant differences in the results are shown in the report. Where a number is highlighted in green this indicates a result which is significantly higher than the results for the total population. Where a number is highlighted in red this indicates a result which is significantly lower than the result for the total population.

Some questions in the survey allowed respondents to choose multiple responses. These percentages will not sum to 100 percent with the other percentages presented. Where only one option could be selected in some cases the percentages will not add up to 100 percent due to rounding.

## 1.4 Sample profile

The profile of the sample achieved is shown below in figure 1. Analysis has been conducted on the subgroups; gender, age, region, deprivation index (see figure 1 for more detail), having had any interaction with the justice system in the last five years and ever been a victim of crime.

Figure 1: Total Sample Profile



The definitions for the social class groupings shown in figure 1 above outlined below.

Table 1: Social Class Groupings

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



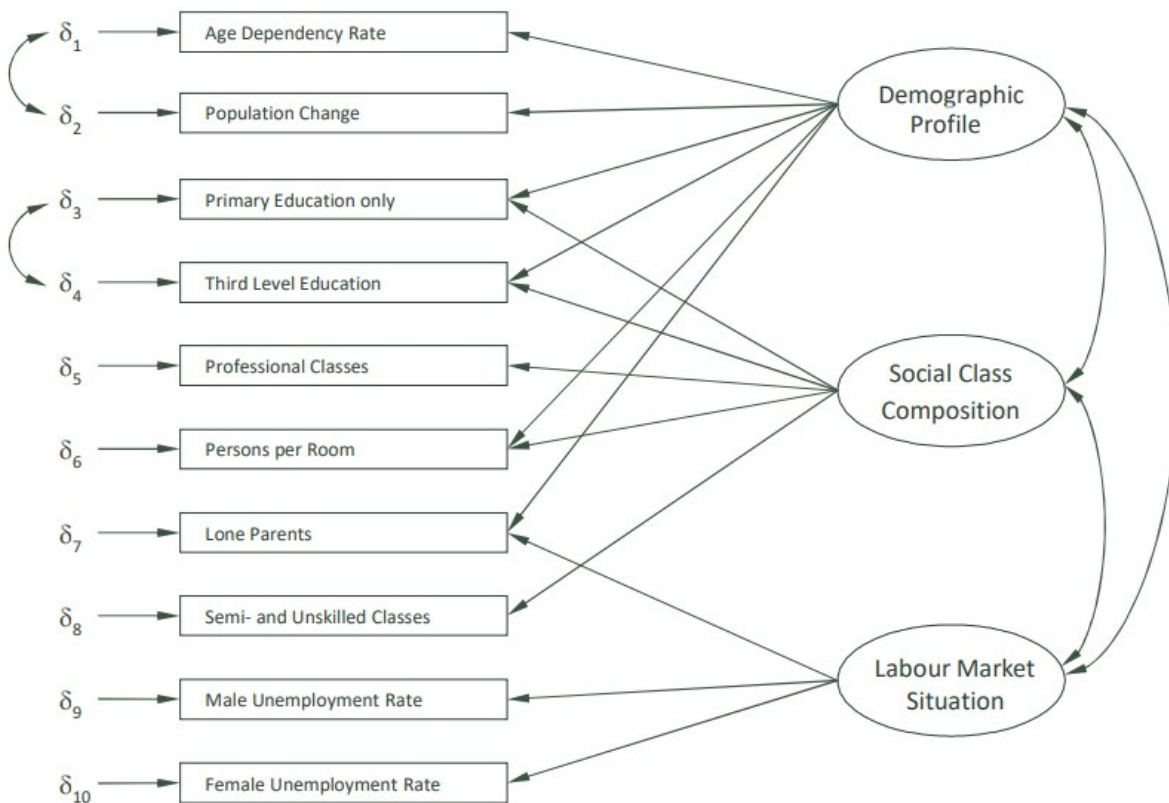
Throughout the report, the Pobal HP Deprivation Index has been used to highlight differences in attitudes based on level of affluence/disadvantage within each area. The Pobal HP Deprivation Index is based on Small Areas (SA) and 2016 Census data. It was constructed using a factor analytical approach, followed by a priori conceptualisation of the identified dimensions. Based on earlier deprivation indices for Ireland, as well as analyses from other countries, three dimensions of affluence/disadvantage have been identified and built into the model: Demographic Profile, Social Class Composition and Labour Market Situation<sup>4</sup>.

- |                             |   |   |
|-----------------------------|---|---|
| 1. Extremely Affluent       | } | Merged in report due to small base size |
| 2. Very Affluent            |   |   |
| 3. Affluent                 |   |   |
| 4. Marginally above average | } | Merged in report due to small base size |
| 5. Marginally below average |   |   |
| 6. Disadvantaged            |   |   |
| 7. Very disadvantaged       |   |   |
| 8. Extremely disadvantaged  |   |   |

To ensure large enough sample sizes for the purposes of analysis the above classifications have been combined into four groups: Net Affluent (10%); Marginally Above Average (37%); Marginally Below Average (46%) and Net Disadvantaged (8%).

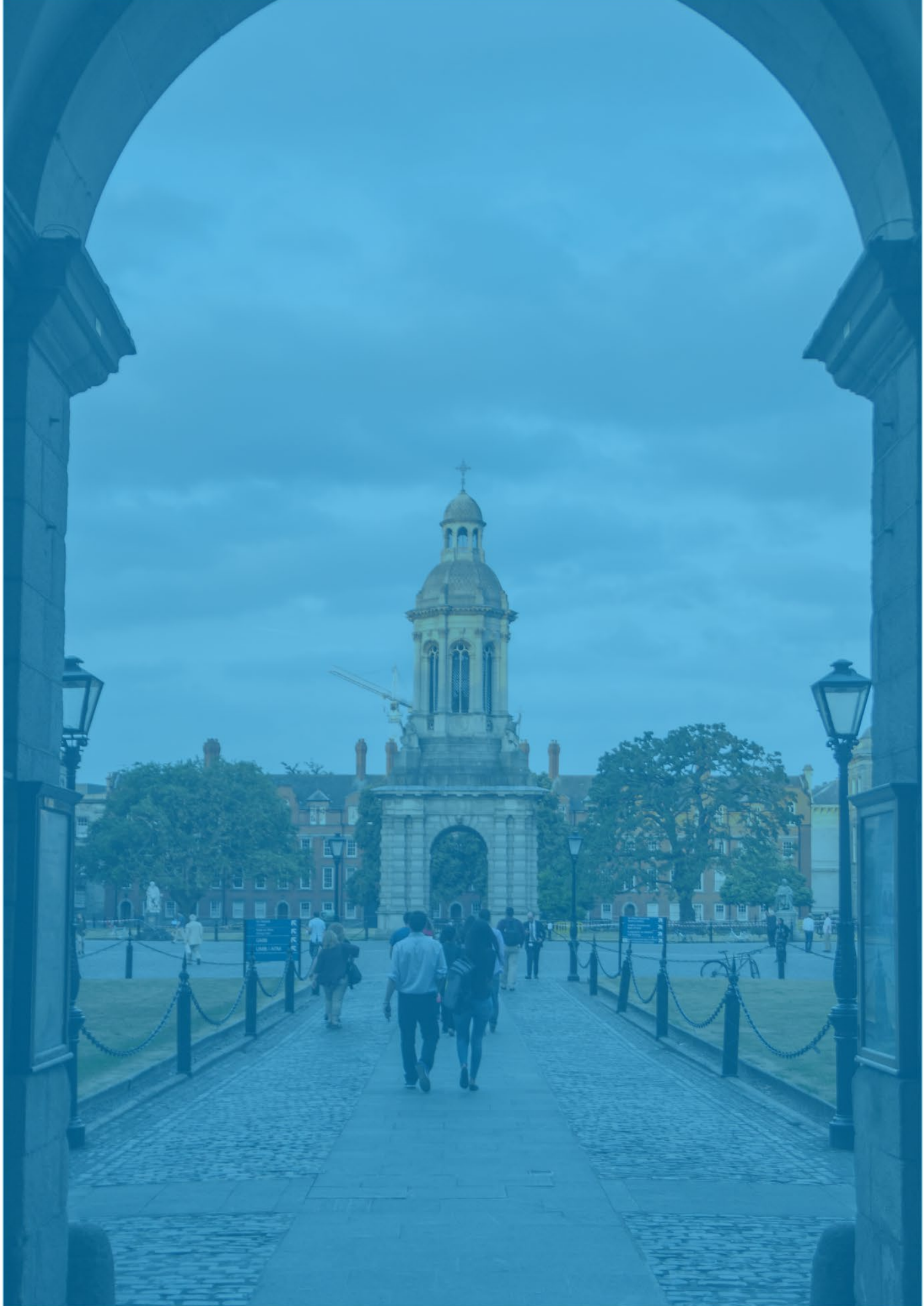
The following classification is used for the Deprivation Index:

**Figure 2: Basic Model for the Construction of the HP Deprivation Index**



<sup>4</sup> Further details can be found here:

<https://www.pobal.ie/app/uploads/2018/06/The-2016-Pobal-HP-Deprivation-Index-Introduction-07.pdf>

