

# INDEX

Introduction — Abstract

## TRENCHARD STREET SARA

Scanning	<b>Page 1</b>
Analysis	<b>Page 3</b>
Response	<b>Page 7</b>
Assessment	<b>Page 10</b>
Conclusion	<b>Page 15</b>
Appendices	
Appendix A	Questionnaire
Appendix B	<b>Analysis of Questionnaire</b>
Appendix C	Incident Log
Appendix D	<b>Letter of Support from Bristol City Council</b>
Appendix E	<b>List of Agencies Involved in SARA</b>

# **Working in Partnership to reduce crime in Trenchard Street Car Park**

## **A problem waiting to be solved**

Trenchard Street car park is at the heart of Bristol City, owned by Bristol City Council, consisting of 11 levels and 3 miles of roadway. It is the main car park for the business and leisure community, policed by Cabot Sector, which is within the Bristol Central District.

The problems associated with Trenchard Street car park have been around for years. Nothing was ever done to tackle the underlying causes. Police operations, initiatives and crackdowns were based on resource intensive, shortsighted, quick fixes. Inevitably, the problem returned, often more pronounced than before. And those problems were substantial. The car park alone accounted for nearly 6% of Avon and Somerset Constabularies total car crime. Add to that the fear of crime, drug activity and vagrancy, commercial and business disruption, the tarnished image of a major tourist and financial centre, and of course the cost to the Constabulary and the Council, solutions with long term outcomes were urgently needed.

The catalyst for a change came with the major re-organisation of Avon and Somerset Constabulary in 1999. Through a process of sectorisation, crucially, local beat managers were given ownership and responsibility for specific geographical areas — and the problems! Problem Orientated Policing became the cornerstone of the way business was done.

The history of Trenchard Street car park can be seen as symptomatic of the development in styles of policing; the 'old' style failed to tackle underlying causes and provide long term solutions. The 'new' style inspired and empowered those best placed to make an impact, namely, police officers working in the community, to stand back and look for broad, long-term solutions.

Encouraged to take the lead, the local beat manager, WPC Alex Facer embarked on a series of steps which laid the foundations for significant crime reduction, multi-agency co-operation, improvements in quality of life, CCTV funding and 'Secure by Design' status for the car park. Using the SARA model, these steps were driven by the tenacity of a dedicated officer who wanted to make a difference.

The Trenchard Street car park SARA will be applied across Bristol's other car parks in order to achieve city-wide 'Secure by Design' status. This will ensure that local and national targets are achieved and that quality of life for those who use the car parks is improved,

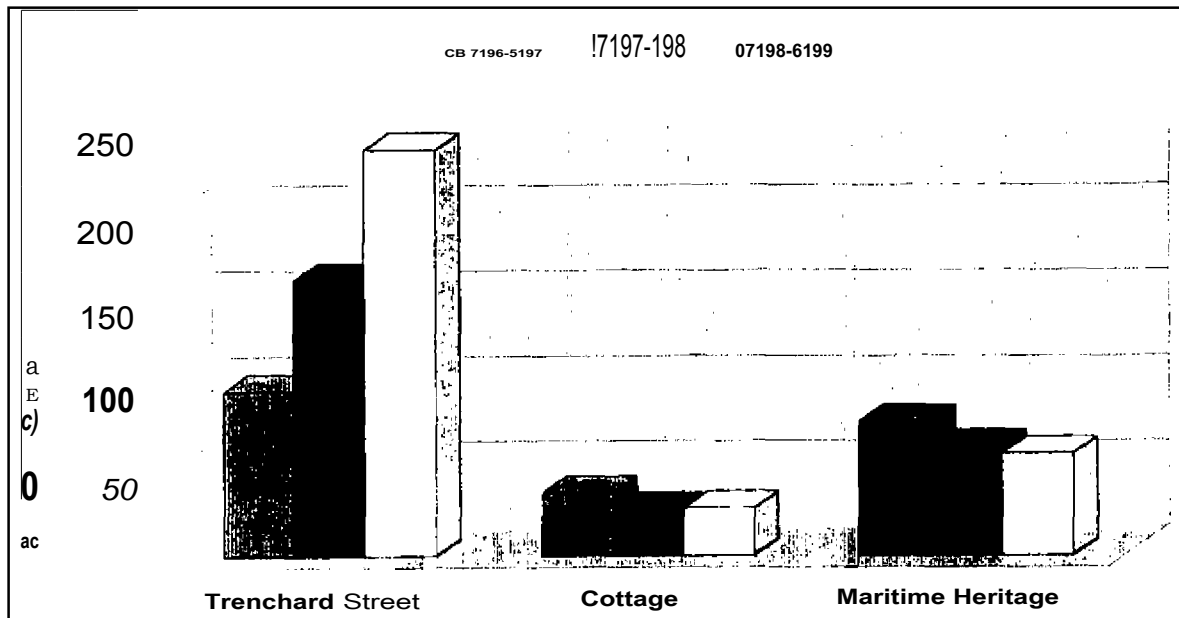
# TRENCHARD STREET CAR PARK SARA

## SCANNING

### What is the apparent problem?

Trenchard Street Car Park is a major 'hotspot' for vehicle crime in the city of Bristol. Analysis into the Home Office report entitled 'Recorded Crime Statistics, England and Wales, October 1998 to September 1999' identifies Bristol Central District as the 10th worst Basic Command Unit for 'Theft of Motor Vehicles', and the 8th worst BCU for 'Theft from Motor Vehicle'. (329 of the 333 BCU's were used for this analysis, 4 were discounted due to their non-existent resident population). To put the 'problem' into a local context, Cabot sector accounted for over 30% of the district's vehicle related crime, and 6% of the force's vehicle crime. Most of these offences were in Trenchard Street.

Figure 1 below compares the level of car crime over a 3-year period with other local authority car parks.



### List interested individuals or agencies and how they are affected:

#### Bristol City Council

They have overall ownership of the car park, if the problem is not addressed they could receive bad publicity, which in turn would have an adverse effect on the revenue from the car park, which is 1 million pounds per annum.

#### Local Business/Leisure/Theatre

Trenchard Street car park is located close to the Central Business District and within a vibrant leisure and entertainment area with a liquor licensing capacity of 45,000 people. Complaints have been received from car park customers as to their fear of leaving their vehicle during office hours/show performances. There are no alternative places to park in the immediate vicinity.

## TRENCHARD STREET CAR PARK SARA

### **Police**

On average, one call is received per day to attend the location regarding theft of/from vehicles, in addition to the anti-social problems relating to vagrancy.

