



Independent  
Commission for  
Reconciliation and  
Information Recovery  
Have Your Say Survey 2  
Results

July 2024

## Introduction

This is the second survey the Commission has delivered and was live in the latter part of 2023. This survey included questions on the proposed design of the Commission as it starts to focus on some of the big decisions the needed to be taken.

The Commission must operate independently, with victims, survivors and their families involved in every step of the way. In this survey we sought to gain insight into the following areas:

- (1) **the independence of the Commission;**
- (2) **conditional immunity (which has since been disapplied from domestic law, subject to appeal); and**
- (3) **the Commission's approach to carrying out its work.**

In this survey we wanted to gain insights into the aspects of our work that matter to the general public.

## Independence of the Commission

The ability of the Commission to act independently and build trust through the way it delivers activities and reports and how it engages with people will be crucial to its future success. We asked respondents how should the Commission secure that independence:

<b>Q1: Which elements are most important to you when considering safeguarding the independence of the Commission?</b> (multiple response question)						
Base = 131	The ability of the Commission to criticise UK Government and other authorities publicly and undertake its own public communications	Sufficient funding for the Commission to be able to properly resource the cases its handles	The ability to hire its own staff without outside limitations	The ability to determine its own location and IT arrangements	Transparency of the formal links and relationship between the Commission and the Northern Ireland Office	The ability of the Commission to bring legal challenges against the Government and other public authorities
<b>%</b>						
All respondents	36	37	18	8	50	37
<b>Gender</b>						
Woman	36	52	12	8	52	36
Man	36	33	20	9	49	38
Prefer not to say	33	67	0	0	67	33
<b>Age</b>						
16-24	100	0	0	0	25	75
25-34	20	60	20	0	60	40
35-44	45	55	27	0	27	36
45-54	33	25	25	4	42	46
55-64	35	44	21	7	53	30
65-74	28	32	12	16	56	40
75-84	38	44	13	13	56	25
Prefer not to say	33	0	0	33	67	67
<b>Location</b>						
Northern Ireland	34	38	20	10	50	36
Scotland	0	100	0	0	100	0
England	36	39	21	7	57	25
Wales	33	67	0	0	0	100
Republic of Ireland	100	0	0	0	50	50
Prefer not to say	60	0	0	0	20	100
<b>Religion</b>						
Catholic	41	31	17	0	45	52
Protestant	25	31	28	9	63	25
No religion	50	42	17	14	28	42
Other	29	48	14	5	62	33
Prefer not to say	23	38	8	15	69	31
<b>Ethnicity</b>						
White	38	39	20	7	47	36
Other	33	17	0	17	67	67
Prefer not to say	18	36	9	18	64	36

In our first Have Your Say survey, you told us that openness and transparency would be an important part of our approach.

We asked respondents how they felt the Commission can best deliver this:

Q2: In our first Have Your Say survey, you told us that openness and transparency would be an important part of our approach. How do you feel the Commission can best deliver this? (multiple response question)						
Base = 131	By holding regular sessions in public spaces where people can ask questions about what the Commission is delivering	By holding public board meetings	By making summaries of its Board meetings publicly available	Keeping requesters/family members informed of progress of relevant investigations	By intervening in legal cases to add its views and relevant information it has collected	Sharing top level performance data
%						
All respondents	42	21	40	56	13	4
Gender						
Woman	56	8	44	72	12	4
Man	39	25	40	51	13	4
Prefer not to say	33	0	33	100	33	0
Age						
16-24	50	50	50	50	0	0
25-34	40	20	80	40	20	0
35-44	45	0	27	73	36	0
45-54	46	17	25	54	17	8
55-64	42	19	42	67	7	2
65-74	48	32	52	40	0	4
75-84	19	31	38	56	25	6
Prefer not to say	67	0	33	33	0	0
Location						
Northern Ireland	42	25	40	53	13	4
Scotland	100	100	0	0	0	0
England	32	11	43	68	11	4
Wales	33	0	67	67	33	0
Republic of Ireland	100	0	50	50	0	0
Prefer not to say	60	20	20	60	20	0
Religion						
Catholic	41	21	38	66	14	0
Protestant	41	25	41	63	6	6
No religion	44	22	39	53	11	3
Other	43	19	43	52	29	0
Prefer not to say	43	19	43	52	29	0
Ethnicity						
White	41	22	39	56	14	4
Other	50	33	50	50	0	0
Prefer not to say	45	9	45	64	9	9

## Conditional Immunity

(which has since been disapplied from domestic law, subject to appeal)

The possibility of conditional immunity from prosecution is contentious. Legal cases have been brought to challenge the validity of such a scheme and it is important that the courts provide clarity.

The Commission's power to offer individuals conditional immunity from prosecution for specific historical offences under certain conditions would be connected to its ability to retrieve information.

