

COMMITTEE:		SCRUTINY
DATE:		6 DECEMBER 2004
SUBJECT:		ABANDONED VEHICLES
REPORT OF:		COUNCILLOR BARRY TAYLOR AND COUNCILLOR MRS MARGARET BANNISTER
Ward(s):		All
Purpose:		To advise the Scrutiny Committee on the outcome of the review undertaken of Abandoned Vehicles since participating in Operation Crackdown.
Contact:		Mark Probyn, Assistant Director – Amenities & Contract Management, Telephone 01323 415240, or internally on extension 5240.
Recommendations:		Members are requested to: (a) note the content of the report; and (b) propose to Cabinet that the recommendations of the Review Group identified in 1.2 of the report are acted upon.
1.0	<u>Summary and recommendations</u>	
1.1	The Review Group has undertaken a review of the Council's response to Abandoned Vehicles since participating in Operation Crackdown in April 2004.	
1.2	<p>The recommendations of the Review Group are that the Council should:</p> <p>(a) engage with partners in a publicity campaign to encourage the owners of old and potential abandoned vehicles to dispose of them direct to a vehicle breaker;</p> <p>(b) arrange for a vehicle amnesty through</p>	

2.0	<u>The Scrutiny Review</u>	
2.1	At their meeting in July 2004 the Council approved the annual programme of standard items and best value reviews for the Scrutiny Committee.	
2.2	The reviews agreed to, include a review of the Council's response to Abandoned Vehicles, particularly since April 2004 since when the Council has participated in a joint initiative with Sussex Police and other Councils of East and West Sussex known as "Operation Crackdown" (Crackdown).	
2.3	Councillor Barry Taylor and Councillor Mrs Margaret Bannister (The Review Group) were nominated to undertake the review and to report to Scrutiny Committee on the 8 November 2004. Due to difficulties encountered arranging interview dates for participants in the Review it was subsequently agreed with the Chairman of Scrutiny Committee that the Report would be made to Scrutiny on the 6 December 2004.	
2.4	The Review undertaken by the Review Group has been carried out in accordance with the report adopted by Scrutiny Committee on the 9 July 2003 entitled "Effective Scrutinising".	
3.0	<u>Scope of the Review</u>	
3.1	At their first meeting in July 2004 the Review Group discussed the scope for the review, which in general terms is to provide an understanding of the way in which reported abandoned vehicles are responded to by the Council. And, also, to understand improvements to the service that may, or may not, have come about since the Council joined Crackdown in April.	
3.2	In August 2002 the Assistant Director – Amenities & Contract Management prepared a Briefing Note on Crackdown for the Review Group. This is at Appendix A.	

3.3	<p>Additionally, the Review Group decided that the review would be determined through:</p> <ul style="list-style-type: none"> · survey with tenants and residents groups/associations; · online survey through the Council's website; · interviews with key personnel in the Council's Cleansing Group responsible for dealing with abandoned vehicles; · interviews with key personnel from the Sussex Police Authority responsible for Crackdown; · an understanding of online reporting through the Sussex Police website and Crackdown website · an understanding of online reporting through the Council's website · a review of Crime and Disorder Data Information Exchange (CADDIE); · visit to the Council's Cleansing Group Office to see Crackdown in operation; and · visit to H Ripley & Co, vehicle breakers at Hailsham, East Sussex 	
3.4	<p>The Review Group also received a presentation by Sussex Police on Operation Crackdown which included a video entitled "Operation Crackdown". With the consent of the Chairman of Scrutiny, it is intended that this short video will be played to Scrutiny Committee at their meeting on the 6 December 2004 as a part of this report.</p>	
4.0	<p><u>Survey with tenants and residents groups/associations and online through the Council's website</u></p>	
4.1	<p>A questionnaire was agreed by the Review Group which was sent to Gina Morgan, Senior Tenant Participation Officer for EBC, who arranged for questionnaires to be completed by representatives of a number of the Council's Tenant Associations. The questionnaire was also sent to representatives of some thirty residents groups/associations across the Borough. A copy of the questionnaire was also available for completion and return on the Council's website. A copy of the questionnaire is at Appendix 2.</p>	