This creates additional demand on limited resources. A basic costing to attend the scene alone is £6241 per annum. This takes no account of the on-costs in the processing of offenders through the criminal justice system.

### **Detail evidence to confirm problem exists**

Crime Management Data and crime information reports/bulletins show the number of offences reported to the police, however these figures underestimate the problem, which is more accurately shown by the daily logs kept by parking attendants at the car park. These show that up to 4 times more vehicles are broken into or stolen than are reflected in official police figures.

## **ANALYSIS**

### **What is known about:-**

#### **The VICTIM (S) (or persons affected)**

Research has shown through recording practices at the car park and a questionnaire conducted by WPC Facer, that around 25% of vehicle related offences (hence victims) were unreported in the car park. The introduction of new protocols now means that all offences are reported. This 'true' picture enables accurate and meaningful analysis of the problem and has helped in targeting and reducing victimisation. For instance, comments from the questionnaire showed customer complacency and apathy toward vehicle crime.

***"... I only reported it to the car park personnel as I believed the police are severely undermanned and cannot possibly cope with an incident which although distressing is not as important as most of their problems"***

***Mrs C, Bristol***

Victims of vehicle crime for the car park tend to fall into two main categories:

1. Business persons – mainly driving company cars, with a tendency of not being vigilant about car security. Property often left clearly visible in the vehicle.
2. Shoppers/Theatre persons- many of these members of the public attend the city centre for social activities, most of which live outside the district and are not aware of the current problems relating to vehicle crime. Again they tend to leave property clearly visible.

Home Office research indicates that the cost to a victim of each vehicle crime is £1000, resulting in an average cost of £1,825,000 per year within Trenchard Street car park.

#### **The OFFENDER (S) or (source of the problem)**

From crime pattern analysis and arrests, the offenders are mainly in their late teens & early 20's coming from local hostels or out of town estates, who have a previous history of vehicle related crime. The offenders are known to visit the location by both foot and by the use of a vehicle:

Vehicle crime and drugs are inextricably linked. Research conducted by WPC Ajinkya of Central District in 1996 showed that 64% of overall crime was committed to feed drug habits.

## TRENCHARD STREET CAR PARK SARA

### The LOCATION

#### What is the cause of the problem and the desired result?

The main feature/problem is the overall size of the car park, which has over 900 parking spaces. It consists of 11 floors, which in turn accumulates to over 3 miles of car park. Each floor has 4 stairwells and there are 3 main entrances/exits:



**Photograph 1 above illustrates the size and run down condition of the car park from the Trenchard street entrance.**

Level 2 — Trenchard Street  
Level 5 — Lodge Street  
Level 8 — Park Row

With such a vast area to cover, access to and from the car park provides a substantial problem when trying to track down offenders or prevent crime effectively.

The problems continue inside the car park with poor visibility and only a limited amount of lighting, which in the main is ineffective. Visibility is further impaired by large stone pillars, which again is beneficial to the potential car thief.

Since Bristol City Council took ownership of Trenchard Street (February 1998) they have implemented the Pay and Display scheme as the method of payment. This has caused problems due to the fact that there is no need for an attendant to monitor the exits of the car park, which also caused the removal of the exit barriers. With the exit barriers removed the risk of theft of motor vehicles increases.

A further potential risk of the pay and display scheme is the fact that the tickets indicate the expected time a person is going to return to the vehicle, all day tickets indicate that the vehicle is possibly going to be unattended for the majority of the day. These tickets are displayed in the vehicle for all to see including 'car criminals'.

## TRENCHARD STREET CAR PARK SARA

**Photograph 2 below shows one of the exits with no barriers in place. The interior appears dark and intimidating even in daylight.**



The car park is staffed by 2 parking attendants throughout the day, covering a period of 7am to 11 pm. The attendants are often poorly trained and insufficient in numbers to cover the 1.1 floors productively. High visibility jackets are issued to the attendants and can prove effective in many ways. However because they are easy to identify and in turn easy to locate around the car park, it proves easy for the car criminal to identify this and target a level they know the two attendants are not patrolling. Police patrols are also very limited in the car park apart from when required to attend a reported incident.

In the region of a hundred parking spaces have been closed down due to the structure of parts of the building being rendered unsafe, the majority of the stairwells are used as toilets and living accommodation for the local vagrants which in turn causes additional problems.

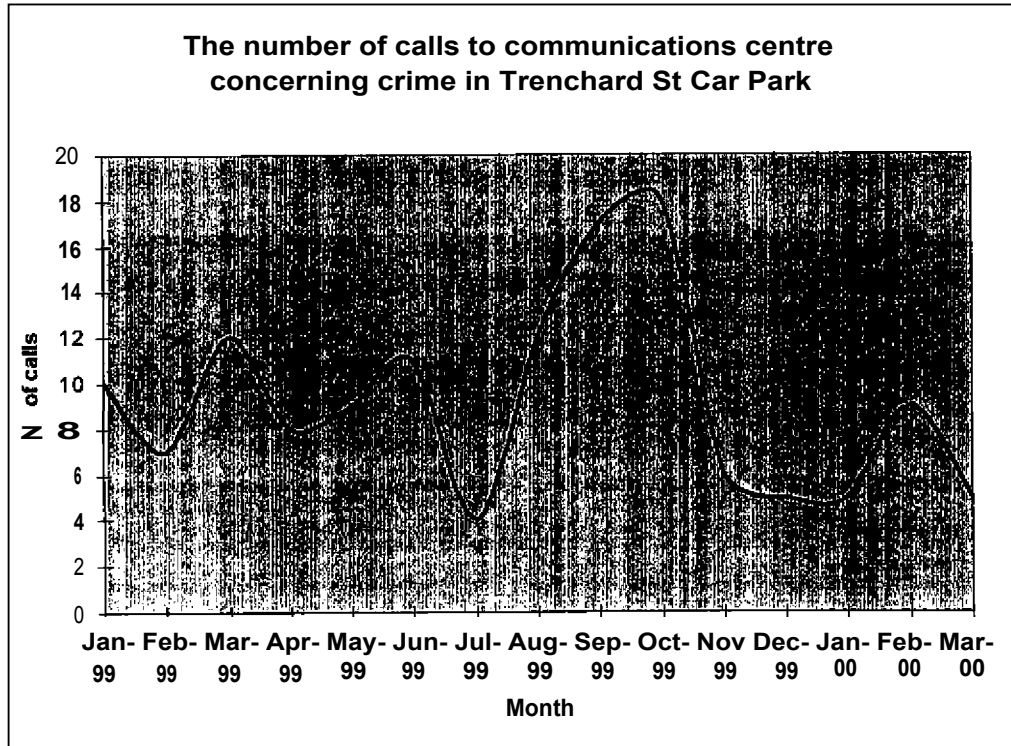
A further feature of the location relates to the outlying communal area between the car park and the city ice rink. The majority of this area is again owned by Bristol City Council, however it is frequently used by members of the public as an additional car park where they can park free of charge!