Any offer of immunity will be conditional, meaning that it can be revoked if conditions are not met, such as if it becomes clear that an applicant knew they were making a false statement or if the applicant commits a subsequent terrorist offence.

**Since this survey was conducted, conditional immunity has now been removed from the operational delivery remit of the Commission.**

**Q3: In what circumstances do you think it could be appropriate to provide an individual with immunity from prosecution?**

(multiple response question)

Base = 131	The individual gives an account that is true to the best of their knowledge and belief	It will promote reconciliation by way of information recovery	In no circumstances	The individual seeking immunity cooperates with the Commission	Information is provided that would be unlikely to be found through other routes	The individual has not committed other offences since the offence for which immunity is being granted	Information is provided which leads to a criminal prosecution
<b>%</b>							
<b>All respondents</b>	<b>31</b>	<b>31</b>	<b>33</b>	<b>27</b>	<b>44</b>	<b>28</b>	<b>16</b>
<b>Gender</b>							
Woman	40	36	28	12	48	36	16
Man	28	29	33	31	41	27	16
Prefer not to say	33	33	67	33	100	0	33
<b>Age</b>							
16-24	0	50	0	25	75	50	25
25-34	40	60	0	60	60	60	0
35-44	9	36	18	18	45	36	45
45-54	25	17	58	17	33	4	13
55-64	37	35	28	28	49	40	14
65-74	20	24	40	28	36	28	20
75-84	56	31	13	44	44	19	6
Prefer not to say	33	33	100	0	33	0	0
<b>Location</b>							
Northern Ireland	23	30	38	20	42	30	16
Scotland	100	0	0	100	100	0	0
England	61	32	14	54	39	21	11
Wales	0	0	0	33	67	67	67
Republic of Ireland	50	50	0	50	100	50	0
Prefer not to say	0	40	80	0	40	0	20
<b>Religion</b>							
Catholic	31	38	31	24	48	31	7
Protestant	25	25	38	28	31	28	22
No religion	33	28	28	22	53	33	19
Other	33	38	24	38	48	29	24
Prefer not to say	31	23	54	31	31	8	0
<b>Ethnicity</b>							
White	32	30	32	25	44	29	17
Other	33	33	17	83	33	33	0
Prefer not to say	18	36	55	18	45	18	18

In the survey, respondents were asked, 'if the Commission was dealing with a case where you had a personal connection, what information would you want a person seeking immunity to have to provide? (choose one)':

<b>Q4: If the Commission was dealing with a case where you had a personal connection, what information would you want a person seeking immunity to have to provide?</b>				
Base = 131	All relevant circumstances about the offence	All individuals connected to the offence	Their involvement in the offence	An acknowledgement of the harm that their offence caused
<b>%</b>				
<b>All respondents</b>	<b>35</b>	<b>38</b>	<b>16</b>	<b>11</b>
<b>Gender</b>				
Woman	36	36	16	12
Man	36	37	17	11
Prefer not to say	0	100	0	0
<b>Age</b>				
16-24	75	0	0	25
25-34	60	0	40	0
35-44	36	55	9	0
45-54	46	21	21	13
55-64	40	42	9	9
65-74	24	56	12	8
75-84	13	38	25	25
Prefer not to say	0	33	67	0
<b>Location</b>				
Northern Ireland	36	38	14	12
Scotland	100	0	0	0
England	29	39	21	11
Wales	33	33	33	0
Republic of Ireland	100	0	0	0
Prefer not to say	20	60	20	0
<b>Religion</b>				
Catholic	45	34	14	7
Protestant	19	56	19	6
No religion	47	31	0	0
Other	33	19	24	24
Prefer not to say	23	54	23	0
<b>Ethnicity</b>				
White	39	35	14	11
Other	17	33	50	0
Prefer not to say	0	73	18	9

If the Commission grants an applicant conditional immunity, it will be important for the Commission's final investigation report to consider the anonymity of both the family and victim or survivor, and potentially the individual granted immunity.

In the survey, we asked 'what approach do you feel the Commission should take when considering these two factors. (select one option only)':