4.2	<p>During a period of approximately one month, up until the end of September 2004, 42 completed questionnaires were returned, 4 of which were received via the Council's website. Of these:</p>	
	<ul style="list-style-type: none"> · 42% of respondents had been aware of an abandoned vehicle in their area in the last three months of which 71% of the 42% had reported the vehicle to the Police or Council. · Of the 42% respondents, 91% reported the vehicle by email or by telephone; with no respondent reporting the matter by letter; and only one respondent reporting the matter in person. · Of the 42% respondents, 64% rated the service they had received from the Police or Council as good or very good, with 3% believing it to be average and 1% very poor. 	
	<p>For those who had not been aware of an abandoned vehicle in their area over the last three months:</p> <ul style="list-style-type: none"> · In response to the question - who would you report an abandoned vehicle to? 57% said they would report it to the Council with 43% to the Police. · In response to the question – have you heard of Operation Crackdown? 63% said that they had heard of Operation Crackdown with 37% responding that they had not. · In response to the question - how would you report an abandoned vehicle? 74% said that they would report it by telephone, 16% by email, 7% using Operation Crackdown and one respondent said that they would report it in person. · Of the location of respondents 18% lived in Ratton, 20% in St Anthony's, 20% in Meads, 16% in Langney, with the remaining 26% living in Devonshire, Upperton, Old Town and Hampden Park. Only one respondent did not know which ward he/she lived in. · And in response to the question – are abandoned vehicles a problem in your area? 83% of respondents said 'NO' and 17% said 'YES'. <p>(Due to the low numbers involved with this survey it is not proposed that this information is statistically valid, however for the purposes for this review it provides an interesting overview concerning abandoned vehicles and the manner in which they are currently dealt with.)</p>	

5.	<u>Interviews with outcome recommendations of the Review Group</u>	
5.1	<p>The Review Group conducted two structured interviews.</p> <p>The first interview was with Paul Marsden, Cleansing Contracts Manager and Michael Burrowes, Abandoned Vehicle Officer. A list of questions asked at the interview is at Appendix 3.</p> <p>The second interview was with Tim Saunders, Former Operation Crackdown Project Manager, Tim Rose, Vehicle Recovery and Abandoned Vehicle Manager; and Brian Huberman, Project Coordinator, Operation Crackdown. A list of questions asked at the interview is at Appendix 3.</p>	
5.2	<p>From detailed responses to the questions posed, the Review Group gained a good understanding of the history to Operation Crackdown, how well it works in operation and the potential for development of the service.</p>	
5.3	<p>The main points arising from the first interview were that the Council's response to abandoned vehicles had been very good over a number of years. The Council had an agreed partnership arrangement with the Police for the confirmation of vehicle details and also a formal agreement with the County Council for the removal and disposal of abandoned vehicles.</p>	
5.4	<p>It was accepted however, as Operation Crackdown was now in place that the Council had no alternative but to join this Operation which, using police powers to remove confirmed abandoned vehicles would enable the speedier removal of abandoned vehicles from our streets and open spaces.</p>	

5.5	<p>From both interviews it was clear that Officers representing the Police and Council recognised the benefits of partnership working and it was noted by the Review Group the apparently close working liaison that existed between the Council's Cleansing Group and the Police Offices involved with the initiative.</p>
5.6	<p>It was equally apparent to the Review Group that there are significant benefits to the Council in participating in Operation Crackdown through which police powers were effectively available to the Council, which enable a more efficient and speedier processing and, when appropriate, the removal of an abandoned vehicle.</p>

