

Grippa Survey Tools

Customer Survey Form



Customer Survey date _____ time _____ Venue _____

The UCL Jill Dando Institute of Crime Science and Design Against Crime centre at Central Saint Martins College are currently undertaking surveys of customers in pubs and bars with the aim of making customers feel safer. All surveys are anonymous and no names are required. Thank you for your time in completing this form.

When selecting a place to sit or stand in this venue what are you main concerns? Assuming space is available for everyone, please rank the following in order of importance (1 being the most important, 6 the least).

- Privacy* *Accessibility to bar / counter*
Accessibility to toilets *View of other tables/ street*
Safety of your belongings *Environmental factors (lighting, noise and heating)*

Other (please specify) _____

When you sit down/stand are you particularly conscious of where you place your belongings? Y / N

Please rank the following in terms of the perceived degree of security they offer to your property (1 being the safest, 6 being the most risky)

- Keeping bag on your person* *Putting bag on floor underneath table*
Putting bag in corner *Place bag in security clip fitted to chair/table*
Putting bag on the back of chair *Placing bag on table in front of you.*

Please indicate on the floor plan overleaf:

1. *Where you are currently sitting/ standing – (using a circle)*
2. *Where you think you might be most at risk of having your property stolen (using a cross)*

Do you have a bag in your possession today? Y / N

If so, please specify the type of bag(s) and their current location(s) using an X in the table below

<i>Location</i>	<i>On the Floor</i>	<i>Over your Chair</i>	<i>On the Table</i>	<i>On Your Person</i>	<i>On a bag clip</i>
<i>Type</i>					
Laptop					
Handbag					
Briefcase/ Work Bag					
Rucksack					
Shopping					

Have you ever been the victim of bag theft from a pub or bar? Y/ N

Would becoming a victim stop you from visiting that particular venue in the future? Y/ N / Maybe

If there are bag clips fitted at the current pub (the researcher will confirm this for you):

Did you notice the clips before they were pointed out? Y / N

If yes, what drew your attention to them (please circle):

The bar staff pointed them out *Another customer pointed them out* *I read a sign about them*
I always look for them *I noticed it directly as I took my seat* *Another customer was using them*
Other (please specify) _____

Are you using the clip now? **Y / N**

Have you ever used a clip like those available? **Y / N**

Please rate the clips on the following features:

<i>Ease of use</i>	<i>Easy to Use</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Hard to Use</i>
<i>Fun to play with</i>	<i>Fun</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Dull</i>
<i>Readily available</i>	<i>Available</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Difficult to access</i>
<i>Practicality</i>	<i>Practical</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Impractical</i>
<i>Appearance/ Design</i>	<i>Attractive</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Unattractive</i>
<i>Maintenance</i>	<i>Well maintained</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Shabby looking</i>
<i>Visibility</i>	<i>Easy to see</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Hard to see</i>

If there is crime prevention publicity in the current pub (the researcher will confirm this for you):

Did you notice the publicity before it was pointed out? **Y / N**

If yes, what drew your attention to it (please circle):

The bar staff pointed it out *Another customer pointed it out* *It was placed directly in front of me*
I always look for information like this *Other (please specify)* _____

Do you think the publicity is useful? **Y / N**

Is it generally easy to understand? **Y / N**

Does it encourage you to look or use the clips? **Y / N**

Does it make you feel afraid/concerned about crime? **Y / N**

A little about you.....

Gender: *M / F* **Age (please circle):** *Under 18* *18-25* *25-35* *35-60* *60 +*
Occupation: *Student* *Self-Employed* *Employed* *Unemployed* *Retired*
Nationality: *UK* *Other*

User of these premises: *Frequent* *occasional* *this time only*

User of this company: *Frequent* *occasional* *this time only*

Please indicate which of the following most accurately describes you:

I worry about becoming a victim of crime (please circle appropriate number) :

Frequently *Never*
1 **2** **3** **4** **5**

Thank you. Please turn over for the floor plan