

Grippa Working Paper

Grippa Prototypes

Comment Sheet Compendium

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Arts & Humanities
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The Grippa research programme, mainly funded by AHRC, is a collaboration between the Design Against Crime Research Centre, Central Saint Martins College of Art & Design, University of the Arts London, and the UCL Jill Dando Institute of Security and Crime Science. Papers and other materials from the programme are at www.grippaclip.com and wider practical and research material on preventing bag theft at www.inthebag.org.uk

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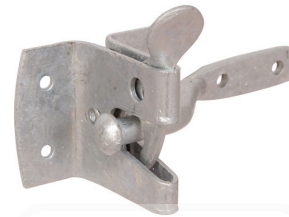
This document records and consolidates the responses of police, bar management and others to the prototype designs demonstrated in a workshop held in late November 2007.

General comments - PE

- On Fri 23 Nov we didn't get far beyond user functions of the design; abuser not much covered.
- General problem for user was size to get bag strap through gap
- Also, for table edge designs especially, toting the weight of bag whilst manipulating it (a leash/lanyard would be better in this respect but other disadvantages eg trip hazard)
- All designs/orientations required me to have a view of the clip whilst manipulating (though this could become less with familiarity) – kneeling, even, with designs 1 and 2 on centre leg. In this respect, the sideways orientation of design 3 was an advantage
- Design 4 (with hinge), when taking bag off, required supporting my heavy laptop/backpack bag with 2 index fingers and using thumb to lift flap.
- Design 4 – gap between free end of gate and the static part of clip was too narrow for my bag handle at all positions.
- Design 4 – Some discussion about squashing both front and back verticals of this design back towards the centre of the table (more like a curved parallelogram) – so it didn't stick out so much with risk of snagging/injury, and projected even further backwards to give more manoeuvring room
- I found rigidity in general was less accommodating to user than springiness might have been – but this is conjecture only, because no springy ones to try.
- Getting off always harder than getting on. Design 2 especially difficult with my padded backpack handle – the little lip bit into the material and it wouldn't easily slip past it.
- Design 3 – sideways mount – easier to understand its operation and to have sight of insertion/removal path whilst hanging/removing bag. But currently looks like it's a front/back fixture that's been wrongly installed – needs some curvature on the side, sweeping away from user to show it's intentionally installed this way. Would have to be symmetrical from both sides to

allow for left or right fixing.

- Can anything be borrowed from classic gate latch design, where there is a simple 'push thumb flap to eject' operation – but without making it too easy for abuser.



- In discussion with Andy from Wetherspoons, issue of brighter coloration (eg fluorescent) of clips was quickly squashed. Concern about Designs 4-5 sticking out too much – knocked off, catching coats. Designs 3 & 5 (paperclip) operation more visually obvious, less fiddly, more robust. Likewise preferred Design 1 for table leg.
- In light of the user survey and crime data presentation consensus seemed to settle on:
- Some debate about how far the clip should speak for its own function (alerting/informing/empowering user; deterring and discouraging abuser) or be supported by adjunct communications.
- Principle of nonverbal, graphical communication – in view of foreign tourists... and bar staff.
- Interest in seeing bag/bag security as extension of the user's person. Personal defensible space? Leave well alone with handbags on the user's person – more secure there (and less likely forgotten when going to loo/smoke/bar) than on clip. 'If your bag's on the floor, secure it some more'.
- Awareness of range of individual attitudes to security – fanaticism to insouciance.
- Designs should try to disable the abuser's excuse 'whoops, sorry, didn't mean to kick your bag mate'. (This is a script clash – challenge~excuse.) Comms designs should perhaps warn users about this (but don't want to provoke fights!).
- What do users do with multiple bags?
- Issue of using bag for placemarking when going to loo, smoke, bar.

Design 1



	Advantages for USER	Disdvantages/ problems for USER
a) Noticing	Focal point. Easy to view colour contrast.	Not immediately apparent
b) Communication of purpose and operation	Need signage to say what it is for	Requires signage
c) Deciding to use	In view / one handed use Easy to view	Offers slightly more resistance to remove
d) Putting on	Easy – can put large bag on it Easy although use 2 hands	Two handed use
e) Taking off	Relatively easy I found it was easy to take off	Relatively easy
f) Other comments		Should have more pronounced lip If disabled or elderly and suffer arthritis etc may be difficult to use