<b>Q5: If the Commission grants an applicant conditional immunity, it will be important for the Commission's final investigation report to consider the anonymity of both the family and victim or survivor, and potentially the individual granted immunity. What approach do you feel the Commission should take when considering these two factors?</b>				
Base = 131	Publish report and name of applicant	Publish report but the applicant is not named	No published report and no naming of the applicant	No published report but the name of the applicant should be published
%				
All respondents	37	47	10	5
Gender				
Woman	32	44	12	12
Man	39	49	9	4
Prefer not to say	33	33	33	0
Age				
16-24	25	75	0	0
25-34	40	40	0	20
35-44	18	73	0	9
45-54	46	38	8	8
55-64	35	47	14	5
65-74	48	48	4	0
75-84	31	38	25	6
Prefer not to say	33	67	0	0
Location				
Northern Ireland	46	45	8	2
Scotland	100	0	0	0
England	7	57	18	18
Wales	33	67	0	0
Republic of Ireland	50	0	50	0
Prefer not to say	40	60	0	0
Religion				
Catholic	17	52	21	10
Protestant	44	41	9	6
No religion	56	42	0	3
Other	29	62	5	5
Prefer not to say	31	46	23	0
Ethnicity				
White	40	44	11	5
Other	0	83	0	17
Prefer not to say	27	64	9	0



## The design of the Commission's overall approach

Three phases have been suggested for the way that the case of a victim, survivor or family member who approaches the Commission could be handled:

**Engagement:** The aim of this phase would be to ensure that people who wish to access the services of the Commission have a clear and supportive series of interactions that empower them to make decisions that are right for them about the course of action they want to take.

**Information Recovery:** The aim of this phase is to carry out the examination work that will seek provide information to families and victims of Troubles-related deaths and serious injury.

**Findings:** The aim of this phase is to produce a report that sets out the findings of the information recovery work and, where practicable, addresses any specific questions that were asked as part of the formal request at the end of the engagement phase.

In the survey we asked respondents if they agreed with the above approach (Q6) and how could the Commission improve this proposed process (Q7). Question 7 was accompanied by a blank text box rather than a list of choices, allowing respondents to provide any or no feedback as they wished. Therefore, a breakdown of the responses for Question are not included below.

<b>Q6: Do you agree with this approach?</b>				
Base = 131	Yes	Partly agree	Not enough information	No
%				
<b>All respondents</b>	<b>63</b>	<b>20</b>	<b>11</b>	<b>5</b>
<b>Gender</b>				
Woman	64	20	12	4
Man	64	18	12	6
Prefer not to say	33	67	0	0
<b>Age</b>				
16-24	75	0	25	0
25-34	20	40	40	0
35-44	82	9	0	9
45-54	63	25	8	4
55-64	63	19	12	7
65-74	60	20	16	4
75-84	81	19	0	0
Prefer not to say	0	33	33	33
<b>Location</b>				
Northern Ireland	66	15	13	5
Scotland	100	0	0	0
England	57	32	7	4
Wales	100	0	0	0
Republic of Ireland	50	0	50	0
Prefer not to say	20	60	0	20
<b>Religion</b>				
Catholic	66	21	14	0
Protestant	53	25	13	9
No religion	64	14	17	6
Other	71	29	0	0
Prefer not to say	69	8	8	15
<b>Ethnicity</b>				
White	66	18	11	4
Other	33	33	17	17
Prefer not to say	55	27	9	9

**Q7 How could the Commission improve this proposed process (referring to the design of the Commission)**

A response table for this question (how could the Commission improve this proposed process [referring to the design of the Commission]) is not included. A table of responses has not been included as the responses to this question were sought via a free text/comment box; allowing those completing the survey to record any response they wished. Therefore, the responses could not be categorised (ethnicity, religion, gender, location, and age) in the same way that the other questions have been. The approach used to analysing the responses to other questions in this survey could not be applied to question 7.

## Engagement

The Engagement phase in the Commission's process is proposed as the time between an individual making a first contact with the Commission through to the individual making an official request of the Commission. Once an official request has been made, it will then move forward into 'information recovery'. The survey asked respondents the following question:

<b>Q8: How long should this process take?</b>				
Base = 131	As quickly as possible to move to information recovery	As long as is needed for the requester to take an informed decision	A set time in all cases to ensure all the stages are done properly	As quickly as the requester wants even if they haven't absorbed the full process
<b>%</b>				
<b>All respondents</b>	<b>24</b>	<b>37</b>	<b>35</b>	<b>4</b>
<b>Gender</b>				
Woman	4	40	56	0
Man	28	37	30	5
Prefer not to say	33	33	33	0
<b>Age</b>				
16-24	0	75	25	0
25-34	0	80	20	0
35-44	9	36	55	0
45-54	17	25	54	4
55-64	26	40	33	2
65-74	24	44	24	8
75-84	56	25	19	0
Prefer not to say	0	0	67	33
<b>Location</b>				
Northern Ireland	25	33	38	4
Scotland	100	0	0	0
England	21	50	29	0
Wales	0	67	33	0
Republic of Ireland	0	100	0	0
Prefer not to say	20	20	40	20
<b>Religion</b>				
Catholic	21	24	48	7
Protestant	16	28	50	6
No religion	25	56	19	0
Other	19	48	33	0
Prefer not to say	54	23	15	8
<b>Ethnicity</b>				
White	22	38	38	3
Other	17	33	33	17
Prefer not to say	45	36	9	9

## Information Recovery

The Information Recovery phase is one of the key components of the Commission journey.