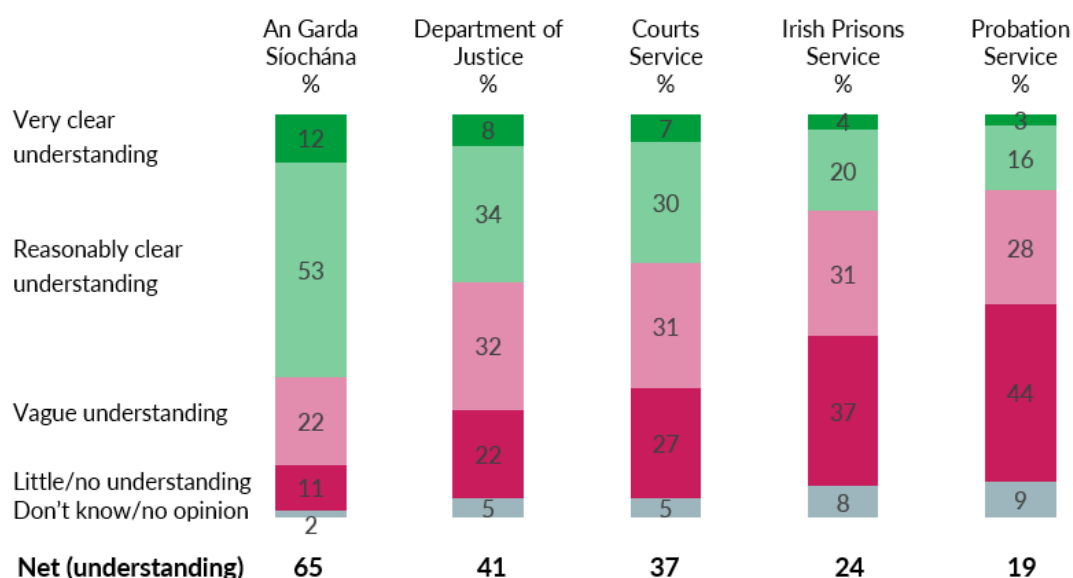


## 2. Understanding of the Criminal Justice System

Respondents were asked about their level of understanding of each part of the criminal justice system and how it operates. Levels of understanding varied across the justice system. Two in three (65%) claimed to have a good understanding of how An Garda Síochána operate. Approximately two in five had a good

understanding of how the Department of Justice (41%) and the Courts Service (37%) operate. The lowest levels of understanding were reported for the operations of the Irish Prisons Service (24%) and Probation Service (19%).

**Figure 3: Understanding of the Irish criminal justice system and how it operates**



**Table 2: Understanding of the Irish criminal justice system and how it operates by demographics, region and deprivation score**

	Total	Gender		Age					Region					Deprivation Score			
		Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above ave	Marginally below ave	NET (Dis-advantaged)
Base:	1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
An Garda Síochána	65	67	63	61	59	68	70	61	66	65	68	64	61	79	67	64	47
Department of Justice	41	47	37	31	38	45	46	40	43	41	39	50	30	44	45	40	32
Courts Service	37	41	33	30	34	39	42	34	43	35	34	42	24	44	43	33	26
Irish Prisons Service	24	28	21	20	20	26	29	21	25	24	22	30	18	25	27	23	16
Probation Service	19	22	17	16	16	20	24	18	17	20	17	26	17	19	22	18	11

Claimed understating for how An Garda Síochána operates was higher amongst those from more affluent areas, as determined by their deprivation score, and those aged 50-64. Those from the most disadvantaged areas were significantly less likely to claim they understood how any

of the criminal justice organisations operate. Some notable regional differences with those in Munster more likely to claim an understanding of the various aspects of the system versus those in Connacht and Ulster.

**Table 3: Understanding of the Irish criminal justice system and how it operates by interaction with the system**

	Total	Interaction with criminal justice system (Last 5 Years)		Victim of Crime (Ever)
		None	Any Interaction	Yes
Base:	1511	1271	240	281
	%	%	%	%
An Garda Síochána	65	62	78	74
Department of Justice	41	39	57	47
Courts Service	37	34	52	44
Irish Prison Service	24	22	35	32
Probation Service	19	18	28	22

As shown in table 3 those who had an interaction with the criminal justice system in the last five years were significantly more likely to claim that they understood how each of the justice organisations operates. Approximately four in five (78%) of this cohort claimed to understand An Garda Síochána versus two in three (65%) of the total population, almost three in five (57%) of those who had interacted with the system claimed to understand how the Department of Justice operates versus two in five (41%) of the total population. Fifty-two percent of those with

a recent interaction with the system claimed to understand the Courts Service versus 37 percent of the total population and 35 percent understand the Irish Prison Service versus 24 percent of the total population.

Finally, amongst those who had interacted with the justice system in the last five years 28 percent understood the operating of the Probation Service versus 19 percent of the total population.

### 3. Confidence in the Criminal Justice System

#### 3.1 Overall confidence in the effectiveness of the Criminal Justice System and its agencies/bodies



**Figure 4: Confidence in effectiveness of the criminal justice system as a whole**

The survey looked at the level of confidence in the effectiveness of the justice system as a whole and then for each of the justice organisations separately.

Overall circa two in five (45%) of the total population stated that they had a lot or some confidence in the effectiveness of the criminal justice system. Whilst less than 1 in 5 (17%) claimed to have no confidence at all and circa 1 in 8 (12%) had no opinion.

As shown in table 4 confidence was lower amongst those from more disadvantaged areas (32%) and those in Dublin (38%). Whilst those living in Munster were more likely to have confidence in the effectiveness of the system (52% amongst this cohort). There was no variation in confidence levels by gender and no significant differences evident by age.

**Table 4: Confidence in effectiveness of the criminal justice system as a whole by demographics, region and deprivation score**

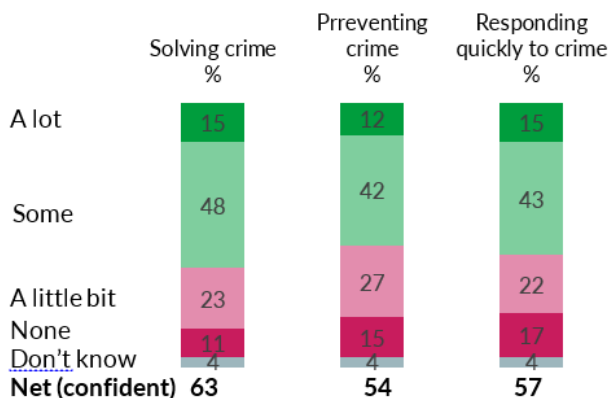
Total	Gender		Age					Region					Deprivation Score			
	Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above average	Marginally below average	NET (Dis-advantaged)
1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114
%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
45	45	45	53	43	41	46	50	38	48	43	52	51	39	44	50	32

Confidence levels varied by respondents' previous level of interaction with the justice system. Table 5 shows that those who have had an interaction in the last five years and those who had ever been a victim of crime were notably less likely to be confident in the effectiveness of the criminal justice system, 37 percent and 36

percent respectively. Those who claimed to have no understanding of any of the organisations in the justice system listed were notably less likely to be confident in the systems effectiveness, 35 percent versus 50 percent amongst those who do have some understanding.

**Table 5: Confidence in effectiveness of the criminal justice system as a whole by interaction with the system and level of understanding**

Total	Interaction with criminal system (Last 5 Years)		Victim of Crime (Ever)	Understanding of any CJS organisation	
	None	Any	Yes	Yes	No
1511	1271	240	281	1055	456
%	%	%	%	%	%
45	47	37	36	50	35



**Figure 5: Confidence in the effectiveness of An Garda Síochána**

Respondents were asked about their level of confidence in the effectiveness of each of the agencies/bodies listed in delivering on various aspects of their remit.

Confidence was highest in the effectiveness of the Gardaí to solve crime with over three in five (63%) confident. Fifty seven percent were confident in their ability to respond quickly to crime and 54 percent in their effectiveness in preventing crime.

As shown in table 6 those over 65 were more likely to be confident in the effectiveness of An Garda Síochána than the total population. Seventy-one percent of those over 65 were confident in their ability to solve crime versus 63 percent amongst the total population.

For confidence in preventing crime 65 percent were confident versus 54 percent of the total population and for respond quickly to crime it was 64 percent versus 57 percent of the total population. Those living in Munster were also more confident in the effectiveness of An Garda Síochána in preventing crime (64% confident) and responding quickly to crime (64% confident).

Those living in deprived areas were the least confident in the effectiveness of An Garda Síochána, with circa one in two (49%) confident in their effectiveness at solving crime and two in five (42%) in their ability to prevent it. Those living in Dublin also displayed lower levels of confidence with 56 percent confident they effectively solve crime, 42 percent that they effectively prevent crime and 47 percent that they respond quickly to crime.