5.7	<p>On the point of a vehicle being determined abandoned the Review Group felt that this was an important message to get across to the public, that just because a vehicle does not move from a location or is not taxed, that it does not necessarily make it abandoned. The Review Group understands that to be considered 'abandoned', a vehicle will not have a valid road fund licence and, more importantly, a registered keeper. If a reported vehicle is identified as having no road fund licence this is reported to DVLA who pursue the matter direct with the last known registered keeper of the vehicle.</p>
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5.8	<p>Mindful of this, the Review Group did consider that officers of the Council were actively involved in the 'unofficial collection of taxes' for which Councillor Taylor believed that the Council should lobby the Government to agree that the Council should receive a contribution from Government relating to this nature of work.</p>
5.9	<p>The Review Group were also advised that DVLA do pursue those who do not display valid road fund licences or have the necessary SORN (Statutory Off Road Notice), through prosecution in the Magistrates Court. On a proposal that the local newspaper may run a 'name and shame' campaign of those prosecuted for such offences, difficulties were explained to the Review Group on obtaining this information from Hastings Magistrates Court where prosecutions are brought for offenders in this particular area.</p>
5.10	<p>A valid point was made that since the end of 2003 the scrap metal market had improved for the disposal of abandoned vehicles, which was now undertaken at nil cost to the Councils. Whereas the cost of disposal had touched £50.00 per vehicle during 2002/03. It is believed this had resulted in fewer vehicles being left on street, due to the fact that they could now be disposed off to a breaker at nil cost.</p>

5.11	<p>Arising from this, the Review Group felt it timely to give more promotion to raising the profile of abandoned vehicles and the way in which they could be dealt with. They also discussed the opportunity for an amnesty collection of old vehicles from residents within the Borough and promotion through residents associations and groups, which could be through the Council's Cleansing and Highways Forum.</p>
5.12	<p>The Review Group were also mindful of any opportunity for joint initiatives that could take place further to the Eastbourne Crime Reduction Partnership. This request would be taken forward by the Assistant Director of Amenities to the Crime Reduction Partnership, Vehicle Crime Group presuming that this group will continue after the ECRDP had reviewed its priorities for the forthcoming year.</p>
5.13	<p>The Review Group questioned the need for improved staffing resources for both the Police and the Cleansing Group. It was expressed generally through both interviews that staffing was adequate to meet the current demand and throughput of abandoned vehicle reports, but that this should be monitored closely, and acted upon should there be a noticeable increase in the number of abandoned vehicles reported. It was believed that as long as the world market for scrap metal was buoyant that it would be unlikely that there would be an increase in the number of abandoned vehicles in the Borough.</p>

5.14

There is one concern however, over the End of Life Vehicle Directive, which when implemented will cause a significant increase in disposal costs for vehicles sent for disposal due to the fact that the vehicles would have to be broken down into separate materials for disposal in accordance with the Directive. It is anticipated that the End of Vehicle Directive will not become fully operative until the latter part of 2005. There is no clear indication on this to date, however. The Review Group would therefore recommend that abandoned vehicles are monitored by the Assistant Director – Amenities & Contract Management and should there be a significant increase in activity at any time that the matter is reported to Cabinet at the earliest opportunity with a recommendation for any necessary action.

Vehicles removed					
April	May	June	July	August	September
4	51	26	28	42	26
Removal times					
Month	Vehicles	Average days to remove		Median	
April	4	3		1.5	
May	51	1		1	
June	26	2		1	

July	28	2	1	
August	42	2	1	
September	26	1	0.5	

5.15

In terms of what improvements have come about through Crackdown, it is generally believed that ‘a one stop shop’ for reporting and investigation across the County is an effective and efficient way to deal with abandoned vehicles. The service is focussed within each local authority area and with a dual access either via the Council or police, combined with all necessary advertising and publicity removes the uncertainty for the public, who may wish to report an abandoned vehicle. Statistically, abandoned vehicles are shown to be dealt with, and as appropriately removed in lesser time that the former system. For Eastbourne:

5.16

Another advantage as it relates to the reduction of crime is that under Crackdown, very few notices are now affixed to vehicles which reduces awareness of abandoned vehicles resulting in far fewer arson/ vehicle fires.

5.17

In terms of developments in the service it was seen generally that the service could be developed to include the reporting of fly tipping and litter offences, vehicle noise pollution. The Review Group would suggest however that although this could be considered in the future as the Council develops its own eGovernment lines of reporting for the public that this may be more appropriately dealt with at that time.