This area has also proved an area of 'activity' for the car criminal who leave their vehicles in the area and then use the stairwell to gain entry to the main car park. A barrier does exist at the entrance but is not used effectively, or secured in the evenings. Lighting in the area is also poor and has not been in use.

## TRENCHARD STREET CAR PARK SARA

Prior to the implementation of this initiative, there was an alarming increase in the number of calls received by the Communications Centre for Trenchard Street car park. This caused additional pressures on limited resources. Since the introduction of the S.A.R.A this demand significantly reduced despite a higher reporting tendency.

This is shown on the graph below:



### What are the aims and objectives?

The aim is to work with the local authority, local businesses and other agencies to permanently eliminate the problems in this car park.

This will:

- Reduce crime
- Reduce fear of crime
- Improve quality of life
- Improve the efficient/effective allocation of police resources
- Improve protocols between the police and other agencies
- Increase understanding of victimology
- Improve criminal intelligence
- Generate increased revenue for Bristol City Council
- Improve image of Bristol City.



TRENCHARD STREET CAR PARK SARA

**RESPONSE**

**Agreed action:**

<b>What:</b>	<b>By whom:</b>	<b>When: Times/days</b>	<b>Priority H/MIL</b>
1. Introduction of Incident Log — to be faxed daily from Trenchard Street to the community officer WPC <b>2455</b> Facer in order to gain improved intelligence and accurate crime figures.	Parking attendants/ Police	Daily on a permanent basis	M
2. Questionnaire to be designed and issued to users of the car park to ascertain the concerns of the public and possible recommendations (See <i>Appendix A</i> ). Forwarding letter to accompany questionnaire by District Commander	Police /Chief Superintendent Mike Roe	Daily from <sup>15<sup>th</sup></sup> <sub>20<sup>th</sup></sub> <b>November 1999</b>	H
3. To increase high profile patrols of the car park by both police & attendants.	Police /Local Authority	Daily from 15 November/* ongoing	H
4. Increase the number of Local Authority parking attendants.	Local Authority	Further 2 attendants with immediate effect with a view to doubling the number in April.	H
5. High Profile launch of Car Crime Roadshow at Trenchard Street, opened by the Lord Mayor, to include the local media.	Lord Mayor/ Local Authority/Police / GWR/ HTV/ Bristol Evening Post	Morning of <sup>th</sup> Monday 15 November 1999	H
6. In conjunction with the above launch of the Police Forces 'Don't' Bother' initiative to include local media.	As above to include the Force Crime Reduction Unit as an initiative sponsored by Hyundai.	Morning of <sup>th</sup> Monday 15 November <b>1999.</b>	H

TRENCHARD STREET CAR PARK SARA

7. Deployment of Crime Prevention caravan at car park to be a high profile image and to offer crime prevention advice and police liaison.	Police	Daily from 0700-2300 hrs 15 <sup>th</sup> November 1999-20 <sup>th</sup> November 1999.	H
8. Letter drop to local business from the District Commander to support the initiative and 'educate' people to take responsibility	Police/ Chief Superintendent Mike Roe Local Business	Immediately	H
9. 'Educate' vehicle users by means of the 'Don't Bother' campaign & Crime Prevention Posters.	Police	Daily 15 <sup>th</sup> — 20 <sup>th</sup> November 1999/ ongoing.	H
10. Vulnerable Vehicle Scheme- gives details of vehicles left insecure or where property is left clearly visible_ Letters to be sent to registered keeper.	Police/ Parking attendants. Traffic Wardens	Daily 15 <sup>th</sup> — 20 <sup>th</sup> November 1999 and / On going.	M
11. Closure of Park Row exit during off peak hours.	Local Authority/ Parking attendants	Permanently during off peak evening periods.	M
12. Introduction of CCTV	Local Authority	Proposal Stage	M
13. Improve lighting & decor	Local Authority	Proposal Stage	M
14. Improve lighting in the outside areas between the car park and the ice rink.	Local Authority	ASAP	M
15. Introduction of barrier control and enforcement of parking regulations in the communal area between the main car park and the ice rink.	Local Authority	ASAP	M
16. Change method of payment, possibility of a 'pay on foot' scheme and the re-introduction of exit barriers.	Local Authority	Ongoing negotiations	L
17. Staff training of parking attendants Crime Prevention Reporting of Crime Radio procedures/ patrolling Vulnerable Vehicle Scheme	Parking Services Department) Police	Monthly	L

TRENCHARD STREET CAR PARK SARA

18. Increase awareness of police officers on Cabot Sector as to current crime trends in the car park so they can act on that knowledge	Police	Permanently	M
19. Use local businesses for Crime Prevention displays/ support for improvements in the car park.	Local businesses	Ongoing	L
20. Introduction of Retail Crime Initiative ( <i>Rogues Gallery</i> )	Police	June 2000	M
21. Quality of life survey	Police/BCC	Following completion of 'Secured by Design' improvements	L
22. Introduction of RadioNet scheme	Police	August 2000	L
23. Liaison with RSI with a view to alleviating the problems with vagrants using the car park.	Rough Sleepers Initiative! Police/ Local Authority	Ongoing	M

**How results will be measured:**

- Installation of CCTV and 'Secure by Design' improvements
- Recorded crime figures (initially expected to increase due to improved recording practices)
- Number of times a police officer attends an incident at the car park
- Victim survey
- Quality of criminal intelligence
- Improved protocols/communication between police and BCC parking services
- Positive public image of car park through media
- 'Quality of life' survey