**Table 6: Confidence in the effectiveness of An Garda Síochána by demographics, region and deprivation score**

	Total	Gender		Age					Region					Deprivation Score			
		Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above average	Marginally below average	NET (Dis-advantaged)
Base	1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Solving Crime	63	62	64	66	60	57	64	71	56	66	66	66	66	65	64	64	49
Preventing Crime	54	51	56	56	47	49	55	65	42	59	54	64	58	52	54	56	42
Responding quickly to crime	57	56	59	56	55	54	58	64	47	61	59	64	61	55	60	57	49

**Table 7: Confidence in the effectiveness of An Garda Síochána by interaction with the system and level of understanding**

	Total	Interaction with criminal system (Last 5 Years)		Victim of Crime (Ever)	Understanding of any CJS organisation	
		None	Any	Yes	Yes	No
Base	1511	1271	240	281	1055	456
	%	%	%	%	%	%
Solving Crime	63	63	60	58	67	53
Preventing Crime	54	56	45	44	57	47
Responding quickly to crime	57	58	52	51	60	50

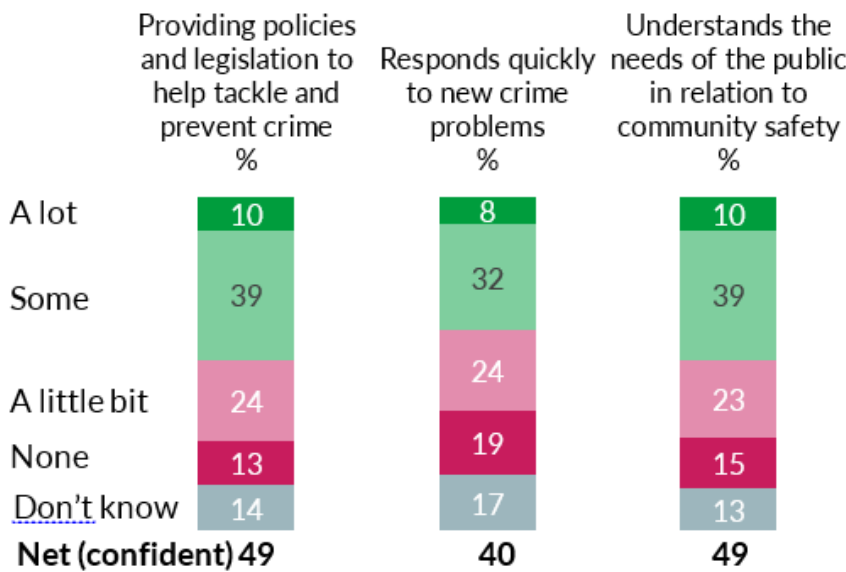
Victims of crime displayed lower levels of confidence versus the total population in An Garda Síochána's effectiveness at preventing crime (44% versus 54%) and responding quickly to crime (51% versus 57%).

Those with a claimed lower level of understanding of the criminal justice system also had a lower level of confidence in An Garda Síochána with 53 percent confident they are effective at solving crime, 47 percent that they are effective at preventing it and 50 percent that they are effective at responding quickly to crime.





**Figure 6: Confidence in the effectiveness of the Department of Justice**



One in two (49%) were confident that the Department of Justice understands the needs of the public in relation to community safety with the same proportion being confident that they are effective in providing policies and legislation

to help tackle and prevent crime. Two in five (40%) were confident that the Department of Justice respond quickly to new crime problems, whilst one in six (17%) claimed they did not know for this question.

**Table 8: Confidence in the effectiveness of the Department of Justice by demographics, region and deprivation score**

	Total	Gender		Age					Region					Deprivation Score			
		Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above average	Marginally below average	NET (Dis-advantaged)
Base	1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Providing policies and legislation to help tackle and prevent crime	49	49	49	59	46	46	49	49	40	52	45	57	56	48	47	52	34
Responds quickly to new crime problems	40	42	39	46	38	38	39	44	32	43	36	45	52	39	38	44	31
Understands the needs of the public in relation to community safety	49	48	49	53	47	46	46	56	45	50	44	53	55	50	49	49	45

Those from Dublin had lower levels of confidence in the Department of Justice versus the total population particularly for the provision of policy and legislation that helps tackle and prevent crime (40% versus 49%) and in responding quickly to new crime problems (32% versus 40%). Whilst those from Munster and Connacht/ Ulster were more likely to have confidence in the

Department of Justice in all areas. Those from more disadvantaged areas had lower confidence levels than the total population for the Department of Justice's effectiveness in providing policies and legislation to help tackle and prevent crime (34% versus 49%) and (31% versus 40%) in its effectiveness in responding quickly to new crime problems.

**Table 9: Confidence in the effectiveness of the Department of Justice by interaction with the system and level of understanding**

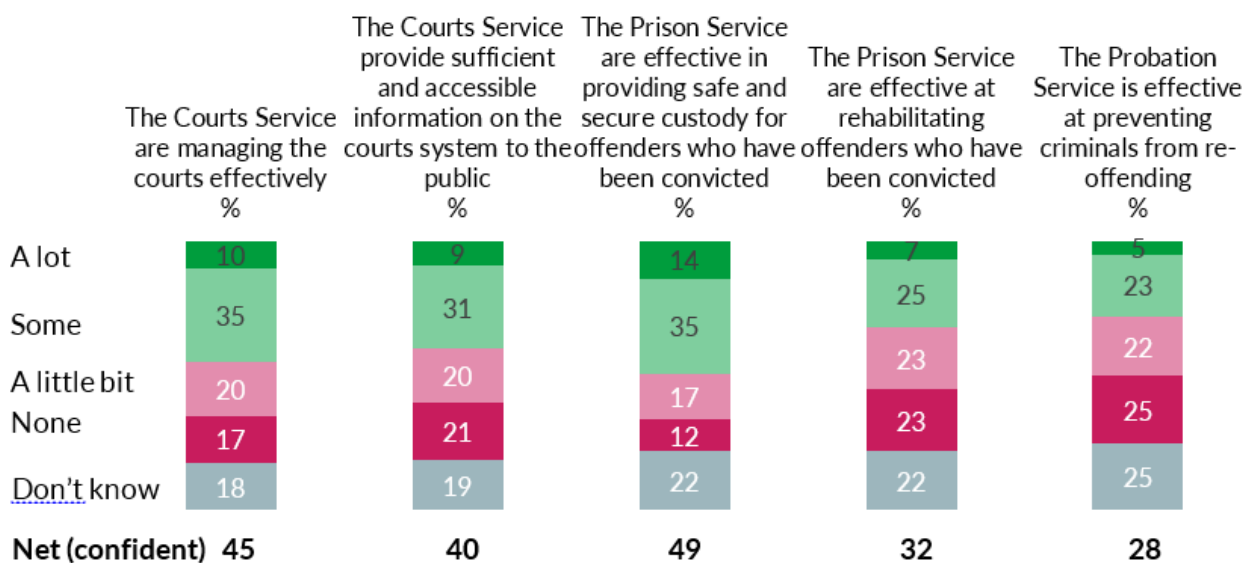
	Total	Interaction with criminal system (Last 5 Years)		Victim of Crime (Ever)	Understanding of any CJS organisation	
		None	Any	Yes	Yes	No
Base	1511	1271	240	281	1055	456
	%	%	%	%	%	%
Providing policies and legislation to help tackle and prevent crime	49	50	42	39	54	36
Responds quickly to new crime problems	40	41	33	28	44	33
Understands the needs of the public in relation to community safety	49	50	42	43	53	39

Those who had recently interacted with the criminal justice system and those who had ever been a victim of crime had lower levels of confidence in the Department of Justice. Two in five (39%) victims of crime were confident the Department of Justice provides policies and legislation to help tackle and prevent crime versus one in two (49%) of the total population whilst circa three in ten (28%) were confident that they

respond quickly to new crimes versus two in five (40%) of the total population. Again, confidence increased with a claimed understanding of how the system operates with 53 percent of those who have some understanding being confident that the the Department of Justice understands the needs of the public in relation to community safety versus 39 percent amongst those that do not.



**Figure 7: Confidence in the effectiveness of the Courts Service, the Prison Service and the Probation Service**



Forty-five percent were confident that the Courts Service is managed effectively, whilst two in five (40%) were confident that they provide sufficient and accessible information to the public. Confidence was notably higher for the Prison Service in relation to the provision of safe and secure custody for offenders (49% confident) than for the provision of effective rehabilitation (32%). Over one in five (22%) stated that they

did not know in response to each of these statements.

Circa three in ten (28%) were confident that the Probation Service is effective at preventing criminals from reoffending with one in four (25%) having no confidence in their effectiveness in this area. The same proportion (25%) stated they did not know for this statement.

**Table 10: Confidence in the effectiveness of the Courts Service, Prison Service and Probation Service by demographics, region and deprivation score**

	Total	Gender		Age					Region					Deprivation Score			
		Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above average	Marginally below average	NET (Dis-advantaged)
Base	1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
The Courts Service are managing the courts effectively	45	46	44	43	46	41	47	51	39	48	41	57	44	47	47	46	33
The Courts Service provide sufficient and accessible information on the courts system to the public	40	40	40	48	40	35	40	44	32	43	35	52	41	41	40	42	29
The Prison Service are effective in providing safe and secure custody for offenders who have been convicted of a crime	49	51	46	53	49	47	50	48	43	51	48	56	51	54	47	51	39
The Prison Service are effective at rehabilitating offenders who have been convicted of a crime	32	32	32	39	34	30	27	35	27	34	25	38	42	33	29	35	25
The Probation Service is effective at preventing criminals from re-offending?	28	28	28	34	26	27	25	32	23	30	20	38	34	29	25	31	23

Confidence in the Courts Service, Prison Service and Probation Service was lower amongst those living in Dublin and higher amongst those living in Munster. Those from more disadvantaged areas had lower levels of confidence in all elements of the system, particularly in the Courts Service management of the courts (33% confident versus 45% of the total population) and in the Courts Service provision of accessible information (29% confident versus 40% of the total population). Two in five (39%) of those from disadvantaged areas had confidence in the Prison Service to provide safe and secure custody versus one in two (49%) of the total population.

As shown in table 11, victims of crime, and those with a claimed lower understanding of the criminal justice system, had lower levels of confidence in the Courts Service, Prison Service and Probation Service. Confidence was notably lower amongst those with no understanding of the system in terms of the Courts Service's management of the courts and the provision of accessible information (36% and 31% respectively) and the Prisons Service's provision of safe and secure custody (36% versus 55% amongst those with an understanding).