5.18

On further developments, both officer's of the Police and Council strongly supported a service development that would involve providing hand held devices that would provide the inspecting officer with a direct link to DVLA and on a further technical note for those officers involved in inputting data into the Crackdown Data base a non token reporting form could be seen to benefit the service. These service developments are currently being investigated and it is hoped to trial the hand held DVLA links within the next six to twelve months. These developments were seen as a means of improving efficiency of the service.

5.19

In support of developing the service the Review Group understood that all member organisations of Operation Crackdown meet with representatives on a monthly basis through which service deficiencies and improvements were discussed.

5.20

Recommendations arising from the interviews:

Recognising the increased value of vehicles would recommend that the Council should –

(a) engage with partners in a publicity campaign to encourage the owners of old and potential abandoned vehicles to dispose of them direct to a vehicle breaker;

(b) arrange for a vehicle amnesty

6.0

An understanding of the online reporting and information offered by the Police and Council on their websites

6.1

The Review Group has seen the websites and on line reporting of both authorities websites and are satisfied that these are readily identifiable, available and user friendly in their application.

6.2

A statistical breakdown of use of the websites used to report abandoned vehicles for the period May - September 2004 identified that the police had received 50 communications via their website compared with the Council that received 58 communications via its website. And during the same period, the police received 215 telephone calls and the Council received 400 calls.

6.3

Through the review the Review Group questioned the benefit of having a list of 'police aware' vehicles published on their website to deter unnecessary calls through multiple reporting of the same vehicle. This was not supported by the Police however, as it could be seen as an advertisement that the vehicle was potentially abandoned, with a potential consequence of further vandalism or theft from the vehicles concerned.

Council	April	May	June	July	August	September	Total
Adur	0	0	0	16	19	16	51
Arun	14	33	40	39	39	16	181
Brighton/Hove	74	89	70	99	53	79	464
Chichester	23	27	38	34	24	32	178
Crawley	1	15	49	44	44	34	187
Eastbourne	4	51	26	28	42	26	177

Hastings	0	0	0	0	0	0	0*
Horsham	2	15	19	16	20	8	80
Lewes	3	6	16	15	4	6	50
Mid-Sussex	18	12	13	14	19	15	93
Rother	13	11	8	19	9	9	69
Wealden	16	13	26	19	13	10	97
Worthing	29	16	32	25	32	0	134
Total	211	296	354	368	335	251	1815

*Hastings operate outside of Crackdown using devolved DVLA powers.

6.4

The Review Group asked the Police to give a comparison with other Council's in East & West Sussex in terms of the problem being greater or smaller than that in with other Council's. By response the Police provided the following information on vehicles removed as abandoned:

7.0

A review of Crime and Disorder Data Information Exchange (CADDIE)

7.1

From a recent report from the CADDIE analyst, Sussex Police says “that there are various problems caused by abandoned vehicles including: a negative effect on local environment, risk of explosion and injury, leaking dangerous fluids, attracting vandalism, vehicles can be the result of, or lead to crime and they are often filled with rubbish. The longer the vehicle remains abandoned the more the costs escalate. Thieves strip parts from cars, they become targets for vandals and arsonists, and many are taken and re-abandoned.”

7.2

Headline statistics from the report suggest “that overall, there have been a decrease in offences that may be related to Abandoned Vehicles, with significant reduction in car crime for the period April to August 2004.

The greatest reductions in offences are theft from a motor vehicle, vehicle interference and theft of a motor vehicle, all of which have reduced significantly, compared to the same period in 2003. It is conceivable that the quick and prompt removal of abandoned vehicles could cause perpetrators that had previously targeted abandoned vehicles may now turn their attention to vehicles in general, plus it is unlikely that criminal damage to abandoned vehicles is reported (as the owner of the vehicle has abandoned the vehicle, therefore no longer concerned with its physical state. There has been an increase in arson offences, but the number involving vehicles has actually diminished from 2003 to 2004.”

7.3 It is understood that there have been 28 deliberate or doubtful fires involving vehicles during the period 1st April to mid September 2004, compared with 58 in the same period in 2003.