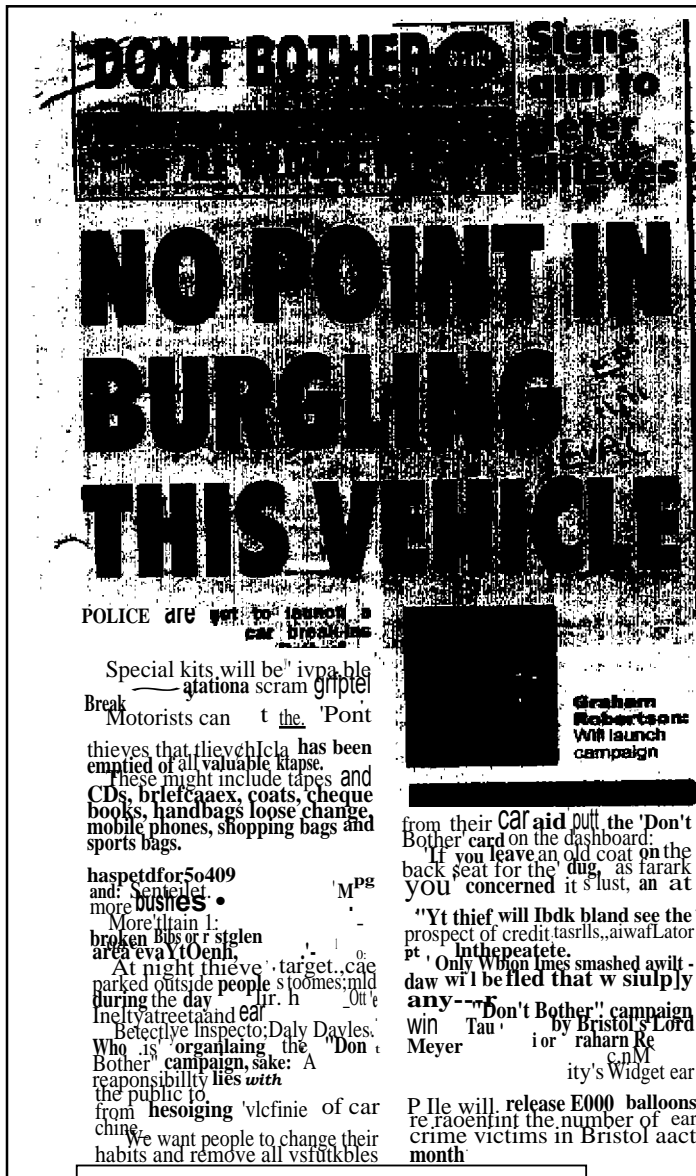
**ASSESSMENT**

**What action was taken by the police to address the problem?**

On the 15th November 1999, for a period of a week, Operation 'Audio' was launched. The operation was designed with four main objectives:-

- a) To reduce vehicle related crime.
- b) To educate vehicle users in reducing the risk of crime.
- c) To arrest offenders for vehicle related crime.
- d) To develop a long term partnership with the Local Authority and commercial sector to achieve a sustainable solution to vehicle crime.

The initiative was focused on a high profile launch, conducted by the Lord Mayor of Bristol, Councillor Graham Robertson, in which he released over 900 balloons. This was designed to represent the number of victims of car crime in the city in an average month.



To coincide with Operation 'Audio' the Forces 'Don't Bother' initiative was also launched. This campaign was sponsored by the car manufacturers Hyundai, of which representatives also attended the launch. The launch received local media interest including the Bristol 'Evening Post' (see left), local TV and radio stations. The GWR radio 'Black Thunder' vehicles played a high profile part in making the launch and the week a success, arriving on location at 7.00am on the morning of the launch and in addition to broadcasts throughout the day, distributed over 2,000 'Don't Bother' packages throughout the week.

## TRENCHARD STREET CAR PARK SARA

The Headquarters Crime Reduction exhibition unit was deployed at the Trenchard Street entrance for the duration of the week. This acted as a high profile base for police officers engaged on the operation and was staffed continually.

The exhibition unit was open to the public daily between the hours of 7.00am and 11.00pm, offering crime prevention advice and police liaison.

Uniformed officers patrolled the area in and around Trenchard Street car park carrying out the vulnerable vehicle scheme and issuing 'Don't Bother' literature and crime prevention advice.

Questionnaires were handed to users of the car park to ascertain their concerns and recommendations. Upon completion they were returned to the exhibition unit, which automatically entered them into a free prize draw. Local businesses such as, Harvey's, Pizza Hut, Nike Leisure, Colston Hall and the Bristol Hippodrome, to name but a few, had shown a keen interest to add their support and had kindly donated prizes.

The incident log was also initiated as a permanent fixture, for parking attendants to fax on a daily basis to the local beat manger WPC 2455 Facer. This was designed to record any intelligence and incidents that are reported to the attendants during patrols.

### **What action was taken by others to address the problem?**

#### **Local Authority**

In immediate response to Operation 'Audio' being launched on the 15th November 1999 Bristol City Council allocated a further 2 parking attendants to the car park and propose doubling the personnel in April 2000.

The council closed the Park Row and Lodge Street exits during *off* peak periods with immediate effect after the launch.

The lighting in the communal area between the car park and the ice rink is now in working order with the entrance barrier fully operational. In addition a sign was immediately erected indicating 'No Parking in this area'. Parking attendants are now enforcing the parking regulations in this area.

Bristol City Council in conjunction with the Central District Crime Reduction Unit and an independent security consultant have placed a bid to the Home Office for funding to make improvements to the car park with the inclusion of a CCTV package. This has proved successful (see overleaf). Included in this document was the questionnaire issued to users of the car park during Operation Audio and the daily incident log.

#### **Local Business**

They have been fully supportive in what we are trying to achieve in the car park. Many businesses have been productively educating their staff and customers with the 'Don't Bother' campaign. The two main theatres have added letters of support for the CCTV campaign.

## TRENCHARD STREET CAR PARK SARA

### Rough Sleepers Initiative! Outreach Workers

They have agreed to make regular visits to the car park to try to combat the vagrancy problems.

### **What action is continuing beyond the date of this assessment?**

January 2000 —

Home Office bid was successful, £250,000 has been granted for CCTV funding. This sum has now to be matched in funding terms by Bristol City Council to successfully undertake improvements to the concrete surrounds, lighting and decor

### **What results have been achieved to date?**

#### Operation Audio-November 1999

Operation 'Audio' proved a great success with only one reported crime throughout the week, compared to five a day before the launch.

During the week a total of nine persons were arrested for vehicle related crime.

The information collated from the arrests has proved valuable in building up a wider picture of persons committing vehicle crime on the Cabot Sector.

During the operation over 10,000 'Don't Bother' packs were issued, in which we were ably assisted by the 'Black Thunders' (see **Photograph 3 below**).