**Table 11: Confidence in the effectiveness of the Courts Service, Prison Service and Probation Service by interaction with the system and level of understanding**

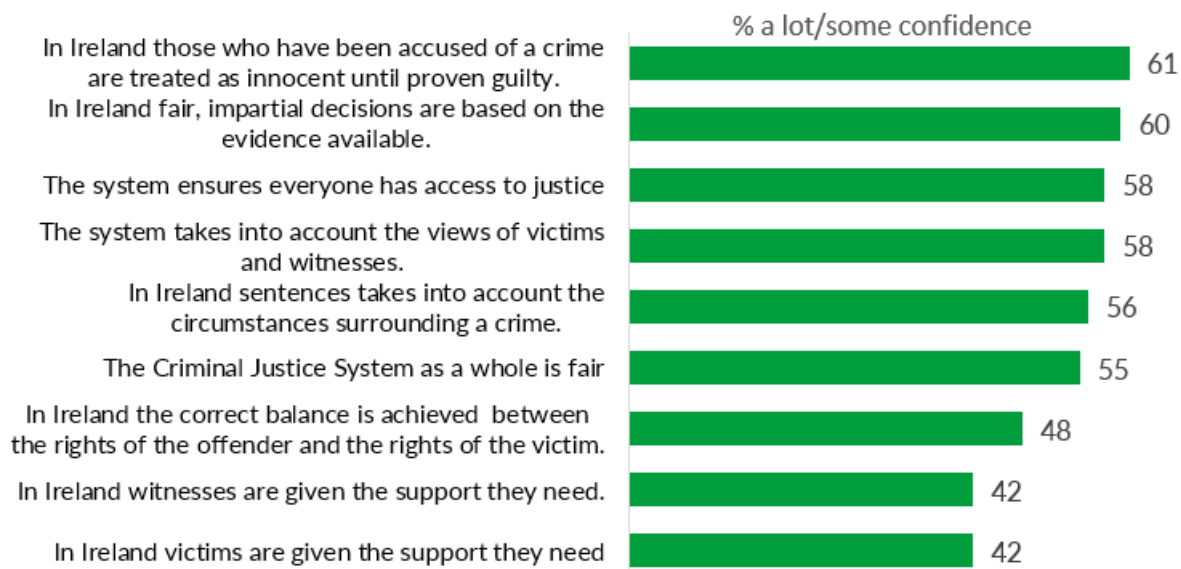
	Total	Interaction with criminal system (Last 5 Years)		Victim of Crime (Ever)	Understanding of any CJS organisation	
		None	Any	Yes	Yes	No
Base	1511	1271	240	281	1055	456
	%	%	%	%	%	%
The Courts Service are managing the courts effectively	45	46	41	39	49	36
The Courts Service provide sufficient and accessible information on the courts system to the public	40	40	39	33	44	31
The Prison Service are effective in providing safe and secure custody for offenders who have been convicted of a crime	49	49	46	46	55	36
The Prison Service are effective at rehabilitating offenders who have been convicted of a crime	32	32	30	26	33	28
The Probation Service is effective at preventing criminals from re-offending?	28	29	25	21	30	25



Respondents were presented with a series of statements about the criminal justice system in Ireland as a whole and asked to rate their level of confidence in each aspect on a scale from a lot of confidence through to no confidence at all. Figure

8 presents the results for the total population based on the proportion who said they had a lot or some confidence for each statement.

**Figure 8: Confidence in various aspects of the criminal justice system**



Overall, just over half (55%) of the total population had a lot or some confidence that the criminal justice system as a whole is fair. Confidence was highest for people being treated as innocent until proven guilty (61%) and that fair, impartial decisions are based on the evidence available (60%). Confidence was lower in the supports available for witnesses and victims (42% for both statements). However, three in five (58%) had a lot/some confidence that the system takes into account the views of witnesses and victims.

As shown in figure 9, those with a claimed understanding of some aspect of the criminal justice system were notably more likely to be confident in all aspects of the system versus those with no understanding. The most significant differences were for confidence that the accused are treated as innocent until proven guilty (67% versus 50%) and that fair, impartial decisions are based on the evidence available (67% versus 46%).

**Figure 9: Confidence in various aspects of the criminal justice system by understanding of the system**

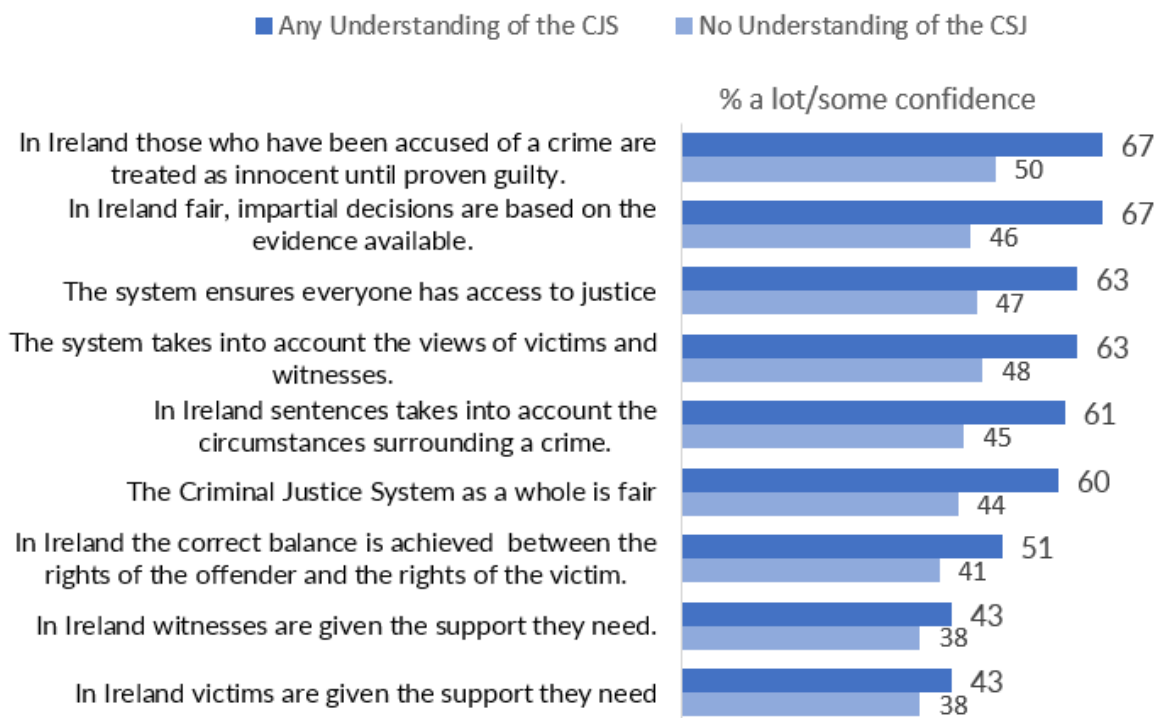


Table 12 summaries the level of confidence in each aspect of the system by gender, age, region and deprivation score. Those living in Munster were more confident in all aspects of the system versus the total population, as were those aged 65 and over. Conversely, those in Dublin and Leinster had lower levels of confidence particularly for: sentences taking into account the circumstances surrounding a crime (49%); the correct balance is achieved between the rights of the offender and the rights of the victim (42%); and witnesses/victims are given the support they need (33%).

Those from more affluent areas were significantly more likely to be confident that in Ireland fair, impartial decisions are based on the evidence available (69%) and that in Ireland sentences take into account the circumstances surrounding a crime (66%).



**Table 12: Confidence in various aspects of the criminal justice system by demographics, region and deprivation score**

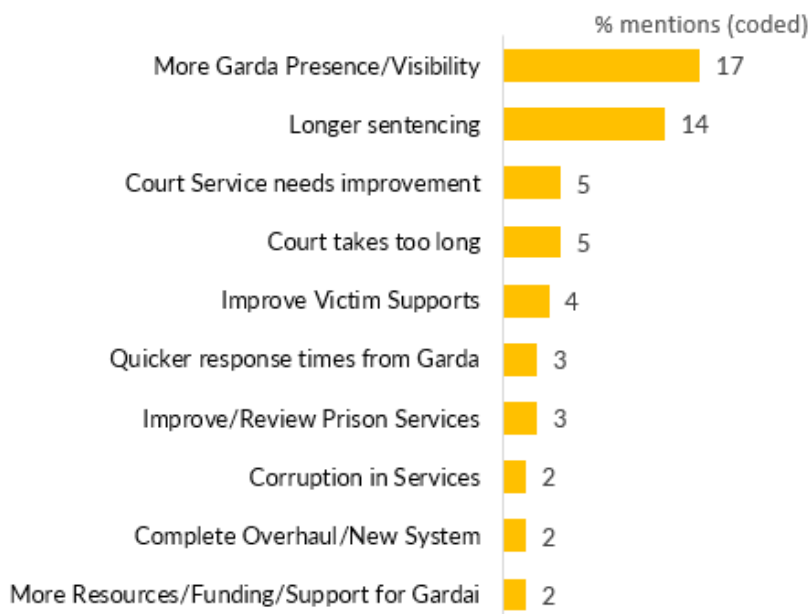
	Total	Gender		Age					Region					Deprivation Score			
		Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above average	Marginally below average	NET (Dis-advantaged)
Base	1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
In Ireland those who have been accused of a crime are treated as innocent until proven guilty	61	64	59	61	58	59	62	69	58	63	59	71	57	64	62	62	53
In Ireland fair, impartial decisions are based on the evidence available.	60	61	59	61	58	57	62	64	61	60	56	64	60	69	62	58	53
The system ensures everyone has access to justice	58	59	58	63	59	52	57	66	57	59	53	65	58	66	58	57	53
The system takes into account the views of victims and witnesses.	58	59	57	62	57	54	59	62	56	59	53	64	59	61	59	57	55
In Ireland sentences take into account the circumstances surrounding a crime.	56	58	54	64	52	53	56	60	53	57	49	64	58	66	55	55	49
The Criminal Justice System as a whole is fair	55	56	54	58	54	52	52	61	52	56	52	60	56	61	56	54	47
In Ireland the correct balance is achieved between the rights of the offender and the rights of the victim.	48	49	47	53	47	46	47	50	43	50	42	56	53	47	49	48	45
In Ireland witnesses are given the support they need.	42	43	41	44	41	39	38	49	33	45	38	49	49	40	41	43	36
In Ireland victims are given the support they need.	42	42	41	44	41	40	38	47	33	45	40	47	49	41	40	44	37

### 3.2 Aspect of the Irish criminal justice system in greatest need of improvement

Respondents were asked which specific aspects of the Irish criminal justice system they felt were in the greatest need of improvement. Responses to this question were spontaneous and no prompting was provided by interviewers. These responses were then coded into themes, the top mentions are summarised in figure 10.