7.4 The main areas, known as 'hot spots', where abandoned have been reported are Willingdon Trees, North of the Town Centre, Hampden Park, and Shinewater/Langney.

7.5 Although the removal of abandoned vehicles off street, at the earliest opportunity under Crackdown has undoubtedly resulted in an improvement in recorded crime it should be understood that the incidence of car related crime has been affected, significantly by the high profile police activity with regard to drug related crime.

8. Further developments

8.1 The Review Group were advised that in a recent consultation document on Community Safety Accreditation Scheme, it may be possible for an officer of the Council to be suitably trained and to receive accreditation that would enable him on behalf of the Council to act with police powers with regard to the removal of abandoned vehicles. Should this come about, then it would be timely to review the Council's association with Crackdown, although and in any event the Council would need to continue with a relationship to access vehicle registration details.

8.2

The Review Group were also advised that with decriminalisation of car parking the County Council/Borough Council could make application to adopt DVLA powers, similar to those currently enjoyed by Hastings Borough Council, which would enable the removal of vehicles off street immediately suspected of being abandoned, but that would be placed in secure storage, awaiting a claimant, prior to disposal. This is a matter however that should be reviewed post implementation of a decriminalised parking strategy.

9.0	<u>Outcomes from the review</u>
9.1	The Review Group has undertaken a detailed review of the Council’s approach to dealing with abandoned vehicles. It has also gained a significant insight into the background and day to day operation of Operation Crackdown, a joint agency approach to responding to reported abandoned vehicles.
9.2	The Review Group has scrutinised the procedures and processes under Crackdown and believes it to be a very worthwhile initiative for the Council to participate in. The Group has had explained to it the significant benefits of being able to use police powers for the removal of abandoned vehicles and the almost immediate access to necessary information concerning vehicles and registered keepers.
9.3	The Review Group has identified above in 5.20 recommendations that it would propose to put to Scrutiny Committee with the intention that these should be endorsed by Cabinet and later acted upon.
10.	<u>Appreciation</u>

10.1	The Review Group would wish to thank all those who have taken part in this Review.
Councillor Barry Taylor	
Councillor Mrs Margaret Bannister	
Background Papers:	

The Background Papers used in compiling this report were as follows:

A Briefing Note entitled Scrutiny Review – Abandoned Vehicles is appended to this Report.

CADDIE Report – Eastbourne CDRP: Offences & Incidents Related to Abandoned Vehicles

(document reference) Reports/6 December/2004
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APPENDIX 1

SCRUTINY REVIEW – ABANDONED VEHICLES

OPERATION CRACKDOWN

AUGUST 2004

BRIEFING NOTE

SCRUTINY REVIEW – ABANDONED VEHICLES

OPERATION CRACKDOWN

1. Introduction

1.1 Since April of this year (2004) the Council has participated in Operation Crackdown, a joint initiative through which an increasing number of the Councils in East and West Sussex work jointly with the Police in the identification and removal of abandoned vehicles.

1.2 In practice, Operation Crackdown for Eastbourne involves

- receiving reports of abandoned vehicles which are either received by the police or referred to the police by the Council
- acting on advice from the police to visit the vehicle and to record essential information concerning the vehicle and its location, and photographing the reported vehicle and downloading this information to the police

and then

- responding to police enquiry for further information on vehicle ownership or vehicle movement, should this be required
- arranging the removal of a vehicle confirmed abandoned

An operational process chart is at Appendix B.

1.3 Beyond this, the Council has a protocol agreed with the County Council for the removal and disposal of vehicles through which it splits costs on an agreed basis, which may fluctuate, dependent upon collection/disposal and storage costs.

1.4 In 2004/05 the Council paid an annual subscription of £3,000 to participate in Operation Crackdown.

2. Background

2.1 Since 2001 the Police have worked with Chichester and Arun District Councils in developing the current system for dealing with abandoned vehicles which involves joint working between Council and Police and use of Police powers to effect the efficient identification and removal of abandoned vehicles.