Over 300 vehicles fell foul of the vulnerable vehicle scheme and of the 700 questionnaires issued there has been a 50% return rate. The analysis of the questionnaire highlighted the fact that people feel unsafe in the car park. 94% of respondents would like to see the implementation of a CCTV system along with an increase in the number of parking attendants. This analysis will play a crucial role for

## TRENCHARD STREET CAR PARK SARA

the City Council's future decisions on safety measures to improve conditions in the car park. (Further analysis can be found in Appendix B).

The daily incident log has also proved a success, records are being faxed daily with accurate crime figures now being produced (See Appendix C). Moreover, this log is now being used to share criminal intelligence between Bristol City car parks including National Car Parks.

Throughout the week there were no reported incidents relating to vagrants or public nuisance.

The total salary cost of the operation was £15,321.

### **Audio II**

Audio II was launched on the 24th February 2000, as an interim follow up to the operation in November 1999, again this proved a success, with only one reported crime during the week. One arrest was made from the car park of a prolific car criminal who was remanded for his actions.

The total salary cost of the operation was £10,533.

### **Audio III**

Audio III was launched on the 13th March 2000 by two Beat Managers WPC Alex Facer and PC John Loughlin who conducted a 'high profile' operation for a period of a week commencing the 13th March 2000.

Three crimes were reported during the week, one of which was detected. A prolific car criminal was arrested, charged and remanded in custody.

The total salary cost of the operation was £1,915.

### **Statistical results since the S.A.R.A initiation-November 1999**

- For the five-month period since the SARA began the average number of vehicle crimes reduced to 18 per month committed, compared to 25 per month reported for the five months prior to the SARA commencing. These are the lowest figures for any consecutive five-month period since Bristol City Council took ownership of the car park in February 1998.
- Communication centre incident logs confirm that since November 1999 only 36 calls have been received for Police attendance at Trenchard Street car park. This is an average of 6 calls per month, in comparison to previous averages of 1 call per day.
- A total of 18 arrests have been made during the five months. All were charged and 4 were remanded in custody.
- The number of vulnerable vehicles reduced from 300 to 56 in the first five months of the SARA.

### **Long term solution**

While the immediate actions were underway regular consultation with the local authority has taken place, initiated by the Central District Community Safety Team. This has been to drive forward the long-term aim of demonstrable vehicle crime reduction, at this and other local authority car parks in central Bristol.

A commitment has been sought and obtained for all local authority car parks to achieve A.C.P.O "Secure Car Park" awards. A car park charter and security statement has been published by Bristol City Council. It is intended to use this agreement to "persuade" other operators, such as N.C.P Ltd to enter into partnership arrangements and to similarly seek to achieve "Secure Car Park" status for their car parks.

The Central Bristol crime reduction unit continues to work closely with the City Council and has provided specialist technical and crime analysis information for the recently announced successful CCTV Challenge Competition bid. This has resulted in over £250,000 of funding for Trenchard Street, with a further £500,000 of allocated funds from the council.

A range of crime prevention measures including CCTV will be implemented at these locations with completion anticipated by the end of 2000.

It is hoped that these efforts will result not only in a significant increase in the number of secured car parks in Central Bristol but a new commitment to effective property management and a substantial and sustainable reduction in vehicle related crime, and fear of crime.

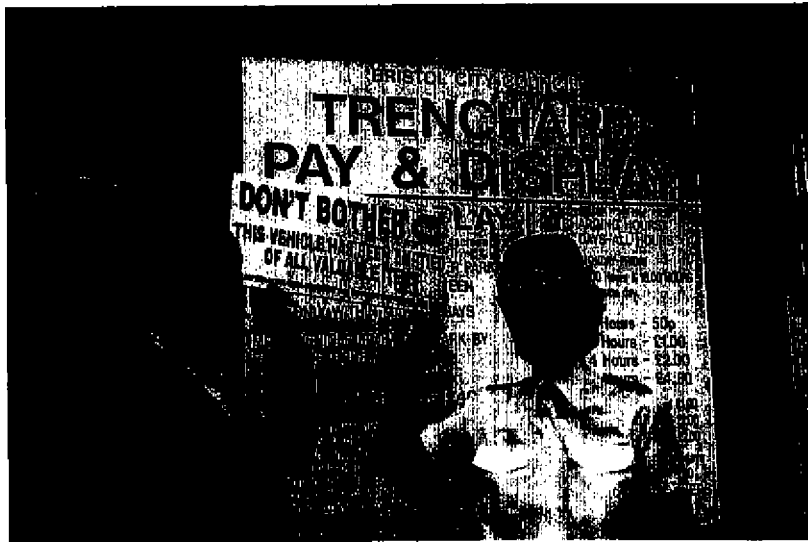


## TRENCHARD STREET CAR PARK SARA

### To conclude

For many years Trenchard Street car park has always been placed in the "too difficult to deal with": category, with no one actually prepared to take ownership of the problems.

This SARA was initiated in November 1999 after the introduction of sector policing, and whilst being realistic that crime may not be totally eradicated, the prospects of having a long-term effect on the problems are looking good. The creation of determined and dedicated partnerships have sown the seeds in achieving a sustainable solution to reducing crime and making in general terms, the car park a safer and more pleasant environment.



**Photograph 4 — The two main stakeholders working in partnership - Terry Powell, Bristol City council and WPC Alex Facer, Beat Manager.**

During the next twelve months Trenchard Street car park will see crucial changes. This will be an extension of the excellent work already achieved, in partnership with the police, the local authority and other agencies.

This partnership is now focused, and the ultimate aim is in sight:-

**"Secure Car Park" status.**

## **Appendices**

Appendix A	Questionnaire
Appendix B	Analysis of Questionnaire
Appendix C	Incident Log
Appendix D	Letter of Support from Bristol City Council
Appendix E	List of Agencies involved in SARA



AVON AND SOMERSET CONSTABULARY

# TRENCHARD STREET CAR PARK CRIME SURVEY PILOT STUDY

## 1. BACKGROUND DETAILS

INTERVIEWEE: (a) MALE  FEMALE   
 (b) DRIVER  PASSENGER  OTHER   
 (c) AGE: UNDER 21  21 — 40  41 — 60  60 +

## 2. WHAT IS THE PURPOSE OF YOUR VISIT TO TRENCHARD STREET TODAY?

BUSINESS/WORK  SHOPPING  THEATRE/LEISURE   
 OTHER  IF OTHER GIVE DETAILS.....

