



Home Office

BUILDING A SAFE, JUST  
AND TOLERANT SOCIETY

# Technical Annex: methods used in assessing the impact of CCTV

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# 1. Introduction

This report describes the data analysis techniques utilised by the University of Leicester in its evaluation of 13 CCTV projects. All projects were implemented following a successful application for Home Office funding under the Crime Reduction Programme (CRP). This report is an accompaniment to *Does CCTV work? Assessing the impact of CCTV* (Gill *et al.*, 2005a), which provides extensive qualitative information on the projects as well as quantitative estimates of their impact on a number of outcome measures and associated cost-benefit ratios.

An important aspect of the statistical analysis was to adequately account for the variance of crime data. In general, crime data are extremely erratic, and a quick glance at some of the time series in *The Impact of CCTV: Fourteen Case Studies* (Gill *et al.*, 2005b) provide evidence of this phenomenon, however, little is known about this variation. Even if it is not possible to understand why a series exhibits such variability, it is essential that it is accounted for within the analysis. Failure to do so could result in incorrect conclusions being drawn about the effectiveness of the projects, since the variance of the series is a critical aspect within significance tests and in constructing confidence intervals.

The overall aims of the evaluation were:

- to discern the level of effectiveness of CCTV in combating crime, disorder and fear of crime.
- to describe in more detail the impact of CCTV on fear of crime and individuals' behaviour.
- to comment on the features of CCTV systems that make them effective or ineffective, facilitating the development of 'transferable lessons';
- to provide an economic evaluation.

Each of these aims required different types of information to be collected and analysed. In addressing the first of these aims, recorded crime statistics were the principal data source, although the results from pre- and post-implementation public attitude surveys were an important implement in measuring changes in levels of fear of crime.

The public attitude surveys also formed the basis of analysis in relation to the second aim. The surveys covered factors such as public perceptions of crime levels, attitudes towards CCTV and levels of personal and household victimisation in selected areas.

Extensive fieldwork research was critical in drawing together the mass of qualitative information that allowed the third aim to be met. Within the main findings report (Gill *et al.*, 2005a) these data have been drawn together to develop transferable lessons.

Fieldworkers also gathered data on the physical resources, such as personnel time, equipment, and running costs, utilised by each project. In general, each input was identified, quantified and valued, providing an overall cost of implementing and running the project. Comparing this cost information with the results obtained in relation to the impact of a project was the focus for the economic evaluation. The term economic evaluation includes a range of methodologies, and the appropriate choice depends to a large extent on the data that are available. Two of the possible methodologies were adopted, a cost-effectiveness analysis (CEA) and a cost-benefit analysis (CBA). A cost-effectiveness analysis compares interventions with a common outcome (such as crime reduction or reduction in fear of crime) to discover which produces a given level of outcome for the minimum amount of resources. A cost-benefit analysis measures both costs and benefits in monetary values and calculates net monetary gains or losses.

The various methodologies are described in more detail below. Not all approaches were used for each project and the reasons for this are highlighted.

## 2. Crime data analysis

The principal objective of the crime data analysis aspect of the evaluation was to measure the impact of the CCTV projects on a variety of outcomes. To achieve this aim police-recorded crime statistics were examined in a number of ways, and each of these is outlined below. For each project, monthly crime statistics were analysed to detect significant changes in the level of crime after the introduction of CCTV cameras.

The general pattern of analysis for each project included basic descriptive statistics (including both summary measures and a time series) for various categories of crime before and after the cameras were introduced, a measure of the change over time and whether this change was statistically significant. Where there was evidence of a change in the level of crime over time, further investigation was carried out to assess the specific impact of the newly installed CCTV cameras.

### Description of data

#### Areas of analysis

Police records of the number of monthly notifiable offences in separate geographical areas formed the basis for the analysis of crime trends. The areas related to the target, the buffer, the control and the police Basic Command Unit (BCU) area in which the target area was located.

The target area was taken as that specified within the original bid submitted by each project for Home Office funding, or where no target area was specified, it was taken as the boundary of the area covered by the CCTV cameras. The size and type of the target areas varied considerably between projects, ranging from relatively small residential housing estates to large city-centre complexes, a hospital site and station car parks.

The exact designation of each buffer area varied between projects depending upon the locality and particular attributes of the relevant target area. As a general principle, a mile buffer was established from the perimeter of the target area and included those areas believed to be the most susceptible to geographic displacement. However, the existence of administrative boundaries (police beats) or physical boundaries including rivers, railway lines, major roads and other geographical features such as change in land use (i.e. from residential to city-centre or industrial areas) were used to define the actual boundaries of specific buffer areas. Such physical boundaries were based on the premise that it was unlikely that an offender would cross over them in order to commit the same offence.

Control areas for individual projects were identified before any implementation took place and each was chosen because it exhibited similar characteristics to the target area with respect to socio-demographic variables, crime problems and its general composition. Where possible the control area lay within the same BCU as the target area (this was achieved in five of the six projects where a suitable control was identified). The critical difference between the two areas was that no new CCTV project was introduced within the control area during the evaluation period, or no existing system was significantly changed two years prior to the installation of the evaluated CCTV. In only 6 of the 13 projects evaluated was a suitable control area identified, therefore any analysis comparing crime rates in the target and control areas was only possible for these projects.

Crime rates within the Basic Command Unit (or division) offer an indication of the underlying trend in crime occurring generally. Moreover, in the absence of a control area, an assessment of the BCU rates allows a comparison with changes in the target and, where appropriate, buffer area, to be conducted.

#### Types of crime

Within each of the specified areas, various categories of crime types were included in the analysis, depending upon suitability and availability. At one end of the spectrum, changes in the level of all 'relevant crimes', amalgamated, were examined. This grouping included all those categories for which the majority of incidents could reasonably be influenced by CCTV and are detailed in Table 2.1 (i.e. public, as opposed to private, offences). This measure was common across 12 of the projects, the exception being Hawkeye where only a small subset of crime categories were relevant; vehicle crime and criminal damage. Where particular offences were highlighted within the specified aims and objectives of projects – that is the aim of the project was to impact on these offences – and

the actual number of offences per month was large enough to permit analysis, changes in these individual offences were also measured.

**Table 2.1 List of relevant crime categories**

| <b>Crime categories</b>          | <b>HO codes</b>  |
|----------------------------------|--|
| Violence against the person      | 1, 2, 4, 5, 8, 13, 104, 105                            |
| Sexual offences                  | 17, 19, 20, 25, 27, 139, 165                           |
| Burglary                         | 28, 29, 30, 31, 33                                     |
| Robbery                          | 34   |
| Theft                            | 37, 39, 44, 45, 46, 47, 48, 49, 54, 126, 130, 131, 137 |
| <i>Shoplifting</i>               | 46   |
| <i>Vehicle crime</i>             | 37, 45, 48, 126, 130, 131                              |
| <i>Theft from motor vehicles</i> | 45, 126  |
| <i>Theft of motor vehicles</i>   | 37, 48, 130, 131                                       |
| Criminal damage                  | 56, 57, 58, 59, 149                                    |
| Public order                     | 64, 65, 66, 125  |
| Drug offences                    | 92   |
| Firearm offences                 | 115  |
| Begging                          | 182  |
| Dangerous driving                | 802  |

### Time periods of analysis

Where timescales permitted, monthly recorded crime statistics were collected for a four year period (two years before implementation started and continuing for two years after the system became operational), thereby providing data for three discrete phases, referred to as the 'before', 'during' and 'after' implementation stages. The 'before' stage ends at the point at which the first pole was installed, the 'during' (or implementation) phase ends at the point at which some cameras become operational (the 'live date'), and the 'after' stage continues from this point. The length of each of these phases varied. The main area of concern in relation to data analysis was the restricted 'after' period for a number of projects due to heavily delayed implementation. The number of months in the 'after' period available for analysis varied from 4 to 24.

### Changes in recording practices

An important issue taken into consideration during the analysis process was the changes to crime counting rules officially introduced by British police forces from April 2002. These changes tended to increase the number of offences under certain types of crime (i.e. criminal damage, offences against the person, and anti-social behaviour). While some forces had already been following the revised counting rules before they became official, others took longer than average to implement the changes.

Possible differences were accounted for through the comparative analysis of figures from the buffer and/or control area, which, in all but one case, came from the same BCU and, therefore, were affected equally by any possible change in recording practices.

### Summary statistics

For each area and crime type, two summary statistics were reported, namely the mean and standard deviation. The mean, or average, is a measure of central location and is equal to the sum of the individual values divided by the total number of values. It was used within the main report to represent the typical number of offences occurring each month during different time periods.

The standard deviation, which is a measure of variation, provides an indication of how dispersed, or spread out, the data are. Smaller standard deviations imply the data is more closely bunched around the corresponding mean value.

Although summary statistics are useful in comparing results across studies, they often do not give a particularly good picture of the level of crime over the whole time period of interest. An inspection of any of the time series (described further on) verifies this situation.

## Measure of change in crime rates

Based upon the calculated mean values during the appropriate time period, simple percentage changes in the average number of offences per month by area and crime type were estimated. Where sufficient 'after' data were available this calculation compared the number of offences in the 12 months before the project began with the figure for the 12 months after the live date. In addition, a six-month period immediately before implementation was compared with six months after implementation in order to measure the immediate effect of CCTV, although this of course was vulnerable to seasonal effects. In one case as a result of the late implementation of projects, the number of months over which the mean was calculated was necessarily reduced to six. Similarly, when data were available, the number of months compared before and after was extended to 24.

## Statistical significance tests on changes

### Random fluctuation and counting errors

The first step in deciding if there had been a statistically significant change, and in particular a decrease, in the level of crime in the target area between the before and after time periods was an estimate of whether the estimated changes were in line with what would be expected due to random fluctuation and counting errors. These fluctuations are accounted for in the calculation of the adjusted standard error associated with the test statistic outlined below.

### Relative effect size

In addition to reporting the percentage change in the number of crimes in the target and control (or BCU) areas, the relative effect size (RES) was estimated based upon the number of offences in the experimental and control areas before and after project implementation. This calculation compares the crime levels before and after in the two areas as a measure of the effect of the intervention in the target area and is based upon the odds ratio. The following table outlines the information required to construct this statistic.

**Table 2.2 Information required for relative effect size calculation**

|              | Number of crimes in 12 months BEFORE implementation | Number of crimes in 12 months AFTER implementation |
|--------------|---|--|
| Target area  | a   | b  |
| Control area | c   | d  |

The RES is:

$$RES = \frac{[a/(a+b)]/[b/(a+b)]}{[c/(c+d)]/[d/(c+d)]}$$

But this reduces to<sup>1</sup>:

$$RES = \frac{a/b}{c/d}$$

This particular formulation of the ratio shows the relative decrease (values over one) or increase (values less than one) in crime levels in the target area compared with the control area.

To test the significance of the relative effect size and construct confidence intervals it is necessary to compute its associated standard error. Typically, and for convenience, it is usual to work with the natural logarithm of the relative effect size. The formula for the standard error of log(RES) is:

$$\sigma_{\log(RES)} = \sqrt{(1/a + 1/b + 1/c + 1/d)}.$$

<sup>1</sup> This is the same form as the well-recognised odds ratio and has the same formula for the standard error. An odds ratio, however, is the ratio of a probability of an event occurring to the probability of the event not happening, and this is not what is being measured in this case, hence the alternative terminology of relative effect size.

Given this value, an approximate two-sided 95 per cent confidence interval is calculated according to:

$$\text{Exp}[\log(\text{RES}) + / - 2^* \sigma_{\log(\text{RES})}].$$

The relative effect size exhibits a number of features that made it particularly appealing within the current evaluation, not least the fact that it is a natural, intuitively accessible way to express magnitude of association. It is also very easily calculated and can be linked to other statistical methods.

There are, however, a number of caveats and adjustments to the basic calculations outlined above that have received considerable attention in recent years and therefore merit consideration here. The apparent problems fall into two distinct groups; the first set is of a statistical nature, while the second set is connected to the interpretation placed upon the calculated relative effect size.