A broad range of areas were identified as needing improvement. One in six stated that increasing Garda visibility was the main area that needed improving and one in seven the provision of longer sentences. Over 1 in 4 (26%) did not name any area of the system that needed improvement.

Figure 10: Aspects of the criminal justice system that need most improvement (spontaneous)



\*All other mentions = /<1%. 26% had no suggestions.





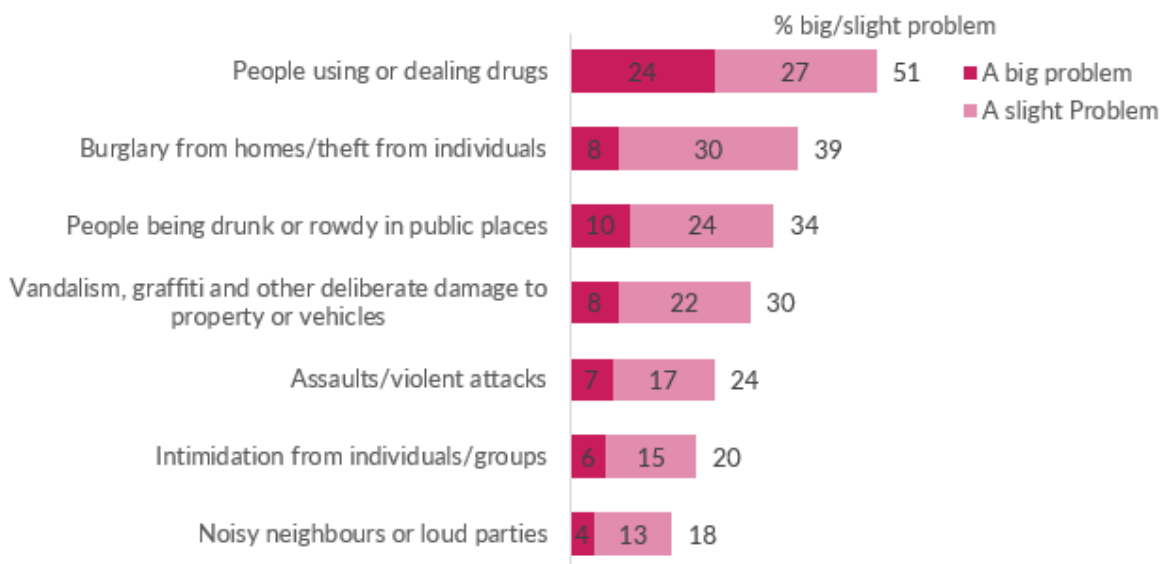
## 4. Perceptions of Crime and Community Safety

### 4.1 Perception of crime in local area

Respondents were asked how much of a problem they felt various crimes were in their local area. Of the areas of crime listed<sup>5</sup> people using or dealing drugs was considered to be the biggest problem in people's local area with one in two (51%) perceiving this to be a problem and one in four (24%) seeing it as a big problem. Two in five (39%) perceived burglary or theft to be a problem

in their local area and one on three (34%) people being drunk or rowdy in public places. Three in ten (30%) felt that vandalism or other deliberate damage was a problem and one in four (24%) felt that assaults or violent attacks were a problem. Circa one in five felt that intimidation (20%) and noisy neighbours/parties (18%) were a big or a slight problem in their area.

Figure 11: Perception of crime in local area



Perceptions of crime levels differed by deprivation score. Those in disadvantaged areas were significantly more likely to state that drugs were a problem with circa three in five (59%) stating this versus circa two in five (39%) in affluent areas. Those living in Dublin and those living in more disadvantaged areas across the country were significantly more likely to state that

people being drunk/rowdy in public places (40% and 45%) and vandalism or deliberate damage were a problem in their area (44% in Dublin and 42% in disadvantaged areas). The perception of assaults or violent attacks being a problem was also higher for Dublin versus outside Dublin (29% versus 22%).

<sup>5</sup> People using or dealing drugs, Burglary from homes/theft from individuals, People being drunk or rowdy in public places, Vandalism, graffiti and other deliberate damage to property or vehicles, Assaults/violent attacks, Intimidation from individuals/groups, Noisy neighbours or loud parties

**Table 13: Perceptions of crime in local area by region and deprivation score**

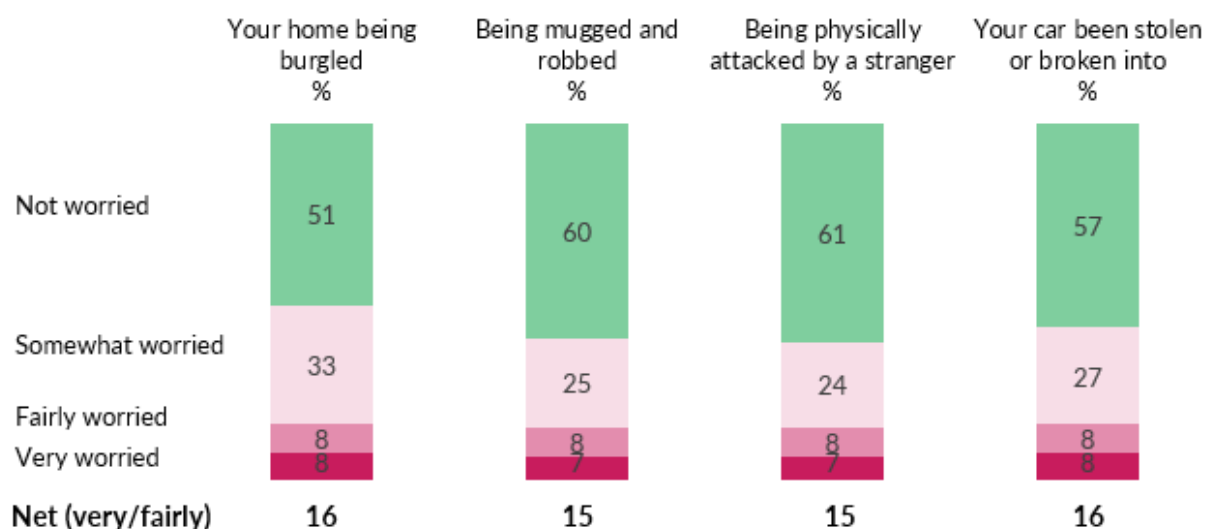
% stating it is a big/slight problem	Total	Region					Deprivation Score			
		Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above average	Marginally below average	NET (Dis-advantaged)
Base	1511	445	1066	397	405	264	149	559	689	114
	%	%	%	%	%	%	%	%	%	%
People using or dealing drugs	51	49	52	51	55	46	39	48	54	59
Burglary from homes/theft from individuals	39	44	36	35	36	40	50	42	34	37
People being drunk or rowdy in public places	34	40	32	33	33	28	38	33	33	45
Vandalism, graffiti and other deliberate damage to property or vehicles	30	44	25	26	24	23	39	29	28	42
Assaults/violent attacks	24	29	22	22	22	20	28	24	22	28
Intimidation from individuals/groups	20	24	19	18	19	19	22	19	20	27
Noisy neighbours or loud parties	18	21	16	13	19	16	23	14	19	18

#### 4.2 Worry of potential criminal activity

The extent to which people worry about being a victim of various types of crime was also ascertained. The majority of the total population stated they were not worried about each of the

types of crime presented. Worry was highest for burglary from the home and for their car being stolen or broken into with circa one in six stating they were very/quite worried about either.

**Figure 12: Extent of worry about being a victim of crime**



Females were more likely to worry about being a victim of crime versus males, particularly for being physically attacked by a stranger with circa one in five (19%) worried versus circa one in ten (11%) of males. Worry about being a victim of

burglary was higher for those 65 and over, with one in five very or fairly worried, versus one in eight (12%) amongst those under 25.