## 3. HOW OFTEN DO YOU VISIT TRENCHARD STREET?

5 OR MORE DAYS PER WEEK	<input type="checkbox"/>	AT LEAST ONCE A WEEK	<input type="checkbox"/>
ONCE A MONTH	<input type="checkbox"/>	LESS FREQUENTLY	<input type="checkbox"/>

## 4. DURING THE PAST 12 MONTHS HAVE YOU BEEN THE VICTIM OF ANY OF THE FOLLOWING WHILST YOUR VEHICLE WAS PARKED AT TRENCHARD STREET CAR PARK?

THEFT FROM YOUR VEHICLE	<input type="checkbox"/>	THEFT FROM YOUR PERSON	<input type="checkbox"/>
THEFT OF YOUR VEHICLE	<input type="checkbox"/>	GENERAL ANTI-SOCIAL BEHAVIOUR	<input type="checkbox"/>
AN ASSAULT OR ATTACK	<input type="checkbox"/>	OTHER	<input type="checkbox"/>

## 5. IF SUCH AN INCIDENT(S) DID OCCUR COULD YOU PLEASE GIVE DETAILS

6. DID YOU REPORT IT TO THE POLICE? YES  NO

IF YOU ANSWERED NO TO THE ABOVE COULD YOU PLEASE STATE WHY?

CclNo xoe 3NO TOLL)

H MONN LNOa  T1d 111ON  
Alrf3A ION  311 f10  
 Akf3A  ATIVIO1

:SIOHIIVd All1:1f133S 31VAIad(0)

(A7NO X08 3NO )IOW

MONK LNOO  11VIVION  
 AL BA JON  311110  
 AEI3A  ATIVJOI

:DNIIHDII 03AOI=1dW I (0)

(4NO xoe 3NO

MON>I LNOa  Tid1VloN  
 A»3AION  311110  
 Ad3A  A1'7V1o1

:sv3aV OII8Id NI A133(8)

(47NO XOB 3NO )IOLL)

MONK ENOG  Tid 11~ ION  
 Ad3AION  311110  
 Ad3A  AmmdnOI

SINVON311V A11118VSIA HJIH 3uOW(v)

t~lab'd UV0 3H1 NLA13.VS af1OA 3SV 10NI  
OifOM S31:1f1SV3IN JNIMOIIOd 3H1 JO ANV 1VH1 NNIHI noA o0'ZL

'13A31 H3IHM ONV AHM SNOSV I

dfOA 3AID noA 011100 3AO9V 3H101 S3A 031:13MSNV noA dl LL

ON  S2A

L)IaVd UVO 3H1

dO 13A31 3WVS 3H1 NO 310IH3A aftOA )IUVd 01 Aal SAVMIV noA 00 '0L

AHM NOSV31:1 ONV V3HV 3H131VIS 3SV31d

noA 011100 NOIS3f1O Sf10IA31:Id 3H1 01 S3A O3HI3MSNV noA Al 6

ON  'S2A

6Sd3H1O NVH1 NI

3dVS SS31133d f1OA )ILJVd UVO 3H1 AO SV3UV 0EII03dS 3a3H131V 8

(J'INO X08 3NO >1011)

MON>I L,NO  I1V IV ION  ALIBA ION  
 311110  AEBA  AT1VIO1

:NHVO 1:131dV

(A1NO xo8 2NO )IOW

MONNI 11NOO  1'1V IV ION  ALBA ION  
 311110'  Ad3A  ATIV.O1

:AVO 3H1 ONIaf1O

01UVd I:MO 133UIIS OUVHON31:11 NI 3 IVS I33d A11V1:13N3D; f1OA 00 L

**13. ARE THERE ANY OTHER ADDITIONAL MEASURES THAT WOULD INCREASE YOUR SAFETY IN THE CAR PARK PLEASE SPECIFY**

**14. DO YOU FEEL THAT CCTV CAMERAS IN THE CAR PARK WOULD BE EFFECTIVE IN:**

**(A) CATCHING OFFENDERS:**

TOTALLY       VERY   
QUITE       NOT VERY   
NOT AT ALL       DONT KNOW

*(TICK ONE BOX ONLY)*

**(B) PREVENTING OFFENCES:**

TOTALLY       VERY   
QUITE       NOT VERY   
NOT AT ALL       DONT KNOW

*(TICK ONE BOX ONLY)*

**(C) MAKING PEOPLE FEEL SAFER:**

TOTALLY       VERY   
QUITE       NOT VERY   
NOT AT ALL       ' DONT KNOW

*(TICK ONE BOX ONLY)*

**15. WOULD YOU OBJECT TO PAYING HIGHER PARKING FEES IF SAFETY MEASURES WERE IMPOSED IN THE CAR PARK?**

YES I WOULD OBJECT       NO I WOULD NOT OBJECT

**16. DO YOU THINK THAT CCTV CAMERAS WOULD THREATEN YOUR CIVIL LIBERTIES?**

YES       NO       DONT KNOW

**17. WOULD YOU SUPPORT THE IMPLEMENTATION OF A CCTV SYSTEM FOR THE PUBLIC AREAS OF TRENCHARD STREET CAR PARK?**

YES       NO       DONT KNOW

**FINALLY AVON & SOMERSET CONSTABULARY WOULD LIKE TO THANK YOU FOR YOUR TIME & CO-OPERATION IN COMPLETING THIS QUESTIONNAIRE.**

WINTER 1999

# AVON AND SOMERSET CONSTABULARY

0



# TRENCHARD STREET CAR PARK

## QUESTIONNAIRE FINDINGS

MARCH 2000

# 'Trenchard Street Car Park'

## 1.0 Introduction

During the month of November 1999, a questionnaire was developed to identify the public perception of safety in Trenchard Street Car park. In total 700 questionnaires were distributed in the period 15<sup>th</sup> November to 19<sup>th</sup> November, with 351 returned and completed, a return rate of 50%. 94% of questionnaires were completed by drivers, and 6 % by passengers.

## 2.0 Findings

### 2.1 Car park User Profile

The car park is more likely to be used by a male (56%) than a female (41%). S/he is more likely to be in the 21-40 or the 41-60 age group, which is represented by 43% and 42% of respondents accordingly.

S/he will either be using the car park every day for business reasons (54%) or at least once a week for leisure reasons (39%).