One of the major statistical problems with the measurement when dealing with crime data over time is the variability associated with such records. Since the variance of the relative effect size is a critical aspect within significance tests and in constructing confidence intervals, failure to adequately account for the variation could lead to incorrect conclusions about the statistical significance of the relative effect size value.

The ratio assumes the underlying data derive from a Poisson distribution, where the variance equals the mean; this is rarely the case for recorded crime statistics. In most instances the variance will be several times greater than the mean and this is referred to as over-dispersion within the data. Additionally, the crimes recorded each month are not statistically independent events, and independence is another basic assumption of the relative effect size; there is, in general, positive dependency over time.

Within the current study no adjustment was made to account for the problem of positive dependency over time, for the following reasons. First, it is not possible to actually quantify the level of dependency within the crime data and therefore any adjustment would have been based upon a guesstimated value. Second, since the target area is compared with a control area and both are likely to exhibit dependency over time, it is reasonable to assume that the levels of positive dependency are similar in both and some forms of correlation will cancel out in the overall result.

It is important, however, to try and eliminate any temporal fluctuations from the variance in order to be confident of the estimated effect of CCTV. Rather than using the equation outlined above, an alternative specification for the standard error was utilised, which incorporates a measure of the variation in crime over the before and after periods.

Variance over a 12-month period was estimated as the maximum of either 12 multiplied by (monthly standard deviation)<sup>2</sup> associated with the mean number of crimes over a year, or the actual number of crimes in the year. For example, with respect to the number of crimes in the target area before implementation (a) the variance of crime is either a or 12x(S.D.(a))<sup>2</sup>. Where only six months of pre- and post-data was used to calculate the relative effect size, the square of the standard deviation was multiplied by 6 rather than 12. The revised standard error was calculated as:

$$\sigma^2 \approx (\text{var}(a)/a^2 + \text{var}(b)/b^2 + \text{var}(c)/c^2 + \text{var}(d)/d^2).$$

The associated confidence interval was estimated from the following formula

$$\text{CI} = \text{effect size} \pm (\text{effect size} \times 2 \times \sigma).$$

With negative limits set to zero<sup>2</sup>

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<sup>2</sup> This is the most mathematically pure estimate of the CI for small standard errors. One could also use the more usual formula  $\text{CI} = \text{effect size} \pm (\text{effect size} \times 2 \times \sigma)$ . This has the advantage that it cannot give 'negative effect sizes' and is manifestly asymmetric. However, it is also an approximation which is sometimes better and sometimes worse than the 'linear' formula in the main text. The difference between the results is a measure of the uncertainty in the confidence interval. In general for the total crime levels (in range of hundreds of crimes) the two formulae give very similar results. Where very small individual crime rates of say 10 to 20 crimes per year are obtained, little confidence can be placed in either the RES or the confidence intervals from either approach. Where appropriate a note has been placed against these results in the text of the main report.

**Example of relative effect size and associated confidence interval**

|              | Number of crimes in 12 months | Standard deviation | 12xSD <sup>2</sup> |
|--------------|-------------------------------|--------------------|--------------------|
| Target area  |                               |                    |                    |
| Before (a)   | 245                           | 5.5                | 363                |
| After (b)    | 290                           | 6.2                | 461.3              |
| Control area |                               |                    |                    |
| Before (c)   | 19,052                        | 96.7               | 11,2210.7          |
| After (d)    | 19,701                        | 116.1              | 16,1750.5          |

In all cases the measured variance (12xSD<sup>2</sup>) is greater than the actual number of crimes so,

$$\sigma^2 = 363/60025 + 461.3/84100 + 11,2210.7/362,978,704 + 16,1750.5/388,129,401$$

$$\sigma^2 = 0.012258497$$

$$\sigma = 0.1107$$

$$\text{Relative effect size} = (245/290) / (19,052/19,701) = 0.87$$

$$\text{CI} = 0.87 \pm (0.87 \times 2 \times 0.1107)$$

$$\text{CI} = 0.87 \pm 0.1934 = 0.68 - 1.06$$

One of the principal assumptions behind this calculation is that the fluctuation can be treated as random, however, it is generally still a reasonable estimate when the fluctuations are non-random. For each project the calculated values for the variance used in this formula were compared with the time series to ensure that the estimate was a reasonable one. In particular it was necessary to check that there was not an important obvious seasonal variation, in which case the estimate would be too high or opposing trends in the control and target areas in which case the estimate would be too low. In all projects except Hawkeye neither of these effects was considered to be important. In Hawkeye the measured effect size was so large that the slight overestimate of the underlying fluctuation due to seasonal effects was unimportant.

The interpretation of the relative effect size is another area where caution must be used. A statistically significant finding does not necessarily prove a cause-effect association. In a truly randomised controlled trial (RCT) it is relatively straightforward to conclude, on the basis of the estimated ratio, whether or not an intervention had an effect, since the intervention is the only factor that differs between the target and control groups and between the before and after periods. However, none of the evaluated projects could be considered an RCT and therefore confounding factors need to be highlighted.

For the vast majority of projects the implementation period was not instantaneous; rather it spanned anything from 3 to 15 months. The relative effect size was calculated based on data during the before and after implementation stages, as already outlined. Therefore to assume a statistically significant ratio is solely due to the introduction of the CCTV implies that nothing else changed in either area between the 'before' and 'after' periods that could have affected the level of recorded crime. However, from the fieldwork conducted it is known that in most target areas 'confounding' factors were present. These included Single Regeneration Budget - funded regeneration programmes, housing demolition, Communities Against Drugs initiatives, Youth inclusion programmes and specific police operations. For the six projects where control areas were designated, a similar range of interventions was implemented during the evaluation period.

As a statistically significant relative effect size is indicative of a difference between the two areas over time, it is important to investigate the cause-effect relationship in greater detail before concluding the intervention under evaluation led to the measured change. As well as looking at the

recorded crime data in greater detail, other supplemental data were gathered and analysed to help understand what may have impacted on the level of crime in the target area.

#### Meta-analytical quantities

For all the homogeneous sites (i.e. excluding Hawkeye) two meta-analytical quantities were calculated. One of these was simply the ordinary (unweighted) mean of the RESs and the usual estimate of standard error of the mean.

$$\text{Mean RES} = \frac{1}{\text{Number\_of\_sites}} \sum_{\text{site}} (\text{RES})_{\text{site}}$$

Standard error of mean =

$$\left( \frac{1}{\text{Number\_of\_sites} \cdot (\text{Number\_of\_sites} - 1)} \sum_{\text{site}} [(\text{RES})_{\text{site}} - (\text{Mean\_RES})]^2 \right)^{\frac{1}{2}}$$

If each site is expected to produce the same effect then a better measure is the Inverse Variance Weighted mean (see, Egger *et al.*, 1995, or Lipsey and Wilson, 2001).

$$\text{InvVar mean RES} = \frac{1}{\sum_{\text{site}} W_{\text{site}}} \sum_{\text{site}} W_{\text{site}} (\text{RES})_{\text{site}}$$

$$\text{Where } W_{\text{site}} = \frac{1}{SE(\text{RES})^2}$$

And in our notation above our estimate of  $SE(\text{RES}) = (\text{RES} \times 2 \times \sigma)$

$$\text{Standard error of InvVar mean RES} = \left( \frac{1}{\sum_{\text{site}} W_{\text{site}}} \right)^{\frac{1}{2}}$$

Other estimates are possible depending on the expected, or measured, homogeneity of effect size, but they will, in general, lie between these two means and have not been separately calculated.

### Graph of data over time (time series)

Given the problems of interpretation already outlined, for each project a line graph, called a time series, presenting the evolution of recorded offences over time was produced. In addition to the actual data, smoothed data (using moving averages and running medians) were also plotted where necessary. From these graphical representations it was possible to identify temporal trends in the data that would not otherwise have been obvious. This also permits the disentanglement from the possible effects of other confounding factors that may have impacted on crime figures during the evaluation period. The time series usually run for a longer period than the periods used to calculate the summary statistics and may be indicative of sources of background variation absent during the evaluation period.

In order to record the impact of these factors appropriately, the fieldworkers produced an exhaustive calendar of action. This calendar charted the dates when extraneous factors that may have had an impact on crime figures took place and also recorded those important occurrences during the implementation of the CCTV system.

## GIS analysis

In a similar vein to the temporal analysis, spatial analysis using Geographical Information Systems was conducted through which geographical trends in crime could be investigated where appropriate data were available; this analysis was supplemental to the core analysis. In addition to knowing whether crime levels changed after the introduction of CCTV, GIS analysis indicated where these changes occurred. Information of this sort can assist the interpretation of how exactly CCTV may have influenced crime levels in the area. Spatial displacement, diffusion of benefits and deterrence effects are outcomes that could potentially be identified through this method.

Offences are given locational attributes by the police. The locations are generally based upon the nearest property (which has a location to the nearest metre based upon its postcode) to where the offence took place. However, these varied in precision lending themselves to different forms of analysis, as outlined below. Across projects, data were supplied to the nearest metre, the nearest 50 metres, and the nearest 100 metres, or by postcode.

All projects were subject to an exploratory point pattern analysis whereby the spatial distribution of crimes is summarised through visual means. The areas of interest included the target area and the immediate buffer area.

Density analysis was used on data referenced to the nearest metre or by postcode. This measures the intensity of events. The area of interest is divided into regular cells and the number of events that took place within a specified radius of a particular cell counted. The cell in question is then given a value based upon the number of events within the defined search radius. This produced a smoothed histogram and is the method often adopted by the police in hot spot analysis. The search radius (or bandwidth) is often arbitrary; the bigger it is the smoother the surface (see Bailey and Gatrell, 1995). As a general rule for this project the bandwidth used was one-tenth of the longest axis of the area of interest. Cell size used was either  $2\text{m}^2$  or  $5\text{m}^2$  depending on the size of the area of interest.

Where data were not provided to the nearest metre or by postcode quadrat counts were carried out. These involved dividing the area of interest into regular shaped cells (squares) of equal size and counting the number of events (offences) that took place in each. This created a two-dimensional histogram or frequency distribution surface. The size of cell used was dependent on the precision of the data. Data to the nearest 50 m used a  $50\text{ m}^2$  cell with the offences referenced to the centre of that cell (i.e. the  $50\text{ m}^2$  areas that the offence could only have taken place in). Data referenced to 100 m used a  $100\text{ m}^2$  cell.

Both methods produced a frequency distribution surface of events over space. A surface was produced for both the before and after implementation periods used in the core analysis. Both surfaces were used to produce a change surface map, which was calculated by subtracting the after value of each cell from the before value. The change surface map showed which cells and therefore which areas had experienced increases or decreases in recorded crime following the installation of CCTV. To create a more robust and meaningful analysis, a threshold value at which crime change was considered significant was set. The significance level used was  $\pm 2$  standard deviations from the mean change. Given a random distribution of crime, one in 20 cells should appear as significant; however, larger numbers of significant results or non-random distribution could be further investigated. Frequency distribution and change surfaces were produced for total relevant crime and individual crime types of interest where the number of events allowed.

A second type of GIS analysis conducted for each project involved a smaller-scale approach. The area in close proximity to the camera can be studied by counting the number of events that took place 100 m from each and compared to those areas in the target area further than 100 m from a camera. Similarly, events that occurred within the coverage of each camera (the area that can be seen from the camera, technically known as a viewshed) can be considered as opposed to counting the crimes that take place within the target area as a whole, which often includes areas that cannot be seen by the cameras. A simple viewshed analysis was conducted using the Isovist Analyst v1.1 for ArcView. The field of view of each camera was considered to have a 100 m extent. Obstacles were derived from the buildings theme of Ordnance Survey's Landline data. It is important to note that these viewsheds are only approximations; obstacles not considered for this analysis included fences, vegetation and other street furniture.

The viewshed analysis was extended by comparing the number of events that could have theoretically been caught on camera through control room activity. This included both the events that were actually seen and the number of tapes seized by the police for further investigation.<sup>3</sup> Such analysis can indicate how effectively the system was being used.