2.2 In 2002 the police set up an abandoned vehicle computer system which was used to good effect in the Sussex Police Call Handling Centre.

2.3 In 2003 the Police developed their system to include the downloading of digital photographs and a development through which a police officer could authorise the removal of a vehicle confirmed to be abandoned remotely using police powers. Also in 2003 other Councils including Worthing Borough Council, Horsham District Council, Mid Sussex District Council joined the initiative.

2.4 From 1999 up until April 2004 the Council worked to develop its own arrangements for the identification and removal of abandoned vehicles. These included a protocol with East Sussex County Council for the removal and disposal of abandoned vehicles and a protocol with the police for identification of vehicle registered keepers using the Police National Computer.

2.5 These arrangements were very successful but as Operation Crackdown was growing it was considered that for better effect for the police, in terms of:

- promoting public safety
- helping to assist to improve the quality of contact between police and complainant
- crime reduction; and
- effective use of resources
- that greater efficiency could be achieved through supporting this initiative.

3. The success of Operation Crackdown for Eastbourne

3.1 Under the former system the Council engaged a part time Abandoned Vehicle Officer. This post holder is assisted by two other members of staff periodically to cover peaks in workload and the time when the part time post holder is not available. The Abandoned Vehicle Officer also receives administrative/ telephone support from the Cleansing Groups' helpline assistants.

3.2 Since its introduction in mid April throughput and performance has been monitored. This is shown at Appendix A. For comparison, throughput and performance figures are given for the years 2002/03 and

2003/04 under the former system.

3.3 From the information at Appendix A it can be seen that there is a reduction in the number of abandoned vehicle reports and subsequent vehicle removals. It is not wholly clear why this trend should be other than we are aware that vehicle breakers at disposal points are now taking vehicles from the public at no cost and in some instances are actually making payment for vehicles. In recent months the value of scrap metal has increased and it is hoped that this will be sustained.

3.4 In the last two years, and first quarter of this year, the target set by the Crime and Disorder Reduction Partnership of 87% abandoned vehicles removed within 21 days has been met.

3.5 Reflecting on performance, it can be seen that under Crackdown, there is no significant improvement noted over our performance in previous years. However, in practice the computer based system now in operation is streamlined for greater efficiency showing the potential, from the first four months of operation, of enabling a greater number of abandoned vehicles to be removed off street within 7 days of notification.

3.6 Operation Crackdown does not require the Council to place prior notification on a vehicle prior to its removal. The result of this is that there are likely to be far less arson attacks resulting in burnt out vehicles and resultant damage to the highway. An early removal reduces the potential for such vehicles being vandalised.

3.7 For the last two years the Council has had a protocol in place with the police that enabled registered keepers of vehicles reported as abandoned to be checked through an exchange of emails. This system worked well, and there is an argument to say that the arrangement could have continued. However, through crackdown this provides for an improved service from the police through which the Council is able to benefit from police powers.

These enable a vehicle considered abandoned to be removed immediately and it therefore follows that an abandoned vehicle could be removed within 3 days of notification.

3.8 In practice, however, this is not the case, particularly as the process requires a vehicle to be inspected, photographed and relevant information recorded prior to sending this information to the Police who then, may require the Council to write to the last registered keeper of the vehicle, giving seven days notice of intended removal.

3.9 Through crackdown however, we have developed and continue to develop strong working links with the police and also with the other participating authorities and the Driver Vehicle Licensing Association (DVLA).

Mark Probyn

Assistant Director – Amenities & Contract Management

APPENDIX A												
Abandoned Vehicles - throughput and performance												

				2002/03	Disposed		2003/04	Disposed		2004/05	Disposed	**
										*		
Abandoned vehicles reported				2301			2114			391		
Abandoned vehicles removed for disposal				674	29%		555	26%		104	26%	
Removed within 7 days of notification				227	34%		352	63%		51	49%	
Removed within 14 days of notification				278	41%		160	29%		29	27%	
Removed within 21 days of notification				106	16%		16	3%		12	12%	
Removed after over 21 days of notification				63	9%		27	5%		12	12%	
				674			555			104		
* Period 1st April - 31 July												
** Projected performance for year												

APPENDIX B

Operational Process Chart

Council

Sussex Police Call Handling Centre

Telephone call/email from public

Voice Form/Public Web Form

Database completed- police aware

Police undertake PNC Check

Police Interested? **Yes** Police recover under own vehicle recovery scheme

No

Pass to Council

Arrange inspection

Inspection/vehicle condition report/photographs

Collate evidence enter database

Yes Wreck?