**Table 14: Extent of worry about being a victim of crime by demographics, region and deprivation score**

	Total	Gender		Age					Region					Deprivation Score			
		Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above average	Marginally below average	NET (Dis-advantaged)
Base	1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Your home being burgled	16	12	19	12	15	16	16	19	20	14	17	16	7	12	16	16	20
Your car been stolen or broken into	16	13	19	15	14	18	16	16	19	15	17	19	7	12	17	16	17
Being mugged and robbed	15	11	18	15	13	14	15	16	16	14	16	16	7	11	14	16	12
Being physically attacked by a stranger	15	11	19	17	13	15	14	16	15	15	17	18	6	9	14	17	16

As shown in table 15, those who had previously been a victim of crime were notably more likely to worry about crime, particularly burglary with over one in four (28%) very or fairly worried about their home being burgled. There was also a notable difference in the responses of those who claimed to have no understand of the criminal

justice system, with this cohort more likely to worry about being a victim of the crime types presented. Over one in five (21%) of this cohort were very or fairly worried about their car being stolen or broken into versus circa one in six (16%) of the total population.

**Table 15: Extent of worry about being a victim of crime by interaction with the system and level of understanding**

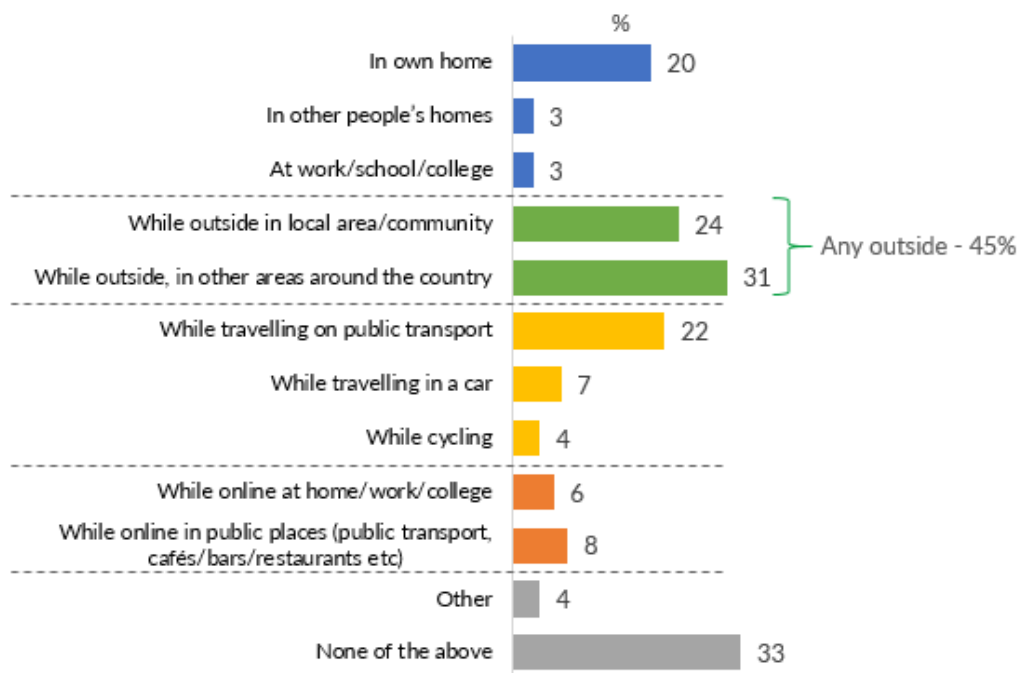
	Total	Interaction with criminal system (Last 5 Years)		Victim of Crime (Ever)	Understanding of any CJS organisation	
		None	Any		Yes	No
Base	1511	1271	240	281	1055	456
	%	%	%	%	%	%
Your home being burgled	16	16	18	28	15	19
Your car been stolen or broken into	16	15	20	24	14	21
Being mugged and robbed	15	14	18	23	13	19
Being physically attacked by a stranger	15	15	17	22	13	19

Respondents were also asked where they felt vulnerable to becoming a victim of crime. Over two in five (45%) felt vulnerable outside, with more saying they felt vulnerable when not in their local area (31%) versus when in their local area (24%).

One in five (20%) felt vulnerable in their own home with a similar proportion (22%) feeling

vulnerable on public transport. Feelings of vulnerability while online were lower with one in twelve (8%) feeling vulnerable when online in public places and a similar proportion (6%) feeling vulnerable when online at home. One in three (33%) did not feel vulnerable to becoming a victim of crime in any of the places listed.

**Figure 13: Areas feel particularly vulnerable to becoming a victim of crime**



As shown in table 16, feelings of vulnerability varied by subgroup. Females were significantly more likely to feel vulnerable to crime outside with one in two (50%) saying they felt vulnerable versus two in five (40%) males. Circa one in four (27%) females stated they did not feel vulnerable to crime in any of the scenarios presented, significantly higher for males with two in five (39%) not feeling vulnerable.

Those aged 65 and over were notably more likely to state they felt vulnerable at home, whilst those aged 18-24 were notably less concerned (29% versus 9%). Conversely those aged 34 and under were more likely to claim they would feel

vulnerable to crime whilst online in public places versus those aged 50 and over.

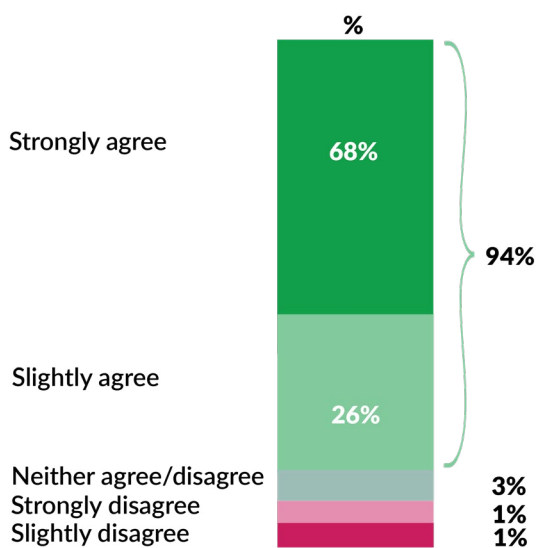
Differences in response by region are evident with those in Dublin more likely to feel vulnerable to becoming a victim of crime outside and when on public transport. With responses for the same statements significantly lower for those living in Connacht and Ulster (51% versus 35% and 32% versus 14%). Conversely those in Leinster and Dublin were less likely to feel vulnerable to being a victim of crime in their own home (15% and 18% respectively) when compared with those in Connacht and Ulster where over one in four (28%) claimed to feel vulnerable.

**Table 16: Areas feel particularly vulnerable to becoming a victim of crime by demographics, region and deprivation score**

	Total	Gender		Age						Region					Deprivation Score			
		Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above average	Marginally below average	NET (Dis-advantaged)	
Base	1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114	
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
While outside, in other areas around the country	31	28	34	29	36	30	31	31	32	31	36	31	25	27	30	33	31	
While outside in local area/community	24	21	28	22	29	24	25	22	32	21	25	22	15	26	25	23	28	
While travelling on public transport	22	21	24	27	25	23	21	17	32	18	25	14	14	41	23	18	21	
In own home	20	19	21	9	19	20	19	29	18	21	15	21	28	21	20	20	15	
While online in public places	8	6	9	14	13	7	4	5	7	8	12	4	8	6	5	10	7	
While travelling in a car	7	6	8	4	8	7	6	8	6	7	9	4	9	5	7	7	4	
While online at home/work/college	6	6	6	6	9	6	5	3	5	6	9	3	6	6	5	7	5	
While cycling	4	4	4	8	5	5	3	1	6	4	7	2	1	5	4	4	5	
In other people's homes	3	3	4	3	5	4	3	2	5	3	3	3	4	5	4	3	3	
Work/school/college	3	3	3	8	4	3	2	1	3	3	4	3	1	4	3	3	4	
<b>Any Outside</b>	<b>45</b>	<b>40</b>	<b>50</b>	<b>41</b>	<b>53</b>	<b>45</b>	<b>44</b>	<b>43</b>	<b>51</b>	<b>43</b>	<b>48</b>	<b>43</b>	<b>35</b>	<b>47</b>	<b>45</b>	<b>45</b>	<b>47</b>	
<b>None of the above</b>	<b>33</b>	<b>39</b>	<b>27</b>	<b>33</b>	<b>33</b>	<b>32</b>	<b>35</b>	<b>32</b>	<b>27</b>	<b>35</b>	<b>29</b>	<b>36</b>	<b>43</b>	<b>29</b>	<b>30</b>	<b>35</b>	<b>37</b>	

### 4.3 An Garda Síochána – Contact and Visibility

**Figure 14: Level of agreement that would know how to contact local Gardaí/where to find the contact information if needed**



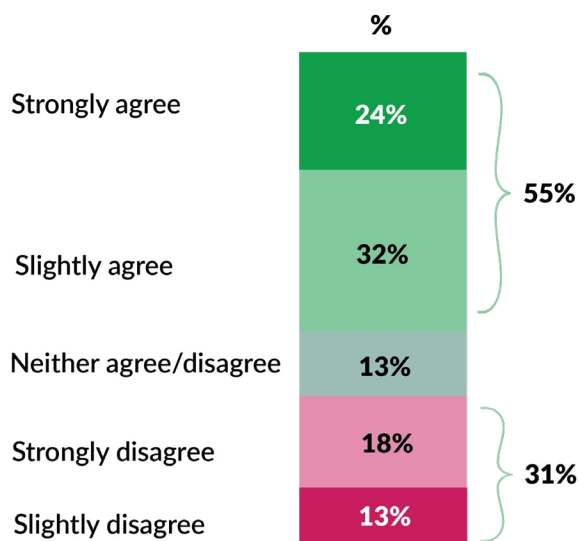
The vast majority (94%) of those surveyed stated that they would know how to contact An Garda Síochána or where to find their contact information with no differences evident by subgroup.