Finally, a common measure of camera dosage (or camera density) was provided to investigate the importance of this variable to the effectiveness of a system. Measures include the area in which the cameras are intended to cover (target area divided by number of cameras) and the proportion of target area that is actually visible from a camera given as a percentage (viewshed area divided by target area).

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<sup>3</sup> In practice the information on an incident, which is the subject of a tape seizure was not location specific and some of the incidents could have occurred outside the camera's immediate viewshed. Therefore the number of tape seizures provided a measure of the maximum number of offences occurring in the target area which could have been influenced by the availability of CCTV evidence.

## 3. Analysis of public attitude surveys

Pre- and post-implementation public attitude surveys were conducted in ten of the projects however, in two of these the target area consisted of two distinct and separate locations, consequently the total number of surveys equalled 12 in both periods. The target areas included two city-centres, one town-centre and nine residential areas. Additionally, six control areas were surveyed, one with respect to the town centre and the remainder in relation to residential surveys.

The target areas were spread across England, from the south coast up to the North East. The aim of the pre-installation survey was to obtain benchmarks against which findings from the post-implementation surveys could be measured.

### Timing of surveys

The pre-intervention survey commenced before there were any obvious signs of camera installation (i.e. before the erection of CCTV poles). This was the case for all projects except for Eastcap Estate.<sup>4</sup> These surveys aimed to capture respondents' views about the potential installation of a CCTV system in their area. Respondents could adjust their answers to questions about support for CCTV if they thought that its future installation was inevitable or if they mistook poles for live cameras and thus expressed opinions of a system they assumed was already operational. Of course, some respondents would be aware that a bid for a CCTV system had been submitted, for example from the local media or from consultation carried out by the local authority as part of the bid.

Ideally, the post-implementation surveys would have been carried out a year after projects went 'live'. However, given the slow and often late implementation of projects this was not always possible. Consequently, in the town or city-centre surveys and one residential survey for example, when respondents were required to recall any incidents of crime they had suffered in the previous 12 months, the responses covered periods during which the cameras were actually being installed.

### Type of surveys

Two types of survey were carried out. An in-street survey was utilised within the town and city-centres while a house-to-house survey was administered within the residential areas. The surveys were as similar as possible in terms of format, topics covered, and question order. The town and city-centre surveys were much shorter in length, however, lasting around ten minutes, so as not to unduly delay respondents. There were also minor adjustments to some questions to account for specific circumstances within local areas. For example, the city-centre systems aimed to make people feel safer while moving around and getting into the city by covering the arterial routes within and into the centre. The town-centre system was concerned with making people feel safer once they were within the target area. Consequently, within the town and city-centre surveys, the question referring to feelings of safety within the evaluation areas was phrased slightly differently.

In designing the interview schedule considerable attention was paid to the order of questions ensuring that respondents' answers were not influenced by previous questions. One of the principal aims was to be able to measure the change in a number of key factors, such as fear of crime and levels of victimisation, following the installation of CCTV.

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<sup>4</sup> Eastcap Estate was the pilot study for the public attitude survey measure and, unexpectedly, the poles were installed early into the research. However, the results from the Eastcap Estate survey are consistent with the findings from the other projects.

## Survey administration

A reputable market research company (Marketing Sciences) carried out all surveys. The administration of each type of survey merits a comment.

### Town and city-centre survey

To ensure that the sample captured the range of crime issues experienced at different times, survey respondents were selected using a stratified sample taking into account four different times of day and week: weekday daytime, weekday night-time, weekend night and weekend day. A quarter of the sample was taken from each of these time slots and a large enough sample was sought in each subgroup to ensure sufficient statistical power to make comparisons between them. 'Evening' was identified as any time after six o'clock. This time was selected as the survey aimed to measure respondents' differences in behaviour and attitudes 'after dark' and 'in daylight' across a number of areas spread over several months, while ensuring that a sufficiently large sample could be obtained for each time period. The pre-surveys were conducted between September 2002 and January 2003, while the post-surveys ran from February 2004 to May 2004 (for a copy of the post-implementation town and city-centre questionnaire<sup>5</sup>, see Appendix A).

The city-centre systems provide CCTV coverage over a wide area, and were add-ons to existing systems, therefore the *dosage*, as well as the area covered by CCTV increased. It was important to ensure, first, that the entire area was surveyed equally, and secondly, that the sample was not biased by concentrating interviews around those cameras that were already in existence. Therefore the city-centre target areas were divided into a number of same-sized discrete zones, in which interviewers spent equal amounts of time. Preparatory research by fieldworkers identified specific sites in each of the zones, which were of particular interest to the study, and where there was a sufficient flow of pedestrians to maximise interviewing opportunities. Since people use city-centres for a number of different reasons, spreading the data collection across the target areas helped ensure that these different usages were captured by the interviewing process.

Interviewers worked in pairs at each location with average shifts of four hours in the evening, and six hours during the day, until the required sample size had been collected in each location and time-slot. Respondents (all over the age of 16) were selected on a '1 in n' basis (i.e. every n<sup>th</sup> person passing was approached) and each interview lasted approximately ten minutes. This method means that, *within* each subsample, the socio-demographic characteristics of the user population are fairly represented. However, as each subsample was of equal size, the method potentially over-represents the characteristics of those interviewed during times when the town or city-centre was not busy. For instance, it was found that young male respondents were more frequently interviewed after dark, and younger males have been reported to suffer a higher rate of certain types of victimisation than other sections of the population (Mayhew and Aye Maung, 1993; Brown, 1998). If fewer people used the town-centre at night than during the day then levels of victimisation in the sample as a whole could be somewhat over-reported. Unfortunately there is no way to determine this.

The town and city-centre survey was adapted according to the particular issues faced by that CCTV system. As previously described, the research team needed to probe the city-centre sample about issues concerned with their movement around the city-centre (which was not an issue within the town-centre system) and this increased the length of the interview schedule. As a result, while each respondent in the town centre sample was asked about their actions and perceived levels of safety both during the day and at night, city-centre respondents were asked only about their actions at the time of day at which they were interviewed. Unless otherwise stated therefore, the comparisons between daytime and night-time in the city-centre samples are made between different sample populations.

### Residential survey

In each residential survey a random sampling method was used to select participant households. This method is equivalent to a simple random sample of the sample size, and therefore, the same

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<sup>5</sup> The questionnaires varied slightly across the town and city-centres, and whether conducted at night or during the day. The variations were minor alterations to the wording of questions to adjust for the differences in time of day or type of area.

type of inferential statistics can be used to generalise the results from the sample to the whole population of that area.

Respondents were interviewed using a structured interview schedule (for a copy of the post-implementation residential questionnaire, see Appendix B), which took about 30 minutes to complete. This questionnaire was essentially the same for all projects and remained almost unchanged following the pilot survey. Each address was approached up to four times until an individual agreed or declined to respond (or no contact was made). The member of each household asked to complete the interview was selected using the Kish grid method, based on respondents over the age of 16. Within the pre-implementation survey, 2,753 respondents were interviewed across the target areas, and a response rate of between 59 per cent and 75 per cent was obtained. With respect to the post-survey, 2,692 interviews were completed, and the response rate varied from 58 to 73 per cent.

A breakdown of the sample for all surveys is provided in Table 3.1.

**Table 3.1 Number of interviewees in each survey sample**

|                                   | Residential population sample | City-centre population sample A | City-centre population sample B | Town-centre sample | Total town and city-centre survey sample |
|-----------------------------------|-------------------------------|---------------------------------|---------------------------------|--------------------|--|
| <b>Pre-implementation survey</b>  |                               |                                 |                                 |                    |  |
| Day                               | N/A                           | 280                             | 294                             | 219                | 793                                      |
| Evening                           | N/A                           | 313                             | 346                             | 208                | 867                                      |
| <b>Total</b>                      | <b>2752</b>                   | <b>593</b>                      | <b>640</b>                      | <b>442*</b>        | <b>1,675</b>                             |
| <b>Post-implementation survey</b> |                               |                                 |                                 |                    |  |
| Day                               | N/A                           | 279                             | 299                             | TBC                | TBC                                      |
| Evening                           | N/A                           | 321                             | 326                             | TBC                | TBC                                      |
| <b>Total</b>                      | <b>2,692</b>                  | <b>600</b>                      | <b>625</b>                      | <b>422</b>         | <b>1,645</b>                             |

\* 15 town-centre surveys did not supply time of day

## Analysis

For those questions where responses were sufficiently large, tests on the difference in the proportion of respondents providing particular answers were undertaken. Since different samples were taken in the areas before and after the systems were implemented, t-test and chi-squared tests based upon independent samples were used to test for statistically significant differences. The former was used when the responses were given in numeric terms (i.e. number of children, years living in the area), while the latter was used for categorical variables (i.e. whether someone avoided places at night, support for CCTV installation).

In order to confirm that differences between the before and after results were not due to natural variation, they were compared with those in the control areas and relative effect size tests were applied to test for statistical significance. The formula used was the basic structure as described previously with respect to the crime data analysis.

## 4. Economic evaluation methodology

This section of the report outlines the methods used in relation to the economic evaluation. It covers most aspects related to this element of the overall evaluation from the collection of cost data through to the calculation of the cost-benefit ratios. The main component that is not covered in this section, but has already been discussed in detail, is the methodologies used to estimate the impact of individual CCTV projects on outcomes.

### The collection of inputs

Information related to the costs and resources utilised by each project was collected from appropriate project personnel using the guidelines laid out in Home Office reports:

- analysis of costs and benefits guidance for evaluators  
<http://www.homeoffice.gov.uk/rds/pdfs/cdp1costeff.pdf>;
- measuring inputs guidance for evaluators  
<http://www.homeoffice.gov.uk/rds/pdfs/cdp3inputs.pdf>.

As stipulated within these guidelines, relevant costs were collected from the point in time projects had their bid accepted (between June and August 2001), through the implementation stage and for a year following the 'live' date of the system. Consequently, any resources used in relation to the submission of the bid document and system design (i.e. requirements and camera positions) where this occurred prior to funding approval, were excluded from the evaluation. However, project-related activities that occurred during the pre-bid stage (partnership meetings, design of the scheme, consultation with residents etc.) have been noted qualitatively.

### Principal assumptions

The collected data were entered into the Home Office Data Collection Tool based on a number of assumptions, which are laid out below.

At the set-up phase of the project, the CCTV cameras could be installed as part of a larger contract where the costs were provided as a block fee. The relevant costs were attributed to the evaluated scheme *pro rata*, based on the proportion of cameras being evaluated in comparison with the number being installed in the contract as a whole. This applied to four of the evaluated systems. This division was applied to both fixed and step costs. Non-evaluated cameras were either installed in completely different geographical areas (and are therefore outside the evaluation zone) or (in one case) referred to colossal systems funded through additional bids that were outside the boundaries of the evaluation.

### Personnel costs

Within the 'personnel costs' section of the Toolkit only the time spent on the project by those actually employed by the partnership organisations were included. The costs of any external consultants used were incorporated into the 'other overheads' section of the database. This separation of partnership personnel costs and external consultant costs was applied so that future project managers would be able to identify those personnel resources that were provided in-house as opposed to those that were bought in. However, it should be emphasised that the workload and responsibilities falling to partnership personnel as opposed to external consultants varied from project to project; furthermore not all projects employed external consultants.

Where it was possible to disaggregate ongoing control room costs, personnel costs related to the monitoring of the CCTV cameras have been identified and included separately.

Associated oncosts (i.e. National Insurance and pension contributions) were calculated as 22 per cent on top of the basic salary, while related non-pay running costs (i.e. office space, equipment and

stationery) were calculated at ten per cent of basic pay. Office costs for personnel were assumed for all the time that individuals spent in their own office space, unless stated otherwise.

Where a meeting between a number of participants was held in an office belonging to one of those participants, office costs have been added to the personnel costs of the individual in whose office it was held. This was based on the assumption that, when an individual was involved in a meeting with another member of staff, then, *de facto*, they could not be using office space or facilities elsewhere.

Finally, any personnel time spent with the evaluator or dealing with the evaluation in terms of providing information has not been included in the estimate of costs.