### 2.2 Victim of crime

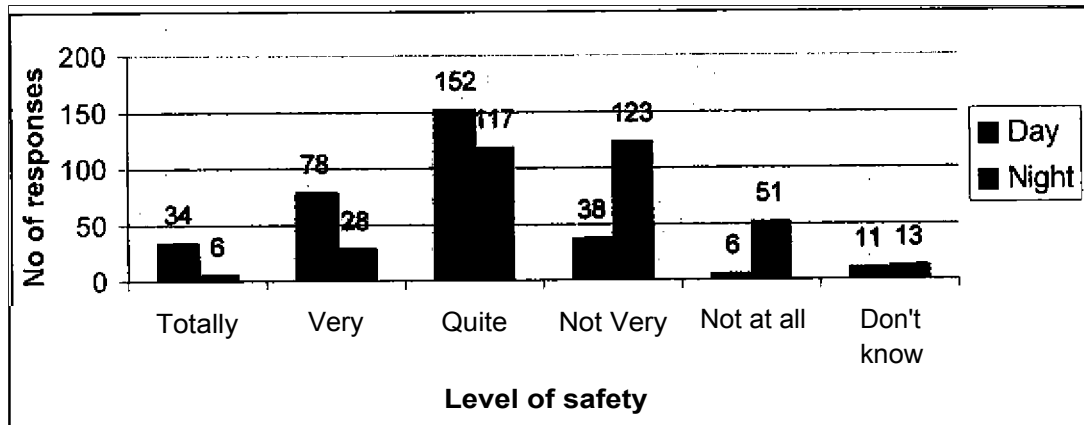
45 respondents (13%) said they have been a victim of crime and/or experienced anti-social behaviour in the car park in the past 12 months. The main problems stem from youths being generally abusive, and in some cases drunk. 11 people (26%) have felt threatened by beggars demanding money on occasion.

These types of incident were not reported to the police, as it wasn't felt they were classed as criminal behaviour (38%) or it was perceived that this was a waste of police time (24%). Other reasoning for not reporting to the police was that this type of incident was a common occurrence, and on one occasion a beggar was felt to be a genuine case.

31% of those who had been a victim stated that their car had been broken into and radio or bags stolen. In all cases the police had been notified. A further 7% of victims had returned to find their car vandalised, with wheel trims missing or wing mirror knocked off. In most cases these incidents were reported, except in the cases where the car owner felt the damage was too minor.

### 2.3 Safety

The graph below shows the public perception of safety in Trenchard St car park in the day and at night.

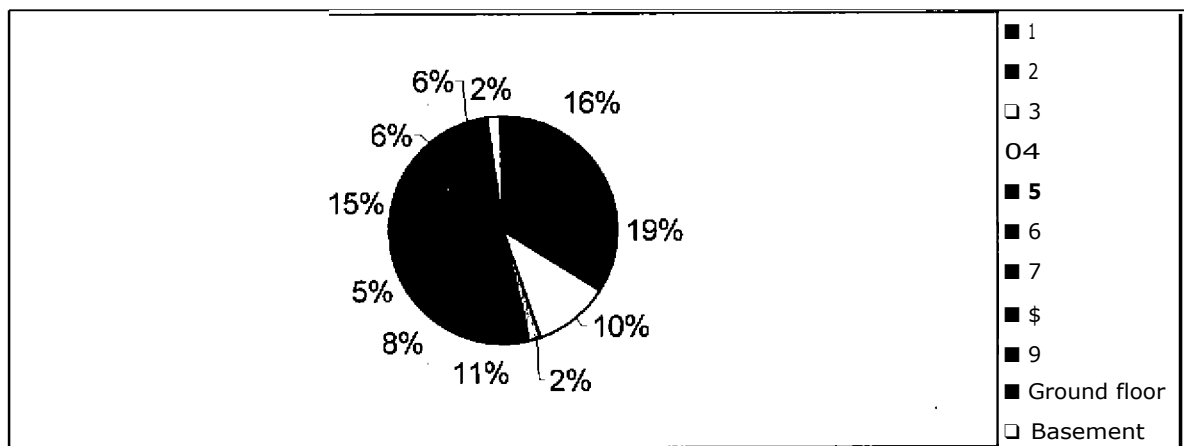


In the day 35% of respondents felt either very or totally safe in the car park, this compares with 10% at night. 48% said they felt quite safe in the day and 35% felt quite safe at night, implying there is an element of heightened awareness. 14% of respondents didn't feel safe in the car park in the day and 51% didn't feel safe in the car park at night.

56% of respondents said there were areas of the car park that they felt less safe in than others. The two most common areas where the public felt less safe were the stairwells, mentioned by 68% of respondents and the lifts, mentioned by 40%. Both the stairs and lifts were found to be too dark, and are also areas where youths and beggars hang around, making people feel threatened.

Other areas of concern were that the levels away from the exits felt isolated, especially at night when few cars remain in the car park; this was mentioned by 10% of respondents. A further 10% felt that most levels felt unsafe but there were no specific reasons for why, except for the isolation factor.

56% of respondents tend to park their car on the same level of the car park each time they visit. The levels opted for are as follows:



Levels 1, 2 and 8 were the most popular choice for parking, followed by levels 5 and 3. Level 4 and the basement are the areas most likely to be avoided when choosing a space.

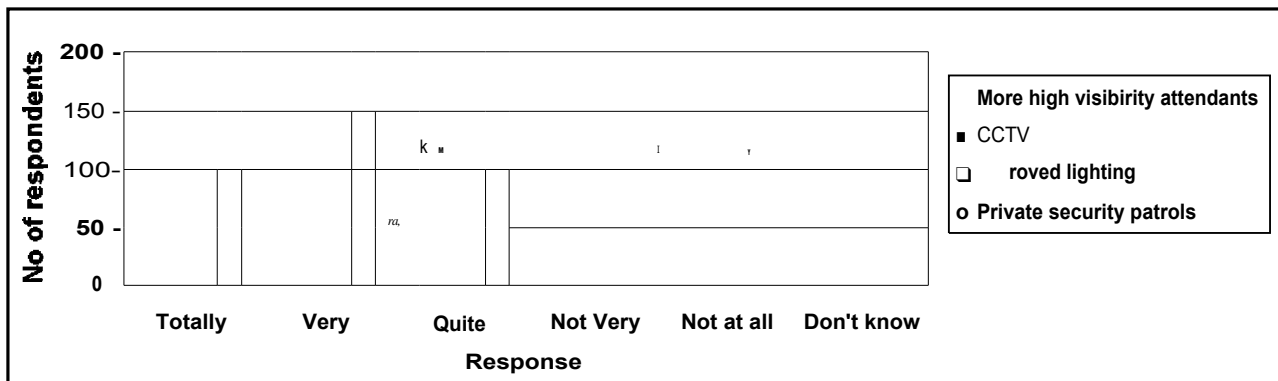


Most people chose to park where they did as it was near a convenient exit (38%), and meant not only could they leave the car park easily but also it felt safer being nearer an escape route. Other people chose to park as close to the car park attendants office as they could (7%) as it meant somebody would be around deterring would-be car thieves. A similar choice was made by 10% of respondents who parked on levels they felt had a higher public visibility.