The Commission wants to provide approaches that serve different kinds of information request. The Commission has been told that victims, survivors and families, their experiences and what they might be seeking information about will all be different, and it will be important to design options that work for everyone.

Three possible options have been proposed:

(1) **Family answer-focused examination** - would aim to address the questions that requesters have raised and put its primary effort into recovering information that answers or addresses them as far as is practicable;

(2) **Liability-focused examination** - would aim to establish all the circumstances of the death and collect evidence to a standard that would support prosecution. A report could only be produced when any decisions about prosecution or subsequent prosecution had concluded. This report would set out the circumstances, as well as aiming to answer any specific questions raised by requesters; and

(3) **Culpability-focused examination** - would aim to establish all the circumstances of the death or other harmful conduct as well as to answer any specific questions raised by the requester. This option would obtain records as well as additional evidence from witnesses and subjects of interest and make findings based on the balance of probabilities that would be published on conclusion of the work.

The survey asked the following questions regarding the Information Recovery phase:

**Q9: Do you feel the Commission should continue to work up different approaches to information recovery for people to access, or focus on a single option for everyone?**

Base = 131	Multiple approaches to reflect different needs	Single approach for everyone
<b>%</b>		
<b>All respondents</b>	<b>70</b>	<b>30</b>
<b>Gender</b>		
Woman	76	24
Man	69	31
Prefer not to say	67	33
<b>Age</b>		
16-24	100	0
25-34	100	0
35-44	73	27
45-54	75	25
55-64	67	33
65-74	64	36
75-84	63	38
Prefer not to say	67	33
<b>Location</b>		
Northern Ireland	72	28
Scotland	0	100
England	61	39
Wales	67	33
Republic of Ireland	100	0
Prefer not to say	100	0
<b>Religion</b>		
Catholic	79	21
Protestant	63	38
No religion	67	33
Other	86	14
Prefer not to say	54	46
<b>Ethnicity</b>		
White	69	31
Other	83	17
Prefer not to say	73	27

<b>Q10: Do you think the three options for information recovery that have been proposed are the right ones?</b>			
Base = 131	Yes	Don't know	No
%			
<b>All respondents</b>	<b>63</b>	<b>24</b>	<b>13</b>
<b>Gender</b>			
Woman	72	24	4
Man	61	23	16
Prefer not to say	33	67	0
<b>Age</b>			
16-24	100	0	0
25-34	40	40	20
35-44	82	9	9
45-54	71	13	17
55-64	58	30	12
65-74	48	36	16
75-84	81	13	6
Prefer not to say	0	67	33
<b>Location</b>			
Northern Ireland	61	28	11
Scotland	0	0	100
England	71	11	18
Wales	100	0	0
Republic of Ireland	50	50	0
Prefer not to say	40	40	20
<b>Religion</b>			
Catholic	79	14	7
Protestant	53	38	9
No religion	61	17	22
Other	67	29	5
Prefer not to say	46	31	23
<b>Ethnicity</b>			
White	63	24	13
Other	67	17	17
Prefer not to say	55	36	9

**Q11: If applicable, which of the above options would you be interested in accessing?**

(multiple response question)

Base = 131	Culpability-focused examination	Liability-focused examination	Not applicable to me	Family answer-focused examination
%				
<b>All respondents</b>	<b>37</b>	<b>24</b>	<b>50</b>	<b>30</b>
<b>Gender</b>				
Woman	20	24	60	28
Man	42	24	46	31
Prefer not to say	0	0	100	0
<b>Age</b>				
16-24	50	50	25	50
25-34	20	20	40	60
35-44	45	27	55	36
45-54	17	13	71	17
55-64	49	33	33	30
65-74	32	20	48	36
75-84	44	19	63	25
Prefer not to say	0	0	100	0
<b>Location</b>				
Northern Ireland	43	27	42	35
Scotland	100	0	0	0
England	18	14	68	14
Wales	33	33	67	0
Republic of Ireland	50	50	0	100
Prefer not to say	0	0	100	0
<b>Religion</b>				
Catholic	21	17	62	34
Protestant	59	31	28	38
No religion	31	28	56	17
Other	43	19	48	38
Prefer not to say	23	15	62	23
<b>Ethnicity</b>				
White	40	25	46	32
Other	17	17	50	33
Prefer not to say	9	18	82	0