## Other overheads

The other overheads section includes the non-capital control room costs, which were based upon two basic principles.

- Control room costs were directly related to the number of cameras under evaluation (as opposed to the other main alternative, number of monitors).

Cameras were selected in preference to monitors for the following reasons. The number and proportion of monitors displaying evaluated cameras was unpredictable and fluid both across and within control rooms. The proportion of monitors displaying evaluated system cameras varied from shift to shift. Similarly, their layout varied between full-screen displays, multiplexed displays, and quadded displays, again from shift to shift. Similarly, the ratio of operators to monitors varied across and within control rooms.

In contrast, the number of cameras was constant, and regardless of monitoring practices camera images were recorded continuously for all projects.

- The proportion of control room costs was calculated as the ratio of the number of cameras under evaluation to the total number of cameras linked to the control room, thus calculated on the basis of average as opposed to marginal costs of monitoring each evaluated camera.

Average costs were chosen since the marginal costs incurred by the additional cameras were erratic and followed no discernible or predictable pattern. This occurred because of the impact of additional cameras on the fixed costs. Theoretically, there are a number of fixed costs associated with a control room. For example, up to a certain number of cameras the cost of a control room is the same irrespective of the number of cameras, i.e. the cost of monitoring one camera is the same as the cost of monitoring up to 50 cameras (the employment of one operator).

Items of fixed costs for which data were collected included

- operator costs
- heating
- lighting
- management
- personnel
- telephones
- stationery
- premises

However, these costs remain fixed only if the capacity for each of these resources is not exceeded when additional cameras are added to the system. If this occurs, then the fixed cost must increase.

For instance, one operator can reasonably be expected to monitor only a finite number of cameras and if this number is exceeded then another operator must be employed. A similar impact is noticeable with other fixed costs such as premises. Some CCTV systems were incorporated into already existing control rooms, whereas others exceeded capacity and needed to be installed in completely new control rooms.

Within the control rooms evaluated, there was a wide variation in a number of key aspects:

- the ratio of new to old cameras;
- whether or not individual control rooms were nearing resource capacity before the new system was installed;
- the size of resource capacity (the operator to camera ratio varied considerably between projects, as did the size of premises).

Therefore the point at which these reach threshold capacity is not predictable and is extremely project-dependent. Consequently, the marginal cost of monitoring a camera is erratic and bears little relationship to the actual number of cameras installed. Thus average costs spread over the cost of the whole control room were selected and associated qualitative information on aspects such as the number of operators and number of cameras was also collected and used to identify significant differences in costs between projects.

There were, however, a number of additional factors that impacted on measured costs and had to be accounted for qualitatively. There was, for example, considerable variation in the number of hours a control room was monitored and the number of monitors within the control room.

## Equipment costs

The types of equipment included

- cameras
- columns
- infrared lamps on cameras
- cabling (fibre-optic)
- electricity supplies
- telemetry

Other items of expenditure incorporated within this subheading were the associated labour and maintenance costs of the installed equipment.

Additionally, control room equipment, i.e. monitors, VCRs/PCs, control panel(s) were also added to the database within this category. These particular costs varied significantly across projects depending on the size of the control room, the size of the system being incorporated, the type of recording system (analogue/digital) and, most importantly, whether there was already a control room established or not.

For mobile systems, further equipment costs in the form of vehicles to house the system and specialist equipment to deal with moving cameras was also recorded.

The expected lifetime of equipment items were pre determined within the data collection Toolkit. It has been assumed that all aspects concerned with the camera equipment have a lifespan of up to ten years. In general, control room equipment was guaranteed for up to five years. In a number of instances it was not possible to separate out control room equipment from the overall contract, which included camera equipment, and these have been given an expected lifespan of ten years.

Although block contract costs were added to the database during the quarter in which the invoice became payable, the actual cost incurred at each point in time was estimated on the following basis:

$$\frac{\text{Monthly project activity}}{\text{Total project activity}} * \text{The total cost of the installation}$$

As already stated, each researcher developed a monthly calendar of action of key activities (e.g. installation of poles, live dates for cameras) covering the duration of the project. Therefore once all the utilised resources were known it was relatively straightforward to apportion a cost to each month, depending on the percentage of the activity that took place each month. This is of course an estimate of spend over time, but does relate to actual activity quite well.

## Modelled costs

The total set-up and ongoing costs for each project were derived from the High-Level Intervention Input Report function within the data collection Toolkit (see Appendix C). The same report was also used to identify the largest cost drivers within each project, using the main data collection categories (personnel, equipment, other etc.), and the timescale in which these were incurred. It was also possible to provide information on the percentage of total costs funded by the CRP compared with the percentage levered in from other public and private sources.

Since the timing of project activities and expenditures was not identical across projects, all costs were expressed in present value terms and at constant 1999 (Quarter 1) prices. Quarter 1 1999 was chosen as the base so that the input data could be compared with the cost of crime data, which are also expressed in 1999 prices.

In addition to reporting the total costs as actually incurred by each project, an alternative measure of cost taking into account that the principal cost driver, namely CCTV equipment, has a lifespan considerably greater than the evaluation period was also calculated. Generally, benefits in terms of reduction in crime and fear of crime were estimated over the 12 months following projects going 'live'. The underlying assumption with respect to CCTV equipment is that it will have a lifespan of around ten years and therefore will continue to produce benefits over this time.

## Cost-effectiveness analysis

The methodologies used with respect to the measurement of the effectiveness of projects are detailed above. For those where the CCTV project was estimated to have positively impacted (i.e. reduced crime and or the fear of crime) a cost per unit of outcome was calculated.

Although a consistent measure of crime was used across all projects, namely the category 'all relevant crime' (see Table 2.1), within the relative effect size estimates, the results only indicated a statistically significant outcome and not the number of crimes prevented. To calculate the number of crimes prevented, the relative effect sizes were inverted to provide a percentage figure for the decrease in crime in the target area compared to the control. This percentage was then converted into a number of crimes based on the number that occurred in the before implementation period.

### Example of crimes prevented

|              | Number of crimes in<br>12 months |
|--------------|----------------------------------|
| Target area  |                                  |
| Before (a)   | 1,526                            |
| After (b)    | 1,098                            |
| Control area |                                  |
| Before (c)   | 36,496                           |
| After (d)    | 36,312                           |

$$\text{Percentage change in crime in target area} = 1 - (1,098/1,526) / (36,496/36,312) \\ = 28.4$$

$$\text{Crimes prevented over 12 months} = 0.284 * 1,526 = 433$$

### Cost-benefit analysis

Since no monetary values were available with respect to all possible outcomes, the cost-benefit analysis concentrated solely on the costs and benefits to society of reducing crime. As the overall crime category used within the analysis incorporated a large number of different crime types, it was first necessary to estimate the number of each crime type before and after implementation. Each category was then given a weight depending upon the cost to society of a crime being committed, based upon Brand and Price (2000). The comparison of costs and benefits results in a ratio value, with values greater than one indicating that the monetary value of the benefits outweighs the costs of implementing and running the project.

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# Appendix A: Town and city-centre post-implementation questionnaire

**SHIFT NUMBER:**

|  |  |
|--|--|
|  |  |
|--|--|

**INTERVIEW NUMBER:**

|  |  |
|--|--|
|  |  |
|--|--|

**START TIME (24 HR CLOCK):**

|  |  |
|--|--|
|  |  |
|--|--|

**INTRODUCTION:**

Good morning/afternoon/evening. My name is.... from an independent research agency called Marketing Sciences. We've been commissioned by Leicester University to carry out a survey of people in *Name of town centre*, about their experiences of crime and opinions of CCTV. The interview takes about 10 minutes. All the information collected is confidential and the results will not identify individuals.

**SHOW MAP**

Q1 Firstly, is your home in this area of the town centre? **N.B. ONLY CODE "YES" IF LIVES WITHIN AREA SHOWN**

Yes..... 1  
No..... 2

**READ OUT FOR ALL (REGARDLESS OF WHERE LIVE):**

I'd like to ask you some questions about your use of *Name of town centre* during the daytime. By "town centre" I mean only the area shown on the map **(SHOW MAP AGAIN)**

**SHOW CARD A**

Q2 How often do you come into or pass through *Name of town centre* during daylight? **N.B. CAN BE MAINLY IN A CAR/ON A BUS AS LONG AS GET OUT IN TOWN CENTRE AT SOME POINT**

Every day/7 days a week..... 1  
2-6 times a week..... 2  
Once a week ..... 3  
  
Once or twice a month..... 4  
Less often/rarely/once only ..... 5  
(Don't know) ..... 6

**SHOW CARD B**

Q3 When you are in the town centre during daylight, what are the usual reasons for you being there? **CODE ALL MENTIONED**

Shopping ..... 1  
Working..... 2  
Attending school or college..... 3  
Travelling to or from home..... 4  
Visiting friends/relatives..... 5  
Visiting a cinema ..... 6  
Visiting a restaurant ..... 7  
Visiting a pub ..... 8  
Other (WRITE IN AND CODE 9) ..... 9

ASK ALL

Q4 Have you owned or had use of a car or van for any part of the last year?

Yes ..... 1 **ASK Q5**  
No..... 2 ..... **GO TO Q6**

**SHOW CARD C**

Q5 How often do you park a car in the town centre during daylight? **N.B. CAN BE AS A PASSENGER**

|                                    |   |
|------------------------------------|---|
| Every day/7 days a week .....      | 1 |
| 2-6 times a week .....             | 2 |
| Once a week .....                  | 3 |
| Once or twice a month .....        | 4 |
| Less often/rarely/first time ..... | 5 |
| Never .....                        | 6 |
| (Don't know) .....                 | 7 |

**ASK ALL**  
**SHOW CARD D**

Q6 In general, how safe do you feel in *Name of town centre* during daylight?

|                              |   |
|------------------------------|---|
| Very safe .....              | 1 |
| Fairly safe .....            | 2 |
| Neither safe nor unsafe..... | 3 |
| Fairly unsafe .....          | 4 |
| Very unsafe .....            | 5 |
| (Don't know) .....           | 6 |

**SHOW CARD E**

Q7 When you are in the town centre during daylight, how much, if at all, do you worry that you will be the victim of a crime?

|                         |   |
|-------------------------|---|
| Worry all the time..... | 1 |
| Often worry .....       | 2 |
| Sometimes worry.....    | 3 |
| Hardly ever worry.....  | 4 |
| Never worry.....        | 5 |
| (Don't know) .....      | 6 |

**READ OUT:**

For the next question, please imagine you are by yourself.

Q8a By yourself in daylight, are there certain places in *Name of town centre* you avoid?

|          |   |
|----------|---|
| Yes..... | 1 |
| No.....  | 2 |

**ASK Q8b**  
**GO TO**  
**“READ OUT”**  
**ABOVE Q9**

**(ASK IF "YES" AT Q8a)**

**SHOW MAP**

Q8b Where do you avoid during daylight? **WRITE IN ANSWER. PROMPT:** Where else?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SHOW CARD F**

Q8c Why do you avoid this/these place(s) during daylight? **CODE ALL MENTIONED BELOW**

**IF MORE THAN ONE REASON GIVEN AT Q8c, ASK Q8d**

**REST, GO TO Q9**

**STILL SHOWING CARD F**

Q8d Which one of these is the main reason you avoid this/these place(s) during daylight? **CODE**

**ONE ONLY**

|   | <b>Q8c - ALL</b> | <b>Q8d - MAIN</b> |
|---|------------------|-------------------|
| I could be physically attacked.....                                 | 01.....          | 01                |
| I could be physically threatened .....                              | 02.....          | 02                |
| I could be verbally abused or harassed.....                         | 03.....          | 03                |
| My car might be damaged or stolen.....                              | 04.....          | 04                |
| Someone might see me .....  | 05.....          | 05                |
| Someone might be watching me .....                                  | 06.....          | 06                |
| Someone might follow me.....  | 07.....          | 07                |
| Someone might steal something from me .....                         | 08.....          | 08                |
| I've had a bad experience there before .....                        | 09.....          | 09                |
| It's too dark.....  | 10.....          | 10                |
| There are needles or other left-overs of drug use lying there ..... | 11.....          | 11                |
| There are condoms lying there .....                                 | 12.....          | 12                |
| It's too isolated.....  | 13.....          | 13                |
| There aren't enough people .....                                    | 14.....          | 14                |
| There are too many people .....                                     | 15.....          | 15                |
| Young people gather there.....                                      | 16.....          | 16                |
| Drunk people gather there .....                                     | 17.....          | 17                |
| Drug users gather there .....                                       | 18.....          | 18                |
| Vandals and trouble makers gather there.....                        | 19.....          | 19                |
| Because of the people who gather there generally.....               | 20.....          | 20                |
| It's a rough area, it has a bad reputation .....                    | 21.....          | 21                |
| Other reason (WRITE IN AND CODE 22) .....                           | 22.....          | 22                |

**READ OUT FOR ALL:**

Now I would like to ask some similar questions about your use of the town centre after dark.