20% of people parked where they did, as it was convenient for their purpose, whether work or leisure. A further 10% chose a level that they felt safer on. Other reasons for choosing certain levels were availability of spaces, easier to remember where they parked in the first place and habit.

## 2.4 Safety measures

Four suggestions to improve safety in the car park were put forward to car park users to measure how they thought they would impact on safety, the results are as follows:



On the whole all of the suggestions were accepted as methods of increasing safety, with the response 'very' being the most popular choice in all categories. However, 'more high visibility attendants' was slightly more popular, due to a potential increase of bodies actually patrolling the car park.

The option of CCTV was looked into in greater detail to measure its effectiveness. It was found that 82% of respondents thought CCTV would be effective in catching offenders, 89% thought it would prevent offences occurring in the first place, and 94% of respondents believed that CCTV would make people feel safer.

Of the 339 (97%) respondents who thought that CCTV would not threaten their civil liberties in any way, 328 (96%) were in support of implementing a CCTV system for the public areas of Trenchard Street car park.

Additional measures identified by car park users to increase safety in the car park were, increased panic alarms or telephones (10%), increased police patrols (22%), entrance and exit barriers making people pay on exit to prevent car thefts (7%), surveillance (6%) and increased mirrors or reflective lights for parking (3%).

It was suggested by three people, to set up a 'women-only' level. This would make women feel safer and more assured when returning to their cars.

When asked if they would object to paying higher parking fees to supplement additional safety measures, 218 respondents (65%) said they would not object. The 35% who did object felt that they already paid high enough prices.

### **3.0 Conclusion**

The questionnaire results have identified a number of safety issues in the car park. At night-time especially, the majority of people feel unsafe. They feel isolated as there are few cars and few people around. The lifts and stairs have clearly been marked out as areas of concern as they are perceived to be too dark and dingy. There is a general feeling of unease in these areas due to the presence of abusive youths and demanding beggars.

Most of the respondents would like to see further safety measures in terms of either CCTV, increased car park attendants or improved lighting. CCTV was supported by 94% of respondents, who would like to see the system implemented in the car park. They feel that it would prevent crime happening in the first place and more importantly make them feel a lot safer when choosing to park at Trenchard Street.



AVON AND SOMERSET CONSTABULARY  
**SAMPLE**

For the attention of: WPC 2455 ALEX FACER - BRIDEWELL DISTRICT COMMUNITY BEAT MANAGER	
From:	
Tel no: 0117 9291386	Facsimile no: 0117 9221531
Number of pages (including this one):	Date:

IMPORTANT

The information contained in this facsimile message is intended only for the named person or organisation to whom it is addressed. If you have received it in error please destroy it and notify us on the above number. Unauthorised disclosure \_\_\_\_\_ or use of such information may be in breach of legislation or confidentiality.

**DAILY INCIDENT LOG  
TRENCHARD STREET CAR PARK**

DATE & TIME OF INCIDENT	DESCRIPTION OF INCIDENT, EG THEFT OF/FROM MOTOR VEHICLE: TO INCLUDE REGISTRATION NUMBER'S, LEVEL VEHICLE PARKED & SUSPICIOUS VEHICLES, ETC	REPORTED TO POLICE (YES/NO)	NAME OF ATTENDANT REPORTING

**TO BE FAXED TO BRIDEWELL POLICE STATION 0117 9455019**

Chief Superintendent Roe  
clo Trinity Road Police Station  
St Philips  
Bristol

T Powell  
0117 922 3085  
TPID91/3

23 March 2000

Dear Chief Superintendent Roe

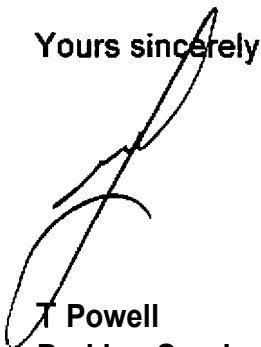
Trenchard Street Multi-Storey Car Park

On behalf of the Council I would like to thank you for the time and effort your officers have put into the drive to resolve the crime situation in the above car park. In particular the work undertaken by the local beat manager, WPC Alex Facer, and the assistance given by Sergeant Gordon Williams in the preparation of the successful bid for Home. Office funding for CCTV.

**As you are aware this car park was identified in the recent Crime Audit as having a rising vehicle crime rate. The joint patrolling arrangements between my staff and your officers has resulted in this rise being halted and reversed. I believe that the continued reduction of crime is due to the joint working between the police and Council staff. This partnership approach, which is operating at all levels in both organisations, is enabling an effective and ongoing resolution to the vehicle and drug related crime incidents in the car park. The bid for CCTV funding was enhanced by the working arrangement.**

I look forward to continuing this partnership in the refurbishment of the car park, the planning and installation of the CCTV and hopefully the gaining of an award in the Secured Car. Park Scheme.

Yours sincerely



T Powell  
Parking Services Manager

## **LIST OF AGENCIES INVOLVED IN SARA**

Autoglass, Cardington, Bedfordshire  
Aztec Printing, College Green, Bristol  
BBC Bristol  
Bristol City Council Parking Services Department  
Bristol Hippodrome  
Bristol Ice Rink, Nike Leisure  
Buckingham Balloons, Trowbridge, Wiltshire  
Colston Hall, Bristol  
Evening Post, Bristol  
GWR Radio, Watershed, Bristol  
Halfords, Broadmead, Bristol  
Harveys, Denmark Street, Bristol  
HTV Bristol  
Hyundai, High Wycombe, Bucks  
Lord Mayor's office, Mansion House, Bristol  
Pizza Hut, Bristol  
Trenchard Street Car Park staff, Bristol  
Unigraph Design, College Green, Bristol  
Western Daily Press

### **Avon & Somerset Constabulary, Internal Partnerships**

Central District Administrative Departments (Bridewell and Trinity Road)  
Corporate Communications, HQ  
Corporate Development, HQ  
Crime Management Unit, A District  
Crime Reduction Strategy Unit, HQ  
Crime Reduction Unit, A District  
Mounted Section Bower Ashton  
Performance Review, A District  
Special Constabulary  
Support Group  
Traffic Department  
Vehicle Crime Unit, A District