**Figure 15: Level of agreement that An Garda Síochána are regularly seen in the area**

More than half (55%) agreed that An Garda Síochána are regularly seen in their local area with circa three in ten (31%) disagreeing with this statement.

As shown in table 17, those from Munster and Connacht/Ulster were more likely to agree that the Gardaí are regularly seen in their local area, with over three in five agreeing (63% and 62%). Whereas those from more disadvantaged areas are notably less likely to agree (47%).



**Table 17: Agreement that An Garda Síochána are regularly seen in the area by region, deprivation score and interaction level**

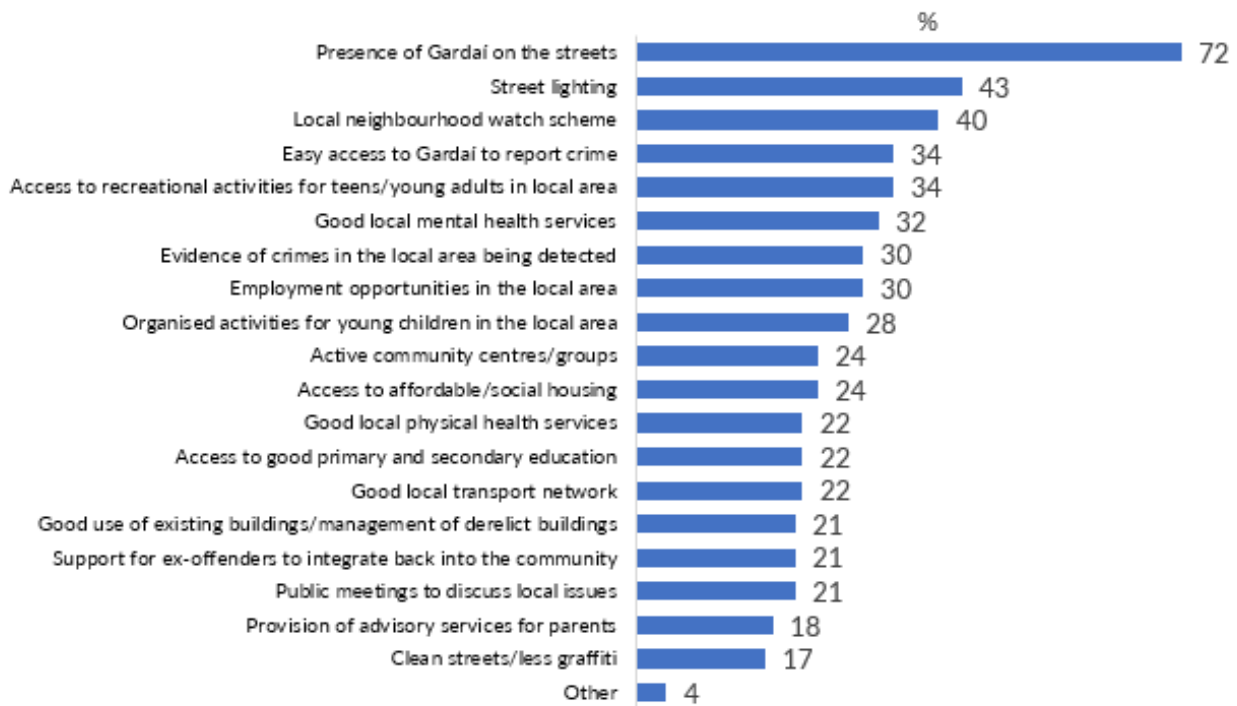
Total	Region					Deprivation Score				Interaction with criminal system (Last 5 Years)	
	Dublin	Out-side Dublin	Leinster	Munster	Conn /Ulster	NET (Affluent)	Marginally above ave	Marginally below ave	NET(Disad -vantaged)	None	Any
1511	445	1066	1271	1271	264	149	559	689	114	1271	240
%	%	%	%	%	%	%	%	%	%	%	%
55	52	57	47	63	62	58	55	56	47	54	63

#### 4.4 Community Safety

The survey asked respondents about the services that do or would contribute to them feeling safer in their community. Over seven in ten (72%) said the presence of the Gardaí on the streets would make them feel safer. Two

in five cited street lighting (43%) and a similar proportion a neighbourhood watch scheme (40%) as other factors that would make them feel safe.

**Figure 16: Factors that do or would make you feel safer in the community**



The importance of the presence of Gardaí varied by age with four in five (79%) of those aged 65 and over stating their presence would make them feel safer compared to three in

five (60%) of those aged 18-24. There was no significant difference in response by gender or by deprivation score.

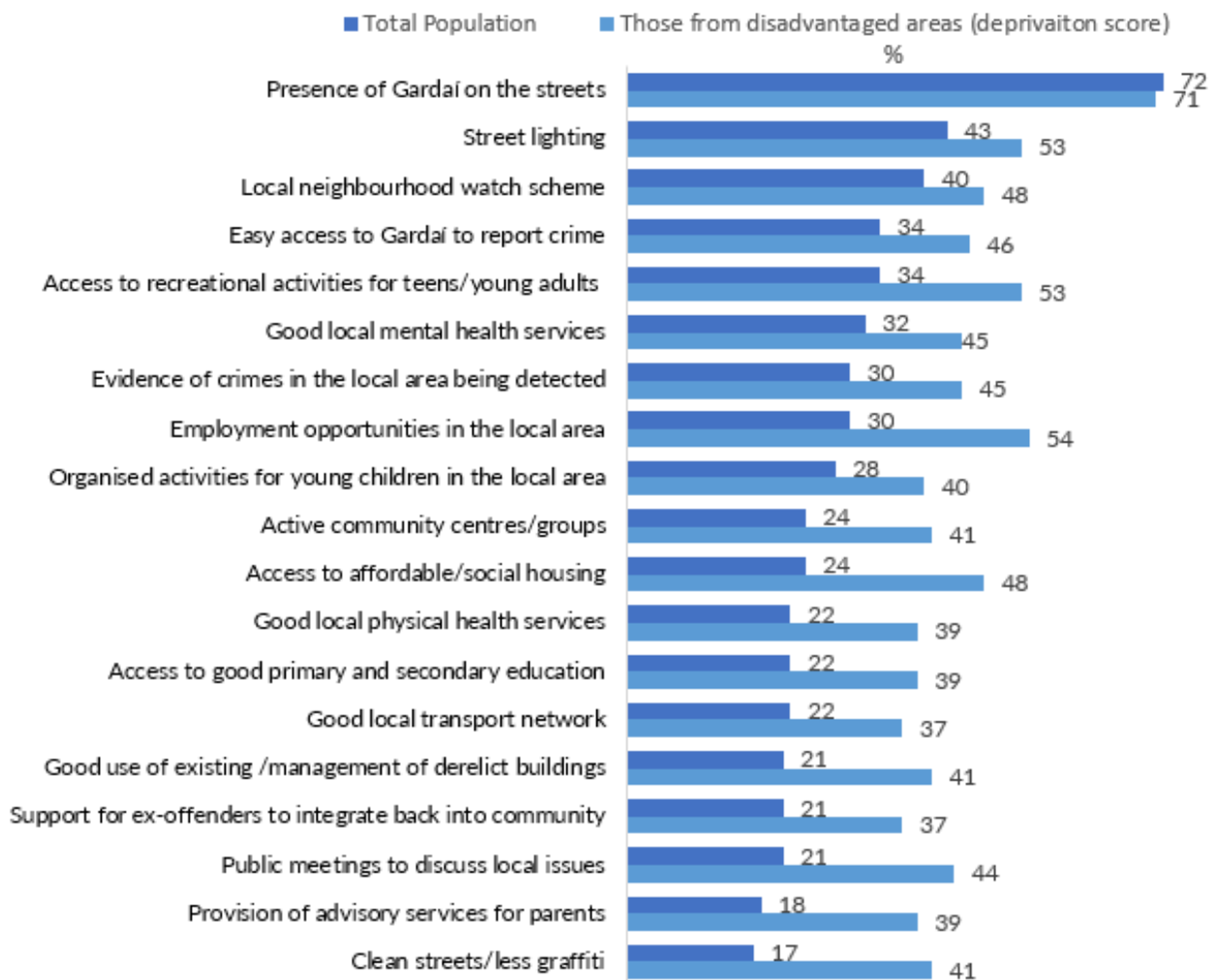
**Table 18: Presence of Gardaí on the street would make you feel safer in your community (% yes) by demographics, region and deprivation score**

Total	Gender		Age					Region					Deprivation Score			
	Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above	Marginally below	NET (Dis-advantaged)
1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114
%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
72	72	72	60	66	74	74	79	70	73	75	78	64	72	72	73	71

Figure 17 shows factors that would make those in disadvantaged communities feel safer versus the total population. Those in disadvantaged communities over-indexed for most factors. In disadvantaged areas, there was a notably

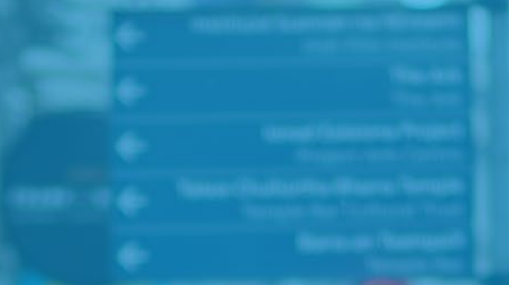
higher desire for employment opportunities (54% versus 30%), access to affordable/social housing (48% versus 24%) and public meetings to discuss local issues (44% versus 21%).