**SHOW CARD G**

Q9 How often do you come into or pass through *Name of town centre* after dark? **N.B. CAN BE MAINLY IN A CAR/ON A BUS AS LONG AS GET OUT IN TOWN CENTRE AT SOME POINT**

Every day/7 days a week..... 1

- 2-6 times a week.....2
- Once a week .....3
- Once or twice a month.....4
- GO TO Q10**
- Less often/rarely/once only .....5
- Never.....6
- GO TO Q14c**
  
- (Don't know) .....7
- GO TO Q10**

**SHOW CARD H**

Q10 When you are in the town centre after dark, what are the usual reasons you are there?  
**CODE ALL MENTIONED**

- Shopping.....1
- Working.....2
- Travelling to or from home .....3
- Visiting friends/relatives .....4
- Visiting a cinema .....5
- Visiting a restaurant.....6
- Visiting a pub .....7
- Visiting a nightclub.....8
- Other (WRITE IN AND CODE 9) .....9

**CHECK BACK TO Q4:**

**IF "YES" (HAD USE OF CAR/VAN IN LAST YEAR), ASK Q11**

**REST, GO TO Q12**

**SHOW CARD J**

Q11 How often do you park a car in the town centre after dark? **N.B. CAN BE AS A PASSENGER**

- Every day/7 days a week .....1
- 2-6 times a week .....2
- Once a week .....3
- Once or twice a month .....4
- Less often/rarely/once only .....5
- Never .....6
- (Don't know) .....7

**(ASK IF USE TOWN CENTRE AFTER DARK)**

**SHOW CARD K**

Q12 In general, how safe do you feel in *Name of town centre* after dark?

- Very safe .....1
- Fairly safe .....2
- Neither safe nor unsafe.....3
- Fairly unsafe .....4
- Very unsafe .....5
- (Don't know) .....6

**SHOW CARD L**

Q13 When you are in *Name of town centre* after dark, how much, if at all, do you worry that you will be the victim of a crime?

- Worry all the time.....1
- Often worry .....2
- Sometimes worry .....3

Hardly ever worry.....4  
Never worry.....5  
(Don't know) .....6

**READ OUT:**

For the next question, please imagine you are on your own.

Q14a On your own after dark, are there certain places in *Name of town centre* you avoid?

**N.B. IF SAYS WOULD NEVER BE IN TOWN CENTRE ON OWN AFTER DARK, SAY:** "Let's imagine you were on your own after dark, would there be places in the town centre you avoided?"

Yes..... 1  
No..... 2

**ASK Q14b  
GO TO Q15**

**SHOW MAP**

Q14b Where do you avoid after dark? **WRITE IN ANSWER. PROMPT:** Where else?

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**NOW ASK Q14c WORDING 1**

Wording  
one

**SHOW CARD M**

Q14c Why do you avoid this/these place(s) after dark? **CODE ALL MENTIONED**

**OR:**

Wording  
two

**SHOW CARD M**

Q14c Why do you never go into or pass through the town centre after dark? **CODE ALL MENTIONED**

**IF MORE THAN ONE REASON GIVEN AT Q14c, ASK Q14d  
REST, GO TO Q15**

**STILL SHOWING CARD M**

Q14d Which one of these is the main reason? **CODE ONE ONLY**

**Q14c  
Q14d  
ALL  
MAIN**

- I could be physically attacked.....01..... 01
- I could be physically threatened .....02..... 02
- I could be verbally abused or harassed.....03..... 03
- My car might be damaged or stolen.....04..... 04
- Someone might see me .....05..... 05
- Someone might be watching me .....06..... 06
- Someone might follow me.....07..... 07
- Someone might steal something from me .....08..... 08
- I've had a bad experience there before .....09..... 09
- It's too dark.....10..... 10
- There are needles or other left-overs of drug use lying there .....11..... 11
- There are condoms lying there .....12..... 12
- It's too isolated.....13..... 13
- There aren't enough people .....14..... 14
- There are too many people .....15..... 15
- Young people gather there.....16..... 16
- Drunk people gather there .....17..... 17
- Drug users gather there .....18..... 18
- Vandals and trouble makers gather there.....19..... 19
- Because of the people who gather there generally.....20..... 20
- It's a rough area, it has a bad reputation .....21..... 21
- Don't go out at all/anywhere after dark.....22..... 22
- Have no need to come into/pass through town centre after dark.....23..... 23
- Other reason (WRITE IN AND CODE 24) .....24..... 24

**ASK ALL**

**SHOW CARD N**

Q15 For each of the things I read out, I'd like you to tell me if they are a problem in *Name of town* centre. **READ OUT EACH IN TURN AND CODE ONE ANSWER PER ITEM. ROTATE AND TICK START.**

| ✓<br>START |   | Very big problem | Fairly big problem | Not a very big problem | Not a problem at all | (Don't know) |
|------------|---|------------------|--------------------|------------------------|----------------------|--------------|
|            | Groups of young people hanging around in the street                                       | 1                | 2                  | 3                      | 4                    | 5            |
|            | People using or dealing in drugs  | 1                | 2                  | 3                      | 4                    | 5            |
|            | Drunken disorderly people   | 1                | 2                  | 3                      | 4                    | 5            |
|            | People being pestered, insulted or harassed   | 1                | 2                  | 3                      | 4                    | 5            |
|            | People being assaulted  | 1                | 2                  | 3                      | 4                    | 5            |
|            | People being robbed where this means having your property stolen under threat of violence | 1                | 2                  | 3                      | 4                    | 5            |
|            | People stealing or breaking into cars   | 1                | 2                  | 3                      | 4                    | 5            |
|            | People being burgled  | 1                | 2                  | 3                      | 4                    | 5            |
|            | People being attacked or harassed because of their skin colour, ethnic origin or religion | 1                | 2                  | 3                      | 4                    | 5            |
|            | People damaging or vandalising property   | 1                | 2                  | 3                      | 4                    | 5            |
|            | Crime rates generally   | 1                | 2                  | 3                      | 4                    | 5            |

**N.B. RETURN TO TOP OF GRID !!**

**ASK ALL – SHOW MAP**

Q16a I am now going to ask you whether you have been victimised in *Name of town centre* within the last 12 months. Remember, that’s the area on this map. I will run through a number of possible incidents, ask whether you have been a victim of them and, if so, whether this happened in daylight or after dark.

**READ OUT EACH IN TURN FROM GRID BELOW AND CODE ONE ANSWER PER ITEM. FOR EACH ANSWER OF YES, ASK Q16b IMMEDIATELY BEFORE MOVING ON TO NEXT ITEM**

Q16b When did this/these incident(s) happen – during daylight or after dark? **CODE ONE ONLY. IF INCIDENTS DURING DAYLIGHT AND DARK CODE “BOTH”.**

| ITEMS TO READ OUT<br>↓   | Q16a Happened? |     | Q16b When did this/these incidents happen – during daylight or after dark? CODE ONE ONLY |            |      |                  |
|--|----------------|-----|--|------------|------|------------------|
|  | No             | Yes | During daylight  | After dark | Both | (Can't remember) |
| In the last 12 months have you been pestered, insulted or harassed by anyone in <i>Name of town centre</i> ?                           | 0              | 1   | 1  | 2          | 3    | 4                |
| In the last 12 months have you been harassed by groups of young people in the street in <i>Name of town centre</i> ?                   | 0              | 1   | 1  | 2          | 3    | 4                |
| In the last 12 months have you been harassed by drunken disorderly people in the street?   | 0              | 1   | 1  | 2          | 3    | 4                |
| In the last 12 months have you been harassed by people using or dealing in illegal drugs?  | 0              | 1   | 1  | 2          | 3    | 4                |
| In the last 12 months have you been assaulted?   | 0              | 1   | 1  | 2          | 3    | 4                |
| In the last 12 months have you been robbed – this means having your property stolen under threat of violence?                          | 0              | 1   | 1  | 2          | 3    | 4                |
| In the last 12 months have you been attacked or harassed because of your skin colour, ethnic origin or religion?                       | 0              | 1   | 1  | 2          | 3    | 4                |
| <b>ONLY ASK NEXT ITEM IF HAS HAD USE OF CAR/VAN IN LAST YEAR (“YES” AT Q4)</b>   |                |     |  |            |      |                  |
| In the last 12 months has your car been stolen or broken into?   | 0              | 1   | 1  | 2          | 3    | 4                |
| <b>ONLY ASK NEXT 2 ITEMS IF HOME IS IN TOWN CENTRE (“YES” AT Q1)</b>   |                |     |  |            |      |                  |
| In the last 12 months have you been burgled – this means your property was stolen from your home by someone with no right to be there? | 0              | 1   | 1  | 2          | 3    | 4                |
| In the last 12 months has your property been damaged or vandalised?  | 0              | 1   | 1  | 2          | 3    | 4                |

**ASK ALL**

**SHOW CARD P**

Q17 In general, how well or badly lit is *Name of town centre*?

- Very well lit..... 1
- Quite well lit..... 2
- Neither well nor badly lit..... 3
- Quite badly lit ..... 4
- Very badly lit ..... 5
- (Don't know)..... 6

Q18 Are there CCTV cameras operating in *Name of town centre*?

- Yes ..... 1
- No ..... 2
- (Don't know) ..... 3

**ASK Q19**  
**GO TO Q20a**

**SHOW CARD R**

Q19 How did you get to know about these cameras? **CODE ALL MENTIONED**

- Saw signs ..... 01
- Local press ..... 02
- Local newsletter ..... 03
- Saw the poles ..... 04
- Saw the cameras ..... 05
- Word of mouth ..... 06
- I got caught on them..... 07
- Other (WRITE IN AND CODE 08)..... 08

**ASK ALL**

**SHOW CARD S**

Q20a In general, how do you feel about having CCTV cameras in *Name of town centre*?

- Very **un**happy..... 1
- Fairly **un**happy..... 2
- Neither happy nor unhappy ..... 3
- Fairly happy..... 4
- Very happy..... 5

Q20b Why do you say that? **PROBE FULLY**

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**IF "YES" AT Q18, ASK Q21a**

**REST ("NO" OR "DON'T KNOW" AT Q18), SKIP TO Q24**

**SHOW CARD S AGAIN**

Q21a How would you feel if more CCTV cameras were put up in *Name of town centre*?

- Very **un**happy..... 1
- Fairly **un**happy..... 2
- Neither happy nor unhappy ..... 3

Fairly happy..... 4  
 Very happy..... 5

Q21b Why do you say that? **PROBE FULLY**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Q22a Are you aware of any publicity about the CCTV cameras that have been put up in *Name of town centre*?