**Q12: Do you think the information recovery options outlined in this section might be useful to someone you know?**

Base = 131	Yes	Not applicable to me	No
<b>%</b>			
<b>All respondents</b>	<b>51</b>	<b>40</b>	<b>8</b>
<b>Gender</b>			
Woman	68	28	4
Man	49	42	10
Prefer not to say	0	100	0
<b>Age</b>			
16-24	75	25	0
25-34	40	60	0
35-44	45	36	18
45-54	54	38	8
55-64	65	30	5
65-74	48	48	4
75-84	25	56	19
Prefer not to say	0	67	33
<b>Location</b>			
Northern Ireland	57	34	10
Scotland	100	0	0
England	36	61	4
Wales	33	67	0
Republic of Ireland	100	0	0
Prefer not to say	20	60	20
<b>Religion</b>			
Catholic	55	38	7
Protestant	69	22	9
No religion	47	42	11
Other	38	57	5
Prefer not to say	31	62	8
<b>Ethnicity</b>			
White	55	36	9
Other	50	33	17
Prefer not to say	9	91	0

## Reports

The Commission's investigative reports will provide vital information to victims, survivors and family members and it will be essential that the reports are produced to high standards. The Commission will need to consider how to produce its reports in ways that are clear, accessible and consistent, so they provide accurate information and responses to individuals' questions.

The following questions were asked:

**Q13: For each of the considerations/elements below, please indicate what's more important to you on the sliding scale...**

**Report writing style and format**

Base = 131	0	1	2	3	4	5	6	7	8	9	10
	'Written in clear, plain English'										'Written in legal/and or technical language'
%											
All respondents	17	17	17	11	2	3	11	4	10	2	6
Gender											
Woman	24	16	12	12	4	0	12	0	12	0	8
Man	15	17	17	12	2	3	11	5	10	3	6
Prefer not to say	33	0	33	0	0	33	0	0	0	0	0
Age											
16-24	0	0	0	50	25	0	0	0	25	0	0
25-34	20	20	20	0	0	20	20	0	0	0	0
35-44	18	27	18	0	9	0	9	0	9	0	9
45-54	8	33	8	17	0	0	8	0	8	8	8
55-64	21	16	14	14	0	2	9	5	14	0	5
65-74	12	4	32	4	0	0	20	8	12	4	4
75-84	19	6	19	13	6	13	6	6	0	0	13
Prefer not to say	67	33	0	0	0	0	0	0	0	0	0
Location											
Northern Ireland	15	17	17	14	1	1	11	4	11	1	7
Scotland	100	0	0	0	0	0	0	0	0	0	0
England	18	18	18	7	7	7	11	0	7	4	4
Wales	33	0	33	0	0	0	0	0	0	0	33
Republic of Ireland	0	0	0	0	0	0	50	0	0	0	0
Prefer not to say	20	20	0	0	0	0	20	0	20	20	0
Religion											
Catholic	14	17	21	7	3	0	10	10	10	3	3
Protestant	19	16	13	16	0	0	9	3	13	3	9
No religion	19	14	19	14	3	6	11	0	8	3	3
Other	14	24	10	14	5	0	14	0	10	0	10
Prefer not to say	15	15	23	0	0	15	8	8	8	0	8
Ethnicity											
White	18	17	14	13	3	2	11	4	11	3	6
Other	0	50	50	0	0	0	0	0	0	0	0
Prefer not to say	9	0	27	0	0	18	18	9	9	0	9

**Q14: For each of the considerations/elements below, please indicate what's more important to you on the sliding scale...**

**Detail**

Base = 131	0	1	2	3	4	5	6	7	8	9	10
	'Providing a summary of the key details and evidence identified'										'Setting out as much evidence and detail as possible within the report'
<b>%</b>											
<b>All respondents</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>10</b>	<b>11</b>	<b>9</b>	<b>40</b>
<b>Gender</b>											
Woman	0	4	0	0	4	12	4	12	8	12	44
Man	7	4	2	3	3	9	3	10	13	9	39
Prefer not to say	0	33	0	0	0	0	33	0	0	0	33
<b>Age</b>											
16-24	0	0	0	0	0	0	0	25	0	0	75
25-34	0	20	0	0	0	20	0	20	20	0	20
35-44	9	0	0	0	0	9	0	9	9	0	64
45-54	4	0	0	4	0	8	0	8	8	17	50
55-64	7	7	0	0	5	9	5	12	12	9	35
65-74	0	0	8	4	4	16	4	8	12	8	36
75-84	6	6	0	6	6	0	13	6	19	13	25
Prefer not to say	33	33	0	0	0	0	0	0	0	0	33
<b>Location</b>											
Northern Ireland	5	2	1	1	2	8	3	10	11	11	46
Scotland	0	0	100	0	0	0	0	0	0	0	0
England	4	11	0	7	7	14	7	7	18	7	18
Wales	0	0	0	0	0	33	0	0	0	0	67
Republic of Ireland	0	0	0	0	0	0	0	50	0	0	50
Prefer not to say	20	20	0	0	0	0	0	20	0	0	40
<b>Religion</b>											
Catholic	3	3	0	3	3	14	0	14	17	7	34
Protestant	9	0	3	3	0	6	3	9	13	6	47
No religion	3	8	0	3	3	8	6	8	3	14	44
Other	0	5	0	0	5	5	0	14	24	10	38
Prefer not to say	15	8	8	0	8	15	15	0	0	8	23
<b>Ethnicity</b>											
White	5	4	2	2	3	7	3	11	12	10	42
Other	17	0	0	0	0	50	0	0	17	0	17
Prefer not to say	0	9	0	9	9	9	18	9	0	9	27