**Figure 17: Factors that do or would make you feel safer in the community – total population and those from disadvantaged areas**





**CAUTION**  
**SITE ENTRANCE**  
**100m AHEAD**

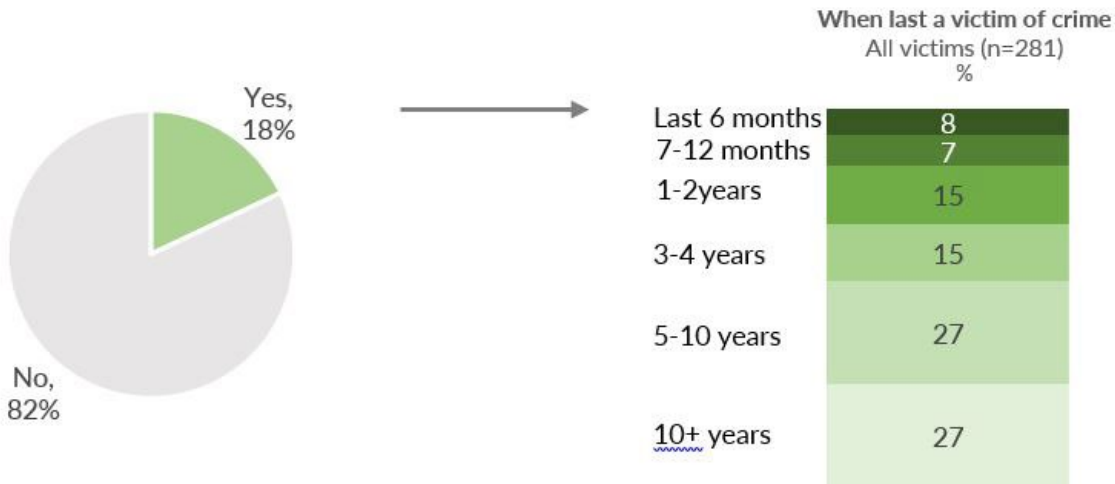


## 5. Personal Experiences of Crime

### 5.1 Victims of Crime

Circa one in five (18%) had ever been a victim of crime, with 15 percent of this cohort having been a victim of crime in the past 12 months.

Figure 18: Ever been a victim of crime/when last a victim of crime



The incidence of being a victim was significantly higher amongst those living in Dublin (30%) and those from more affluent areas (36%).

Table 19: Ever been a victim of crime by demographics, region and deprivation score

Total	Gender		Age					Region					Deprivation Score			
	Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above	Marginally below	NET (Dis-advantaged)
1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114
%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
18	18	18	15	19	17	21	17	30	13	16	12	12	36	19	15	12

## 5.2 Online Crime or Fraud

One in ten (11%) of survey respondents had been a victim of any online crime/fraud with online financial fraud and phishing scams being the most prevalent. Those under 35 and those from more affluent areas were slightly more likely to have been a victim of online fraud.

Figure 19: Ever experienced online crime/fraud



Table 20: Victim of online crime or fraud by demographics, region and deprivation score

Total	Gender		Age					Region					Deprivation Score			
	Male	Female	18-24	25-34	35-49	50-64	65+	Dublin	Out-side Dublin	Leinster	Munster	Conn/Ulster	NET (Affluent)	Marginally above ave	Marginally below ave	NET (Dis-advantaged)
1511	722	789	128	220	469	399	295	445	1066	397	405	264	149	559	689	114
%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
11	11	11	13	15	10	10	8	11	11	13	9	9	13	12	10	5

As shown in figure 20, the majority of victims (52%) reported the incident to their bank and one in three (35%) the Gardaí. A quarter (26%) did not report it at all. Amongst those who did not report to the Gardaí over one in three (36%)

did not do so because it was a small crime and there was no point and a quarter (26%) stated that the bank dealt with the matter (see figure 21).

Figure 20: Action taken when a victim of online crime/fraud

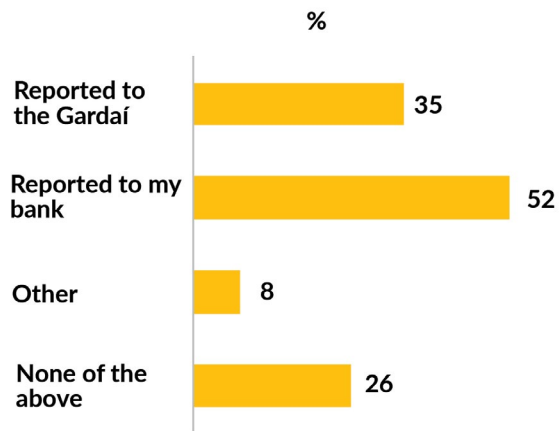
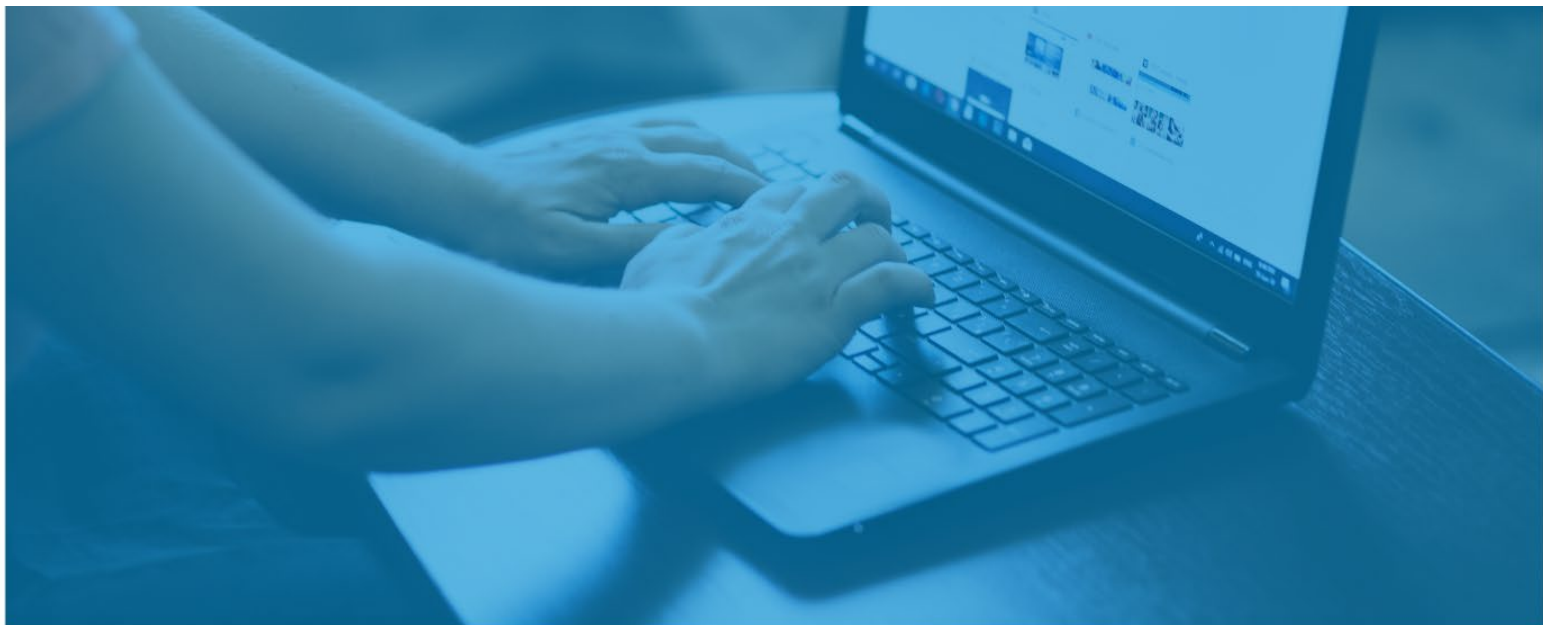
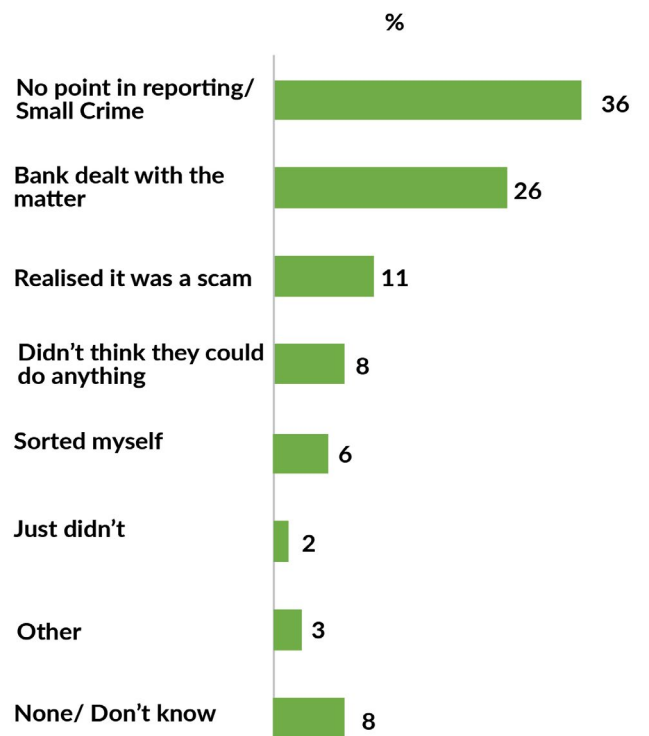


Figure 21: Reasons for not reporting to An Garda Síochána when a victim of online



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