Yes ..... 1      **ASK Q22b-c**  
 No..... 2      **GO TO Q23**  
 (Don't know) ..... 3

**SHOW CARD T**

Q22b Where did you see or hear this publicity? **CODE ALL MENTIONED**

- Local newsletter.....01
- Local press .....02
- National press.....03
- Local radio .....04
- National radio .....05
- Local TV.....06
- National TV.....07
- Internet .....08
- Other (WRITE IN AND CODE 09).....09

Q22c What did it say? **PROBE FULLY**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**(ASK IF "YES" AT Q18)**

**SHOW CARD V**

Q23 I am going to read out a list of things that may have happened since CCTV was installed in *Name of town centre*. I'd like you to tell me how much you agree or disagree with each. **READ OUT EACH IN TURN AND CODE ONE ANSWER PER ITEM**

|   | Agree strongly | Agree | Neither agree or disagree | Disagree | Disagree strongly | (Don't know) |
|---|----------------|-------|---------------------------|----------|-------------------|--------------|
| With CCTV in <i>Name of town centre</i> , the level of crime generally has got lower  | 1              | 2     | 3                         | 4        | 5                 | 6            |
| <b>CCTV makes a difference to where I walk or drive in <i>Name of town centre</i></b> | 1              | 2     | 3                         | 4        | 5                 | 6            |
| CCTV in <i>Name of town centre</i> is an invasion of people's privacy                 | 1              | 2     | 3                         | 4        | 5                 | 6            |

**ASK ALL**

Q24 Thinking about up-to-date CCTV cameras installed in public areas, I'd like you to tell me whether you think each of these sentences is true or false. **READ OUT EACH IN TURN AND CODE ONE ANSWER PER ITEM. ROTATE AND TICK START.**

✓  
START

|   | True | False | (Don't know/unsure) |
|---|------|-------|---------------------|
| The cameras can zoom to extreme close-up  | 1    | 2     | 3                   |
| The cameras can take colour pictures  | 1    | 2     | 3                   |
| The cameras can be hidden   | 1    | 2     | 3                   |
| The cameras can take pictures in the dark   | 1    | 2     | 3                   |
| The cameras can take still photographs  | 1    | 2     | 3                   |
| The cameras can take very clear, good quality pictures                                      | 1    | 2     | 3                   |
| The cameras can be activated to track somebody moving in front of them                      | 1    | 2     | 3                   |
| The cameras are watched all the time  | 1    | 2     | 3                   |
| The cameras can send an alarm signal when they are vandalised or the picture is interrupted | 1    | 2     | 3                   |
| The cameras can see through people's drawn curtains if the lights are on inside             | 1    | 2     | 3                   |

**ASK ALL  
SHOW CARD W**

**N.B. RETURN TO TOP OF GRID !!**

Q25 Which of these best describes your current situation? **CODE ONE ONLY**

- Full-time employee (30+ hours per week)..... 01
- Part-time employee (less than 30 hours per week)..... 02
- Self-employed..... 03
- Unemployed..... 04
- Full-time student..... 05
- Part-time student..... 06
- Fully retired..... 07
- Full-time housework (no paid job) ..... 08
- Long-term sick/disabled ..... 09
- Other (WRITE IN AND CODE 10)..... 10

Q26 Do you consider yourself disabled in any way?

Yes..... 1  
No ..... 2

Q27 What age are you?

**WRITE IN AGE:** \_\_\_\_\_ **OR:** Refused XX

**SHOW CARD X**

Q28 Which of these best describes your ethnic origin? Just read out the code beside the appropriate category.  
**CODE ONE ONLY**

- White British..... 01
  - White Irish ..... 02
  - Any other White background (WRITE IN AND CODE 03).....03
  
  - Black Caribbean..... 04
  - Black African..... 05
  - Any other Black background (WRITE IN AND CODE 06) ..... 06
  
  - Indian ..... 07
  - Pakistani..... 08
  - Bangladeshi ..... 09
  - Any other Asian background (WRITE IN AND CODE 10)..... 10
  
  - Chinese ..... 11
  - Other ethnic group (WRITE IN AND CODE 12)..... 12
- 

**ASK ALL**

Q29 CODE GENDER OF RESPONDENT

- Male..... 1
- Female ..... 2

Q30 Can I just check, are you the main income earner in your household?

- Yes, am main income earner ..... 1 **THANK AND CLOSE  
(COMPLETE DETAILS  
AT END OF Q'AIRE)**
- No, am not main income earner ..... 2 **ASK Q31a & b**

**SHOW CARD Y**

Q31a What is the main income earner's relationship to you? **CODE ONE ONLY**

The main income earner is my...

- Spouse ..... 01
  - Partner..... 02
  - Mother ..... 03
  - Father ..... 04
  - Daughter ..... 05
  - Step-daughter..... 06
  - Son..... 07
  - Step-son ..... 08
  - Grandson..... 09
  - Granddaughter ..... 10
  - Landlady ..... 11
  - Landlord..... 12
  - Son-in-law ..... 13
  - Daughter-in-law ..... 14
  - Other (WRITE IN AND CODE 15) ..... 15
- 

**SHOW CARD Z**

Q31b Which of these best describes the main income earner's current situation? **CODE ONE ONLY**

|  |    |
|--|----|
| Full-time employee (30+ hours per week) .....          | 01 |
| Part-time employee (less than 30 hours per week) ..... | 02 |
| Self-employed.....                                     | 03 |
| Unemployed.....  | 04 |
| Full-time student.....                                 | 05 |
| Part-time student .....                                | 06 |
| Fully retired .....                                    | 07 |
| Full-time housework (no paid job) .....                | 08 |
| Long-term sick/disabled.....                           | 09 |
| Other (WRITE IN AND CODE 10) .....                     | 10 |

**THANK AND CLOSE. COMPLETE DETAILS OVERLEAF.**

**COMPLETE FOR ALL (IN CAPITALS):**

NAME: MR/MRS/MISS \_\_\_\_\_  
(FIRST NAME AND SURNAME)

ADDRESS: \_\_\_\_\_

\_\_\_\_\_ POSTCODE \_\_\_\_\_

PHONE NO. INC. DIALLING CODE ( \_\_\_\_\_ ) \_\_\_\_\_

**DAY OF INTERVIEW:**

- Monday ..... 1
- Tuesday..... 2
- Wednesday..... 3
- Thursday..... 4
- Friday..... 5
- Saturday..... 6
- Sunday ..... 7

**FINISH TIME (24 HOUR CLOCK):**

|  |  |  |  |   |
|--|--|--|--|---|
|  |  |  |  | : |
|--|--|--|--|---|

**INTERVIEWER DECLARATION**

I certify that this is a true record of an interview for this survey, carried out according to Marketing Sciences' instructions and within the MRS Code of Conduct.

SIGNATURE: \_\_\_\_\_

INTERVIEWER NAME: \_\_\_\_\_

INTERVIEWER NUMBER: \_\_\_\_\_ DATE: \_\_\_\_\_

# Appendix B. Residential post-implementation questionnaire

RESPONDENT NAME: \_\_\_\_\_ ADDRESS NO. 

|  |  |  |
|--|--|--|
|  |  |  |
|--|--|--|

**ASK ALL**

Q1 How long have you lived at this address? **WRITE IN YEARS AND/OR MONTHS USING LEADING ZERO(S) AS APPROPRIATE**

|  |  |
|--|--|
|  |  |
|--|--|

 YEARS AND/OR 
 

|  |  |
|--|--|
|  |  |
|--|--|

 MO MONTHS

Q2 And how long have you lived in the *name of area*? **WRITE IN YEARS AND/OR MONTHS USING LEADING ZERO(S) AS APPROPRIATE**

|  |  |
|--|--|
|  |  |
|--|--|

 YEARS AND/OR 
 

|  |  |
|--|--|
|  |  |
|--|--|

 MO MONTHS

**SHOW CARD A**

Q3 How would you rate your quality of life over the last year?

- Very good ..... 1
- Fairly good ..... 2
- Not especially good or bad ..... 3
- Fairly bad ..... 4
- Very bad ..... 5
- (Don't know) ..... 6

Q4 In the last year, what kinds of good and bad things have been affecting your quality of life? **PROBE FULLY**

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Q5 Would you say that the *name of area* is...**READ OUT BOTH OPTIONS AND CODE ONE ONLY...**

- ...a pleasant place to live ..... 1
- ...or not a pleasant place to live?..... 2
- (Don't know) ..... 3

**ASK ALL**

Q6a What are the good things about life in the *name of area*? **PROBE FULLY**

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OR: Nothing good ..... 99

Q6b What are the bad things about life in *name of area*? **PROBE FULLY**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

OR: Nothing bad ..... 99

**SHOW CARD B**

Q7 In general, how safe do you feel in *name of area*?

- Very safe ..... 1
- Fairly safe ..... 2
- Neither safe nor unsafe ..... 3
- Fairly unsafe..... 4
- Very unsafe ..... 5
- (Don't know) ..... 6

**STILL SHOWING CARD B**

Q8a In general, how safe do you feel alone in your home during the day?

- Very safe ..... 1
- Fairly safe ..... 2
- Neither safe nor unsafe ..... 3
- Fairly unsafe..... 4
- Very unsafe ..... 5
- (Don't know) ..... 6
- (Am never alone in day) ..... 7

**STILL SHOWING CARD B**

Q8b In general, how safe do you feel alone in your home after dark?

- Very safe ..... 1
- Fairly safe ..... 2
- Neither safe nor unsafe ..... 3
- Fairly unsafe..... 4
- Very unsafe ..... 5
- (Don't know) ..... 6
- (Am never alone after dark) ..... 7

**ASK ALL**

Q9a In daylight, are there certain places in *name of area* you avoid?

- Yes..... 1 **ASK Q9b**
- No ..... 2 **GO TO Q10a**

**SHOW MAP**

Q9b Where do you avoid during daylight? **WRITE IN ANSWER AND ENTER GRID REFERENCES FROM MAP INTO BOXES. PROMPT: Where else?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**GRID REFERENCES (ENTER UP TO 4):**



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**GRID REFERENCES (ENTER UP TO 4):**

| REFERENCE 1 |        | REFERENCE 2 |        | REFERENCE 3 |        | REFERENCE 4 |        |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|
| letter      | number | letter      | number | letter      | number | letter      | number |
|             |        |             |        |             |        |             |        |

**(IF AVOID PLACES WHEN DARK)**

**SHOW CARD C**

Q10c Why do you avoid this/these place(s) when it is dark? **CODE ALL MENTIONED**

**IF MORE THAN ONE REASON GIVEN AT Q10c, ASK Q10d**

**REST, GO TO Q11**

Q10d Which one of these is the main reason you avoid this/these place(s) when it is dark? **CODE ONE ONLY**

|   | Q 10c ALL<br>REASONS | Q10d MAIN<br>REASONS |
|---|----------------------|----------------------|
| I could be physically attacked .....                                | 01                   | 01                   |
| I could be physically threatened.....                               | 02                   | 02                   |
| I could be verbally abused or harassed .....                        | 03                   | 03                   |
| My car might be damaged or stolen .....                             | 04                   | 04                   |
| Someone might see me .....  | 05                   | 05                   |
| Someone might be watching me.....                                   | 06                   | 06                   |
| Someone might follow me .....                                       | 07                   | 07                   |
| Someone might steal something from me.....                          | 08                   | 08                   |
| I've had a bad experience there before .....                        | 09                   | 09                   |
| It's too dark .....   | 10                   | 10                   |
| It's too dirty .....  | 11                   | 11                   |
| There are needles or other left-overs of drug use lying there ..... | 12                   | 12                   |
| There are condoms lying there .....                                 | 13                   | 13                   |
| It's too isolated .....   | 14                   | 14                   |
| There aren't enough people .....                                    | 15                   | 15                   |
| There are too many people .....                                     | 16                   | 16                   |
| Young people gather there .....                                     | 17                   | 17                   |
| Drunk people gather there.....                                      | 18                   | 18                   |
| Drug users gather there .....                                       | 19                   | 19                   |
| Vandals and trouble makers gather there.....                        | 20                   | 20                   |

Because of the people who gather there generally .....21 .....21  
 It's a rough part of the estate, it has a bad reputation.....22 .....22  
 Other reason (WRITE IN AND CODE 23) .....23 .....23

**ASK ALL**  
**SHOW CARD D**

Q11 In general, how much, if at all, do you worry that you or other people in your household will be victims of crime?