**Q15: For each of the considerations/elements below, please indicate what's more important to you on the sliding scale...**

**Consistency**

Base = 131	0	1	2	3	4	5	6	7	8	9	10
	'Using a template or a set of templates for reports'										'Prioritising the views of each requester and adapting the report format to meet these'
<b>%</b>											
<b>All respondents</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>14</b>	<b>6</b>	<b>9</b>	<b>13</b>	<b>5</b>	<b>20</b>
<b>Gender</b>											
Woman	4	20	0	16	0	8	4	12	8	8	20
Man	11	6	9	4	3	16	7	9	14	4	19
Prefer not to say	0	33	0	0	0	0	0	0	33	0	33
<b>Age</b>											
16-24	25	0	0	25	0	0	25	0	0	0	25
25-34	0	20	0	0	0	0	20	0	40	0	20
35-44	0	27	0	0	0	0	0	18	18	0	36
45-54	8	8	4	8	4	17	4	8	8	13	17
55-64	16	7	9	9	2	14	0	7	12	5	19
65-74	4	4	12	0	0	24	8	20	16	0	12
75-84	0	0	6	6	6	13	19	0	13	6	31
Prefer not to say	33	67	0	0	0	0	0	0	0	0	0
<b>Location</b>											
Northern Ireland	7	10	8	5	2	13	7	12	11	4	22
Scotland	0	0	100	0	0	0	0	0	0	0	0
England	14	7	4	7	4	18	4	0	18	7	18
Wales	33	0	0	0	0	0	33	0	0	0	33
Republic of Ireland	0	0	0	0	0	0	0	0	100	0	0
Prefer not to say	20	20	0	20	0	20	0	20	0	0	0
<b>Religion</b>											
Catholic	7	7	7	10	0	7	7	14	24	3	14
Protestant	13	3	6	3	0	19	0	19	6	3	28
No religion	11	17	11	6	8	14	11	0	6	3	14
Other	5	10	0	5	0	5	5	10	24	10	29
Prefer not to say	8	8	8	8	0	31	8	0	8	8	15
<b>Ethnicity</b>											
White	9	10	8	7	3	11	6	9	12	5	20
Other	33	0	0	0	0	33	0	0	17	0	17
Prefer not to say	0	9	0	0	0	27	9	18	18	0	18

## Connecting with the Commission throughout the journey

The Commission will need to consider how to engage with requesters throughout the end-to-end process.

Experience from the recent Operation Kenova indicates that a single point of contact for the requester is the best approach. However, there are many ways of approaching this.

In the survey, respondents' views were sought on the following:

<b>Q16: Which of the following do you see as essential skills and experience for the Commission staff who will provide that single point of contact?</b> (multiple response question)								
Base = 131	Ability to build a rapport while managing expectations appropriately	Emotional support skills	Evidence-gathering skills	Investigation skills	Knowledge and experience of the victims and survivors' profession	Knowledge and experience of legacy issues	Ability to understand and respond appropriately to risk	Experience in providing advocacy or advice to vulnerable people
%								
<b>All respondents</b>	<b>50</b>	<b>31</b>	<b>48</b>	<b>56</b>	<b>16</b>	<b>48</b>	<b>18</b>	<b>22</b>
<b>Gender</b>								
Woman	60	72	24	40	12	36	20	36
Man	49	21	52	58	17	50	17	19
Prefer not to say	0	0	100	100	0	67	33	0
<b>Age</b>								
16-24	25	50	50	75	0	0	50	50
25-34	40	60	40	20	20	80	20	20
35-44	82	45	18	45	0	55	18	36
45-54	46	54	46	54	33	33	13	17
55-64	60	23	44	58	14	47	21	16
65-74	44	12	68	60	8	52	8	28
75-84	31	25	50	56	25	69	25	19
Prefer not to say	0	0	67	67	0	33	33	33
<b>Location</b>								
Northern Ireland	49	32	51	54	18	46	14	26
Scotland	100	0	100	100	0	0	0	0
England	46	32	39	61	11	54	36	7
Wales	33	0	67	100	33	33	0	33
Republic of Ireland	100	0	0	50	0	100	0	50
Prefer not to say	60	40	40	20	0	60	20	20
<b>Religion</b>								
Catholic	66	41	38	41	7	52	7	38
Protestant	31	25	56	66	25	47	13	22
No religion	53	33	42	56	25	44	19	22
Other	67	33	52	57	10	33	24	14
Prefer not to say	23	8	32	32	0	77	46	0
<b>Ethnicity</b>								
White	54	33	46	55	18	43	16	25
Other	17	33	67	50	0	67	17	17
Prefer not to say	27	0	64	64	0	91	45	0