Details sent to Police

No

Details sent to Police with request for keeper details

Police determine keeper details/PNC check

Council writes to keeper (if there is one)

Police review all evidence More details if required

Claimed at scene or

No

Abandoned?

Left at scene

Yes

Police give decision to Council

Council arranges removal by contractor*

(* the Borough Council's responsibility is to deliver the vehicle to the County Council. The County Council is responsible for the disposal of the vehicle. The Borough Council and County Council have an agreement whereby the Borough and County use the same contractor to collect and dispose of vehicles)

APPENDIX 2

SCRUTINY REVIEW - ABANDONED VEHICLES - QUESTIONNAIRE

The Borough Council currently receives over 2000 reports of abandoned vehicles each year. Of these, over 500 vehicles are confirmed as abandoned and removed for disposal.

1. Have you been aware of an abandoned vehicle in your neighbourhood in the last three months?

Yes If yes please answer question 2

No If no please proceed to question 5

2. Did you report the vehicle to the Police or Council?

Yes If yes please answer question 3

No If no please proceed to question 5

3. How did you report the abandoned vehicle?

By Telephone Letter Email In person

4. How did you rate the service you received from the Police or Council?

Very poor Poor Average Good Very good

Please proceed to question 6

5. Who would you report an abandoned vehicle to? Police Council

6. Have you heard of Operation Crackdown? Yes No

7. How would you report an abandoned vehicle?

By Telephone Letter Email In person Operation Crackdown

8. In which Ward do you live?

Ratton Hampden Park Langney St Anthony's Meads

Sovereign Devonshire Upperton Old Town Don't know

9. Are abandoned vehicles a problem in you area? Yes No

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE

APPENDIX 3

Interviews

A. Questions to Paul Marsden and Michael Burrowes:

1. How much of a problem are abandoned vehicles in Eastbourne?

2. Please provide an overview to Operation Crackdown.

3. Please advise on the main differences between the Council's former arrangements for dealing with

abandoned vehicles and under Operation Crackdown.

4. What improvements, if any, do you believe have come about through Operation Crackdown?
5. What improvements, if any, would like to see in the development of Operation Crackdown?
6. What comments have you received from the public on Operation Crackdown?
7. Please can you advise on the number of reports that the Council has received since the introduction of Operation Crackdown and how many of these have been received by telephone, letter, email, the Council's web site and direct from the Police?

B Questions to Tim Saunders, Tim Groves and Brian Huberman

1. Why is the initiative still called an operation – Operation Crackdown?
2. Please provide an overview to Operation Crackdown.
3. What improvements in service, if any, do you believe have come about through Operation Crackdown?
4. What improvements, if any, would like to see in the development of Operation Crackdown?
5. What comments have you received from the public on Operation Crackdown?
6. Please advise on how Operation Crackdown has influenced crime reduction in Eastbourne. It would be helpful if you could provide an interpretation to current CADDIE information.
7. Can you see benefits in having a webpage on the Crackdown website that identifies all vehicles that are currently identified as abandoned/potentially abandoned?
8. Would you consider allowing the Council to place a 'Police Aware' sticker on any vehicle reported as an abandoned vehicle?
9. Are you contemplating giving more publicity to Operation Crackdown to encourage usage?
10. Do you believe that the Council should undertake an initiative in the form of an amnesty whereby for a limited period the Council would offer to remove any vehicle from an owner who wanted to get rid of it, at no cost.
11. By comparison with the other Council's in East and West Sussex is the problem that we have in Eastbourne with abandoned vehicles any greater or smaller than that of other Councils?