Worry all the time ..... 1  
 Often worry .....2  
 Sometimes worry.....3  
 Hardly ever worry .....4  
 Never worry .....5  
 (Don't know) .....6

**SHOW CARD E**

Q12 For each of the things I read out, I'd like you to tell me how much of a problem they are in *name of area*.  
**READ OUT EACH IN TURN AND CODE ONE ANSWER PER ITEM. ROTATE AND TICK START.**

✓  
**START**

|   | Very big problem | Fairly big problem | Not a very big problem | Not a problem at all | (Don't know) |
|---|------------------|--------------------|------------------------|----------------------|--------------|
| Groups of young people hanging around in the street                                       | 1                | 2                  | 3                      | 4                    | 5            |
| People using or dealing in drugs  | 1                | 2                  | 3                      | 4                    | 5            |
| Drunken disorderly people   | 1                | 2                  | 3                      | 4                    | 5            |
| People being pestered, insulted or harassed   | 1                | 2                  | 3                      | 4                    | 5            |
| People being assaulted  | 1                | 2                  | 3                      | 4                    | 5            |
| People being robbed where this means having your property stolen under threat of violence | 1                | 2                  | 3                      | 4                    | 5            |
| People stealing or breaking into cars   | 1                | 2                  | 3                      | 4                    | 5            |
| People being burgled  | 1                | 2                  | 3                      | 4                    | 5            |
| People being attacked or harassed because of their skin colour, ethnic origin or religion | 1                | 2                  | 3                      | 4                    | 5            |
| People damaging or vandalising property   | 1                | 2                  | 3                      | 4                    | 5            |

**N.B. RETURN TO TOP OF GRID !!**

**ASK ALL**

Q13a I am now going to ask you whether you have been victimised in *name of area* within the last 12 months. I will run through a number of possible incidents, ask whether you have been a victim of them and, if so, how many times. **READ OUT EACH IN TURN FROM GRID BELOW AND CODE ONE ANSWER PER ITEM.**

**FOR EACH ANSWER OF YES, ASK Q13b TO Q13d IMMEDIATELY BEFORE MOVING TO NEXT ITEM**

Q13b How many times? **ENTER NUMBER INTO BOXES USING LEADING ZERO IF NECESSARY**

Q13c When did this/these incident(s) happen – during daylight or after dark? **CODE ONE ONLY. IF INCIDENTS DURING BOTH DAYLIGHT AND DARK CODE “BOTH”.**

**SHOW MAP**

Q13d Where in *name of area* did it/they happen? **WRITE IN ANSWER AND ENTER GRID REFERENCES FROM MAP INTO BOXES**

| ITEMS TO READ OUT   | Q13a Happened ? |     | Q13b How many times?<br><br>No. of times<br><input type="text"/> <input type="text"/><br><br>(Can't remember/ don't | Q13c When did this/these incidents happen – during daylight or after dark? CODE ONE ONLY |            |      |                  | Q13d Where in <i>name of area</i> did it/they happen? (WRITE IN AND ENTER GRID REFERENCES FROM MAP)   |
|---|-----------------|-----|---|--|------------|------|------------------|---|
|   | No              | Yes |   | During daylight  | After dark | Both | (Can't remember) |   |
| In the last 12 months have you been pestered, insulted or harassed by anyone?         | 0               | 1   | No. of times<br><input type="text"/> <input type="text"/><br><br>(Can't remember/ don't                             | 1  | 2          | 3    | 4                | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| In the last 12 months have you been harassed by groups of young people in the street? | 0               | 1   | No. of times<br><input type="text"/> <input type="text"/><br><br>(Can't remember/ don't know).....99                | 1  | 2          | 3    | 4                | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |

| ITEMS TO READ OUT<br>↓  | Q13a Happened? |     | Q13b How many times?   | Q13c When did this/these incidents happen – during daylight or after dark?<br>CODE ONE ONLY |            |      |                  | Q12d Where in <i>name of area</i> did it/they happen? (WRITE IN AND ENTER GRID REFERENCES FROM MAP)   |
|---|----------------|-----|--|---|------------|------|------------------|---|
|   | No             | Yes |  | During daylight   | After dark | Both | (Can't remember) |   |
| In the last 12 months have you been harassed by drunken disorderly people in the street?                      | 0              | 1   | No. of times<br><input type="text"/> <input type="text"/><br><br>(Can't remember/ don't              | 1   | 2          | 3    | 4                | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| In the last 12 months have you been harassed by people using or dealing in illegal drugs?                     | 0              | 1   | No. of times<br><input type="text"/> <input type="text"/><br><br>(Can't remember/ don't know).....99 | 1   | 2          | 3    | 4                | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| In the last 12 months have you been assaulted?  | 0              | 1   | No. of times<br><input type="text"/> <input type="text"/><br><br>(Can't remember/ don't know).....99 | 1   | 2          | 3    | 4                | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| In the last 12 months have you been robbed – this means having your property stolen under threat of violence? | 0              | 1   | No. of times<br><input type="text"/> <input type="text"/><br><br>(Can't remember/ don't know).....99 | 1   | 2          | 3    | 4                | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |

| ITEMS TO READ OUT<br>↓   | Q13a Happened? |     | Q13b How many times?  | Q13c When did this/these incidents happen – during daylight or after dark?<br>CODE ONE ONLY |            |      |                  | Q12d Where in name of area did it/they happen? (WRITE IN AND ENTER GRID REFERENCES FROM MAP)  |
|--|----------------|-----|---|---|------------|------|------------------|---|
|  | No             | Yes |   | During daylight   | After dark | Both | (Can't remember) |   |
| In the last 12 months has your car been stolen or broken into?   | 0              | 1   | No. of times<br><input type="text"/> <input type="text"/><br>(Can't remember/ don't know .....99) | 1   | 2          | 3    | 4                | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| In the last 12 months have you been burgled – this means your property was stolen from your home by someone with no right to be there? | 0              | 1   | No. of times<br><input type="text"/> <input type="text"/><br>(Can't remember/ don't know).....99  | 1   | 2          | 3    | 4                |   |
| In the last 12 months have you been attacked or harassed because of your skin colour, ethnic origin or religion?                       | 0              | 1   | No. of times<br><input type="text"/> <input type="text"/><br>(Can't remember/ don't know).....99  | 1   | 2          | 3    | 4                | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |

|   |   |   |   |   |   |   |   |  |
|---|---|---|---|---|---|---|---|--|
| In the last 12 months has your property been damaged or vandalised? | 0 | 1 | No. of times  | 1 | 2 | 3 | 4 |  |
|   |   |   | <input type="text"/> <input type="text"/><br>(Can't remember/<br>don't know).....99 |   |   |   |   |  |

**ASK ALL**

**SHOW CARD F**

Q14 In general, how well or badly lit is it in *name of area*?

- Very well lit ..... 1
- Quite well lit ..... 2
- Neither well nor badly lit ..... 3
- Quite badly lit ..... 4
- Very badly lit ..... 5
- (Don't know) ..... 6

Q15 In general, do you think that crime is a problem in *name of area*?

- Yes 1
- No 2

(Don't know) ..... 3

Q16 Are there CCTV cameras operating in *name of area*?

- Yes.....1
- No .....2
- (Don't know).....3

**ASK Q17a-b  
SKIP  
TO  
Q18a**

**IF "YES" AT QUESTION 16:**

**SHOW CARD G**

Q17a Where are the cameras operating? **CODE ALL MENTIONED**

- Next door ..... 01
- In this street ..... 02
- On the next street ..... 03
- Outside local shops..... 04
- Inside local shops ..... 05
- Other place (WRITE IN AND CODE 06) ..... 06

**SHOW CARD H**

Q17b How did you get to know about these cameras? **CODE ALL MENTIONED**

- Saw signs ..... 01
- Local press ..... 02
- Local newsletter ..... 03
- Saw the poles..... 04

|                                   |    |
|-----------------------------------|----|
| Saw the cameras.....              | 05 |
| Word of mouth.....                | 06 |
| I got caught on them .....        | 07 |
| Other (WRITE IN AND CODE 08)..... | 08 |

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**(IF “NO” OR “DON’T KNOW” AT Q16)**

**SHOW CARD J**

|      |  |                                |   |
|------|--|--------------------------------|---|
| Q18a | How would you feel if there were CCTV cameras on <i>name of area</i> ? | Very unhappy.....              | 1 |
|      |  | Fairly unhappy.....            | 2 |
|      |  | Neither happy nor unhappy..... | 3 |
|      |  | Fairly happy.....              | 4 |
|      |  | Very happy.....                | 5 |

Q18b Why do you say that? **PROBE FULLY**

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**NOW GO Q22**

**IF “YES” TO Q16**

**SHOW CARD J**

|      |   |                                |   |
|------|---|--------------------------------|---|
| Q19a | How do you feel about the CCTV cameras that have been put up on <i>name of area</i> ? | Very unhappy.....              | 1 |
|      |   | Fairly unhappy.....            | 2 |
|      |   | Neither happy nor unhappy..... | 3 |
|      |   | Fairly happy.....              | 4 |
|      |   | Very happy.....                | 5 |

Q19b Why do you say that? **PROBE FULLY**

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**SHOW CARD J**

|      |                            |                   |   |
|------|----------------------------|-------------------|---|
| Q20a | How would you feel if more | Very unhappy..... | 1 |
|------|----------------------------|-------------------|---|

CCTV cameras were put up  
in *name of area*?

Fairly unhappy..... 2  
Neither happy nor unhappy..... 3  
Fairly happy..... 4  
Very happy..... 5

Q20b Why do you say that? **PROBE FULLY**

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Q21 I am going to read out a list of ways that CCTV could have had an impact in XXXX in the last year. I'd like you to tell me how much you agree or disagree with each.  
**READ OUT EACH IN TURN AND CODE ONE ANSWER PER ITEM. ROTATE AND TICK START POINT**

**SHOW CARD K**

| ✓<br>START  | Agree<br>strongly | Agree | Neither<br>agree nor<br>disagree | Disagree | Disagree<br>strongly | (Don't<br>know) | (N/A) |
|---|-------------------|-------|----------------------------------|----------|----------------------|-----------------|-------|
| People have reported more incidents to the police because the CCTV can be used as evidence        | 1                 | 2     | 3                                | 4        | 5                    | 6               | 7     |
| With CCTV on the estate, the police have responded to events more quickly overall                 | 1                 | 2     | 3                                | 4        | 5                    | 6               | 7     |
| It makes the area look like a problem area  | 1                 | 2     | 3                                | 4        | 5                    | 6               | 7     |
| With CCTV on the estate, the number of young people hanging around on the streets has got smaller | 1                 | 2     | 3                                | 4        | 5                    | 6               | 7     |
| It is an invasion of people's privacy   | 1                 | 2     | 3                                | 4        | 5                    | 6               | 7     |
| It has shifted crime off this estate to other areas, which is a good thing                        | 1                 | 2     | 3                                | 4        | 5                    | 6               | 7     |
| It has shifted crime off this estate to other areas, which is a bad thing                         | 1                 | 2     | 3                                | 4        | 5                    | 6               | 7     |
| It is being used to target certain groups such as young people or scruffy-looking people          | 1                 | 2     | 3                                | 4        | 5                    | 6               | 7     |
| With CCTV on the estate, the level of crime generally has got lower                               | 1                 | 2     | 3                                | 4        | 5                    | 6               | 7     |

**N.B. NOW RETURN TO TOP OF GRID**

Q22a With CCTV installed in *name of area*, do you think you go to places that you wouldn't go to before?

- Yes.....1 } **ASK Q20b-c**  
 No .....2 } **GO TO Q21a**  
 Not applicable (don't go out) .....3 }

**SHOW MAP**

Q22b Where do you go? **WRITE IN ANSWER AND ENTER GRID REFERENCES FROM MAP INTO BOXES. PROMPT:** Where else?