Q17: What should the role of that single point of contact look like and how should it be implemented?				
Base = 131	Someone who is the face of the Commission and communicates decisions and ensures your wishes are understood	A contact point to be with you throughout the journey	A contact who helps you understand the journey and the various steps but hands over to other Commission staff once the review is underway	A neutral supporter to help you understand options and facilitate interaction with investigators and decision- makers
%				
<b>All respondents</b>	<b>28</b>	<b>42</b>	<b>20</b>	<b>27</b>
<b>Gender</b>				
Woman	24	56	28	16
Man	28	39	18	31
Prefer not to say	67	33	0	0
<b>Age</b>				
16-24	0	75	25	75
25-34	40	20	40	0
35-44	36	73	27	18
45-54	21	50	21	38
55-64	19	47	19	23
65-74	36	16	24	28
75-84	50	31	6	31
Prefer not to say	33	67	0	0
<b>Location</b>				
Northern Ireland	24	47	20	25
Scotland	0	100	0	0
England	36	36	25	32
Wales	33	0	33	67
Republic of Ireland	100	0	0	0
Prefer not to say	40	20	0	40
<b>Religion</b>				
Catholic	28	34	14	31
Protestant	22	53	22	19
No religion	17	44	19	39
Other	52	38	29	24
Prefer not to say	38	31	15	15
<b>Ethnicity</b>				
White	24	45	20	28
Other	67	17	17	33
Prefer not to say	55	18	18	18



## Offering emotional support

The Commission understands that engaging in a process of information recovery such as this will involve talking about deeply painful losses and traumas.

Learning from other organisations, there are several ways in which the Commission could offer people emotional support during this process working with professionals trained in working with trauma and loss.

The survey sought views on the following:

**Q18: How important is it that the Commission offers the option of emotional support for people engaging with it?**

Base = 131	Very Important	Important	Neither	Low Importance	Not at all important
%					
<b>All respondents</b>	<b>37</b>	<b>37</b>	<b>17</b>	<b>5</b>	<b>4</b>
<b>Gender</b>					
Woman	56	28	16	0	0
Man	31	41	17	5	5
Prefer not to say	67	0	0	33	0
<b>Age</b>					
16-24	75	25	0	0	0
25-34	60	0	20	20	0
35-44	64	27	9	0	0
45-54	54	21	17	0	4
55-64	28	51	14	2	5
65-74	28	44	24	4	0
75-84	13	44	13	19	13
Prefer not to say	33	0	67	0	0
<b>Location</b>					
Northern Ireland	41	38	14	3	2
Scotland	0	100	0	0	0
England	21	32	29	7	11
Wales	33	67	0	0	0
Republic of Ireland	0	50	0	50	0
Prefer not to say	60	20	20	0	0
<b>Religion</b>					
Catholic	48	38	7	7	0
Protestant	38	31	28	0	3
No religion	31	47	11	6	3
Other	38	33	19	5	5
Prefer not to say	23	31	23	8	15
<b>Ethnicity</b>					
White	37	39	16	4	3
Other	33	33	33	0	0
Prefer not to say	36	18	18	9	18

**Q19: If you were engaging with the Commission how likely is it that you would take up an offer of emotional support?**

Base = 131	Highly likely	Likely	Unlikely	Neither	Very unlikely
%					
<b>All respondents</b>	<b>18</b>	<b>31</b>	<b>13</b>	<b>24</b>	<b>12</b>
<b>Gender</b>					
Woman	24	40	4	32	0
Man	17	29	16	22	15
Prefer not to say	0	33	0	33	33
<b>Age</b>					
16-24	25	75	0	0	0
25-34	40	20	0	40	0
35-44	36	45	0	9	9
45-54	38	21	8	25	4
55-64	9	28	16	33	12
65-74	8	44	20	16	12
75-84	6	25	19	19	31
Prefer not to say	0	0	0	67	33
<b>Location</b>					
Northern Ireland	20	34	13	21	11
Scotland	0	0	0	0	100
England	11	18	14	43	14
Wales	0	67	33	0	0
Republic of Ireland	0	100	0	0	0
Prefer not to say	40	20	0	20	20
<b>Religion</b>					
Catholic	24	31	17	24	0
Protestant	16	38	19	16	13
No religion	17	36	11	22	11
Other	19	29	0	38	14
Prefer not to say	8	8	15	31	38
<b>Ethnicity</b>					
White	18	32	12	25	11
Other	33	17	17	17	17
Prefer not to say	9	27	18	18	27

## Wider engagement

In the Commission's first survey, 70% of survey respondents said it is important that the Commission talks and listens to victims and survivors of the Troubles.