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**GRID REFERENCES (ENTER UP TO 4):**

| REFERENCE 1 |        | REFERENCE 2 |        | REFERENCE 3 |        | REFERENCE 4 |        |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|
| letter      | number | letter      | number | letter      | number | letter      | number |
|             |        |             |        |             |        |             |        |

**SHOW CARD L**

Q22c Why do you go to these places? **CODE ALL MENTIONED**

- No-one would physically attack me..... 01  
 No-one would physically threaten me..... 02  
 No-one would verbally abuse or harass me ..... 03  
 Young people, drunken people or drug users would stay away..... 04  
 My car would be safe from damage and theft ..... 05  
 If I was involved in an incident the police would come to help..... 06  
 If I was involved in an incident bystanders would be more likely to help me..... 07  
 If I was involved in an incident the offender would be more likely to get caught ..... 08  
 If I was involved in an incident there would be recorded evidence ..... 09  
 Other reason (WRITE IN AND CODE 10) ..... 10

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Q23a With CCTV now installed in *name of area*, do you think you have stopped going to places that you went to before?

- Yes.....1 } **ASK 21b-c**  
 No .....2 } **GO TO Q22**  
 Not applicable (don't go out) .....3 }

**SHOW MAP**

Q23b Where have you stopped going? **WRITE IN ANSWER AND ENTER GRID REFERENCES FROM MAP INTO BOXES. PROMPT:** Where else?

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**GRID REFERENCES (ENTER UP TO 4):**

| REFERENCE 1 |        | REFERENCE 2 |        | REFERENCE 3 |        | REFERENCE 4 |        |
|-------------|--------|-------------|--------|-------------|--------|-------------|--------|
| letter      | number | letter      | number | letter      | number | letter      | number |
|             |        |             |        |             |        |             |        |

**SHOW CARD M**

Q23c Why have you stopped going to these places? **CODE ALL MENTIONED**

- Some/all of my friends have stopped going there ..... 01
- I don't want people to be watching where I go ..... 02
- I don't want people to be watching what I do ..... 03
- I don't want people to be listening to what I'm saying ..... 04
- If CCTV cameras are installed it's a sure sign of a bad area ..... 04
- If I was involved in an incident, the police would automatically get involved ..... 05
- If I was involved in an incident, bystanders would be less likely to help ..... 06
- Some people would cause trouble to show off/challenge the cameras ..... 07
- Other reason (WRITE IN AND CODE 08)..... 08

**ASK ALL**

Q24 Thinking about up-to-date CCTV cameras installed in public areas, I'd like you to tell me whether you think each of these sentences is true or false. **READ OUT EACH IN TURN AND CODE ONE ANSWER PER ITEM. ROTATE AND TICK START.**

| ✓<br>START |   |      |       |                     |
|------------|---|------|-------|---------------------|
|            |   | True | False | (Don't know/unsure) |
|            | The cameras can zoom to extreme close-up  | 1    | 2     | 3                   |
|            | The cameras can take colour pictures      | 1    | 2     | 3                   |
|            | The cameras can be hidden                 | 1    | 2     | 3                   |
|            | The cameras can take pictures in the dark | 1    | 2     | 3                   |
|            | The cameras can take still photographs    | 1    | 2     | 3                   |
|            | The cameras can take real-time film       | 1    | 2     | 3                   |

|  |   |   |   |   |
|--|---|---|---|---|
|  | The cameras can take very clear, good quality pictures                                      | 1 | 2 | 3 |
|  | The cameras can be activated to track somebody moving in front of them                      | 1 | 2 | 3 |
|  | The cameras are watched all the time  | 1 | 2 | 3 |
|  | The cameras can send an alarm signal when they are vandalised or the picture is interrupted | 1 | 2 | 3 |
|  | The cameras can see through people's drawn curtains if the lights are on inside             | 1 | 2 | 3 |

**N.B. RETURN TO TOP OF GRID !!**

**SHOW CARD N**

Q25 Apart from locking your front door, how often do you take any security precautions when you go out of your home?

- ..... Every time
- 1 ..... Most times
- 2
- Often ..... 3
- Sometimes ..... 4
- Never ..... 5
- (Not applicable – don't go out) ..... 6

**SHOW CARD P**

Q26 Which of these best describes your current situation? **CODE ONE ONLY**

- Full-time employee (30+ hours per week) ..... 01
- Part-time employee (less than 30 hours per week) ..... 02
- Self-employed ..... 03
- Unemployed ..... 04
- Full-time student ..... 05
- Part-time student ..... 06
- Fully retired ..... 07
- Full-time housework (no paid job) ..... 08
- Long-term sick/disabled..... 09
- Other (WRITE IN AND CODE 10) ..... 10

Q27 Do you consider yourself disabled in any way?

- Yes ..... 1
- No ..... 2

Q28 What age are you?

**WRITE IN AGE:** \_\_\_\_\_ **OR:** Refused XX

**SHOW CARD Q**

Q29 Which of these best describes your ethnic origin? Just read out the code beside the appropriate category. **CODE ONE ONLY**

- White British..... 01
- White Irish..... 02
- Any other White background (WRITE IN AND CODE 03) ..... 03

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- Black Caribbean ..... 04
- Black African ..... 05
- Any other Black background (WRITE IN AND CODE 06) ..... 06

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- Indian..... 07
- Pakistani ..... 08
- Bangladeshi..... 09
- Any other Asian background (WRITE IN AND CODE 10) ..... 10

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- Chinese..... 11

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Q30 CODE GENDER OF RESPONDENT

- Male..... 1
- Female..... 2

**SHOW CARD R**

Q31 Which of these best describes your home? **CODE ONE ONLY**

- Rented from the local Housing Association..... 1
- Rented from the local Council..... 2
- Privately rented..... 3
- Owned with a mortgage ..... 4
- Owned outright ..... 5
- Other (WRITE IN AND CODE 6) ..... 6

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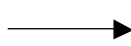
Q32 Have you owned or had use of a car or van for any part of the last year?

- Yes ..... 1
- No ..... 2

Q33 How many adults aged 16+ live in your home, including yourself? **ENTER NO. INTO BOXES USING LEADING ZERO IF APPROPRIATE**

→   **NO. OF ADULTS 16+**

Q34 How many children aged under 16 live in your home? **ENTER NO. INTO BOXES USING LEADING ZERO IF APPROPRIATE. N.B. "CHILDREN" INCLUDES ANYONE UNDER 16 REGARDLESS OF WHETHER OFFSPRING OF RESPONDENT**



**NO. OF CHILDREN UNDER 16  
(NONE = 00)**

**ASK ALL**

Q35 Can I just check, are you either the main income earner or the head of the household?

Yes, am main income earner or head of household ..... 1

**GO TO Q36**

No, am not main income earner nor head of household ..... 2

**ASK Q35a-b**

**SHOW CARD S**

Q36a What is the main income earner or head of the household's relationship to you?  
**CODE ONE ONLY**

The main income earner / head of the household is my.....

- Spouse ..... 01
- Partner..... 02
- Mother ..... 03
- Father ..... 04
- Daughter ..... 05
- Step-daughter..... 06
- Son..... 07
- Step-son ..... 08
- Grandson..... 09
- Granddaughter ..... 10
- Landlady ..... 11
- Landlord..... 12
- Son-in-law ..... 13
- Daughter-in-law ..... 14
- Other (WRITE IN AND CODE 15) ..... 15

**SHOW CARD T**

Q36b Which of these best describes the main income earner or head of the household's current situation? **CODE ONE ONLY**

- Full-time employee (30+ hours per week) ..... 01
- Part-time employee (less than 30 hours per week) ..... 02
- Self-employed ..... 03
- Unemployed ..... 04
- Full-time student ..... 05
- Part-time student ..... 06
- Fully retired ..... 07
- Full-time housework (no paid job) ..... 08
- Long-term sick/disabled..... 09
- Other (WRITE IN AND CODE 10) ..... 10

**CODE FOR ALL**

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Q37 TYPE OF PROPERTY

|                                     |   |
|-------------------------------------|---|
| Ground floor flat.....              | 1 |
| Flat on other floor .....           | 2 |
| Mid terraced house .....            | 3 |
| End terraced house.....             | 4 |
| Semi-detached house.....            | 5 |
| Detached house (inc. bungalow)..... | 6 |

**THANK AND CLOSE**

**MAKE SURE NAME AND PHONE NUMBER HAVE BEEN ENTERED ON CONTACT SHEET EVEN IF DOES NOT WANT TO BE RECONTACTED (NEEDED FOR BACK-CHECKING)**

## Appendix C: Example of total set-up and ongoing costs for Eastcap Estate

These were derived from the high-level intervention input report function within the data collection Toolkit.

### Eastcap Estate

| Category        | Setup | Q3 2001          | Q4 2001           | Q1 2002            | Q2 2002           | Q3 2002           | Q4 2002          | Q1 2003          | Total              | Percentage |
|-----------------|-------|------------------|-------------------|--------------------|-------------------|-------------------|------------------|------------------|--------------------|------------|
| Equipment       | TRUE  | £0.00            | £49,085.33        | £164,786.90        | £340.72           | £0.00             | £0.00            | £595.81          | <b>£214,808.76</b> | 78.75%     |
| Equipment       | FALSE | £0.00            | £0.00             | £0.00              | £4,335.00         | £0.00             | £0.00            | £135.01          | <b>£4,470.01</b>   | 1.64%      |
| Other overheads | TRUE  | £0.00            | £4,200.00         | £0.00              | £0.00             | £0.00             | £0.00            | £0.00            | <b>£4,200.00</b>   | 1.54%      |
| Other overheads | FALSE | £1,131.40        | £231.40           | £1,232.98          | £16,710.57        | £14,215.86        | £3,705.29        | £8,202.57        | <b>£45,430.06</b>  | 16.66%     |
| Personnel       | TRUE  | £961.20          | £798.07           | £864.58            | £0.00             | £0.00             | £0.00            | £0.00            | <b>£2,623.85</b>   | 0.96%      |
| Personnel       | FALSE | £201.30          | £273.32           | £231.68            | £214.42           | £152.99           | £152.99          | £0.00            | <b>£1,226.71</b>   | 0.45%      |
|                 |       | <b>£2,293.90</b> | <b>£54,588.12</b> | <b>£167,116.14</b> | <b>£21,600.71</b> | <b>£14,368.84</b> | <b>£3,858.27</b> | <b>£8,933.39</b> | <b>£272,759.39</b> |            |
| <b>Set-up</b>   |       |                  |                   |                    |                   |                   |                  |                  |                    |            |
| Equipment       | TRUE  | £0.00            | £49,085.33        | £164,786.90        | £340.72           | £0.00             | £0.00            | £595.81          | <b>£214,808.76</b> | 96.92%     |
| Other overheads | TRUE  | £0.00            | £4,200.00         | £0.00              | £0.00             | £0.00             | £0.00            | £0.00            | <b>£4,200.00</b>   | 1.90%      |
| Personnel       | TRUE  | £961.20          | £798.07           | £864.58            | £0.00             | £0.00             | £0.00            | £0.00            | <b>£2,623.85</b>   | 1.18%      |
|                 |       | <b>£961.20</b>   | <b>£54,083.40</b> | <b>£165,651.48</b> | <b>£340.72</b>    | <b>£0.00</b>      | <b>£0.00</b>     | <b>£595.81</b>   | <b>£221,632.62</b> |            |
| <b>Ongoing</b>  |       |                  |                   |                    |                   |                   |                  |                  |                    |            |
| Equipment       | FALSE | £0.00            | £0.00             | £0.00              | £4,335.00         | £0.00             | £0.00            | £135.01          | <b>£4,470.01</b>   | 8.74%      |
| Other overheads | FALSE | £1,131.40        | £231.40           | £1,232.98          | £16,710.57        | £14,215.86        | £3,705.29        | £8,202.57        | <b>£45,430.06</b>  | 88.86%     |
| Personnel       | FALSE | £201.30          | £273.32           | £231.68            | £214.42           | £152.99           | £152.99          | £0.00            | <b>£1,226.71</b>   | 2.40%      |
|                 |       | <b>£1,332.70</b> | <b>£504.72</b>    | <b>£1,464.66</b>   | <b>£21,259.99</b> | <b>£14,368.84</b> | <b>£3,858.27</b> | <b>£8,337.58</b> | <b>£51,126.77</b>  |            |

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