The Commission will provide an opportunity for all victims, survivors and families to seek information about what happened to their loved ones during the Troubles. The Commission will want to consider how to engage with people across Northern Ireland to ensure that everyone has the opportunity to decide for themselves if they are interested in the services of the Commission.

In the survey, respondent's views were sought on the following:

**Q20: How should the Commission ensure that the voices of those in organised groups are heard and included in the development of the organisation?**

(multiple response question)

Base = 131	Surveys to individuals and groups	By convening forum events where groups can be brought together to share members' ideas and experiences	By meeting with groups on an individual basis	Virtual focus groups
<b>%</b>				
<b>All respondents</b>	<b>26</b>	<b>40</b>	<b>50</b>	<b>15</b>
<b>Gender</b>				
Woman	16	60	36	16
Man	28	37	52	14
Prefer not to say	33	0	67	33
<b>Age</b>				
16-24	75	75	25	50
25-34	60	40	80	20
35-44	36	82	36	18
45-54	33	46	58	29
55-64	12	35	49	5
65-74	16	28	56	4
75-84	38	31	31	6
Prefer not to say	33	33	67	0
<b>Location</b>				
Northern Ireland	26	42	52	10
Scotland	0	0	0	100
England	25	39	36	29
Wales	0	0	100	0
Republic of Ireland	50	50	50	0
Prefer not to say	40	40	60	20
<b>Religion</b>				
Catholic	17	48	52	14
Protestant	13	41	47	3
No religion	31	36	50	19
Other	43	52	57	19
Prefer not to say	38	15	38	23
<b>Ethnicity</b>				
White	23	43	47	14
Other	50	50	67	33
Prefer not to say	45	9	64	9

**Q21: How should the Commission reach out to people who are not represented by a victims or survivors group?**  
(multiple response question)

Base = 131	By organising in-person drop-in events	By arranging in-person focus groups or interviews	By encouraging people to complete surveys	By distributing posters, leaflets and other information materials to ensure people are aware of opportunities to talk to the Commission	By delivering online engagement events
<b>%</b>					
<b>All respondents</b>	<b>38</b>	<b>31</b>	<b>24</b>	<b>45</b>	<b>24</b>
<b>Gender</b>					
Woman	40	20	16	44	36
Man	39	34	26	47	21
Prefer not to say	0	33	0	0	33
<b>Age</b>					
16-24	100	50	50	75	75
25-34	80	40	40	60	20
35-44	55	9	27	73	36
45-54	58	54	38	58	42
55-64	33	30	9	23	14
65-74	24	28	16	44	16
75-84	13	13	44	50	25
Prefer not to say	0	33	0	67	0
<b>Location</b>					
Northern Ireland	42	33	18	50	23
Scotland	0	0	0	100	0
England	29	25	43	36	29
Wales	0	67	0	0	33
Republic of Ireland	100	0	50	50	0
Prefer not to say	20	40	20	20	40
<b>Religion</b>					
Catholic	38	17	17	38	10
Protestant	41	31	13	47	9
No religion	44	44	33	47	36
Other	38	33	38	57	43
Prefer not to say	15	23	15	31	31
<b>Ethnicity</b>					
White	40	31	23	46	22
Other	33	50	33	67	33
Prefer not to say	18	27	27	18	45

## Demographic information

So that we could ensure that we understand the results of this survey properly, we asked respondents a series of questions regarding their personal demographic information.

The information that respondents provided is recorded below:

<b>Q23 Where do you live?</b>	
Base = 131	All respondents
%	
Northern Ireland	70
Scotland	2
England	22
Wales	2
Republic of Ireland	2
Prefer not to say	3

<b>Q24 How old are you?</b>	
Base = 131	All respondents
%	
16-24	3
25-34	4
35-44	8
45-54	18
55-64	33
65-74	19
75-84	12
Prefer not to say	2

<b>Q25 What is your sex?</b>	
Base = 131	All respondents
%	
Woman	19
Man	79
Prefer not to say	2

<b>Q27 What is your religion?</b>	
Base = 131	All respondents
%	
Catholic	22
Protestant	24
No religion	27
Other	16
Prefer not to say	10

<b>Q28 What is your ethnicity?</b>	
Base = 131	All respondents
%	
White	87
Other	5
Prefer not to say	8