Design 1



	Advantages for ABUSER	Disdvantages/ problems for ABUSER
a) Noticing	In view Easily view	In view
b) Communication of purpose and operation		
c) Deciding to take bag	Can be removed fairly easily	Requires two hands
d) Taking off bag - resistance, obviousness	Easy Easy to take off	Very slight obstruction only Hard to take bag off clip unless you use 2 hands so will obviously take longer
e) Other comments		

Design 2



	Advantages for USER	Disdvantages/ problems for USER
a) Noticing	<p>Easy to view</p> <p>Focal point/ colour contrast</p> <p>Easily seen.</p> <p>Easy to see</p>	Property centrally located?
b) Communication of purpose and operation	Need signage	
c) Deciding to use	<p>Easy to use/focal point</p> <p>Easy to use</p>	<p>Lack of resistance/protection.</p> <p>One handed use.</p>
d) Putting on	<p>Easy</p> <p>Easy</p> <p>Easy to use</p>	One handed operation
e) Taking off	<p>Easy</p> <p>Easy</p> <p>Can easily take off</p>	<p>Very easy</p> <p>Especially difficult with my padded backpack handle – the little lip bit into the material and it wouldn't easily slip past it.</p>
f) Other comments		

Design 2



	Advantages for ABUSER	Disdvantages/ problems for ABUSER
a) Noticing	<p>Easy to.</p> <p>Easily seen</p> <p>Thief can see bag on clip and easily take them</p>	Easy
b) Communication of purpose and operation	When loaded noticeable	<p>Focal point in view</p> <p>None</p>
c) Deciding to take bag	<p>Visibly easy to recognise as...</p> <p>Easy</p>	None
d) Taking off bag - resistance, obviousness	<p>Very easy to take off. No resistance.</p> <p>Easy</p> <p>Easy to take off</p> <p>No resistance</p>	None
e) Other comments	Ineffective. Bags can easily be taken	None (general remark)

Design 3



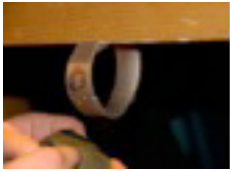
	Advantages for USER	Disdvantages/ problems for USER
a) Noticing	Colour contrast	Not easy to see. Can knock your leg on it.
b) Communication of purpose and operation	sideways mount – easier to understand its operation and to have sight of insertion/removal path whilst hanging/removing bag. operation more visually obvious	Requires signage
c) Deciding to use	Easy to use	May obstruct comfort when legs placed under table. Bag protrudes outwards. Easy off.
d) Putting on	Thinner strap easy on. Easy less fiddly	
e) Taking off	Slightly bigger gap – less resistance Easy less fiddly	Sideways on means different hand/arm/body position to remove.
f) Other comments		Currently <i>looks</i> like it's a front/back fixture that's been wrongly installed – needs some curvature on the side, sweeping away from user to show it's intentionally installed this way. Would have to be symmetrical from both sides to allow for left or right fixing. more robust than 4

Design 3



	Advantages for ABUSER	Disdvantages/ problems for ABUSER
a) Noticing	Sideways view easier to see – bag protrudes	Offers wider profile which may cause obstruction when sitting down or accessing as close to user
b) Communication of purpose and operation	Easier to understand due to sideways location	
c) Deciding to take bag	Not much resistance	Sideways means different position to remove. May increase abuser profile.
d) Taking off bag - resistance, obviousness	Not too difficult Easy to take off. No resistance obvious.	More curved lip increases resistance. Need 2 hands to take off.
e) Other comments		

Design 4



	Advantages for USER	Disdvantages/ problems for USER
a) Noticing	Stands out from table	Stands out from table
b) Communication of purpose and operation	Symbol denotes use Easy due to bag outline drawn on it; good	
c) Deciding to use	Purpose identifiable. Visible	Resistance to removal may put off users. Protrudes from table.
d) Putting on	Fairly easy Easy	Thicker straps harder Design 4 – gap between free end of gate and the static part of clip was too narrow for my bag handle at all positions.
e) Taking off	Offers resistance	Without knowledge more difficult Awkward to take off. Design 4 (with hinge), when taking bag off, required supporting my heavy laptop/backpack bag with 2 index fingers and using thumb to lift flap.
f) Other comments		Can knock your leg on it. sticking out too much

Design 5



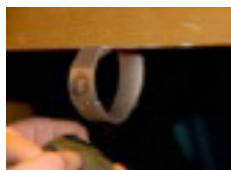
	Advantages for USER	Disdvantages/ problems for USER
a) Noticing	Stands out from table. Colour contrast. Easy	
b) Communication of purpose and operation	Bag imprint Good operation more visually obvious	
c) Deciding to use		Protrudes much more
d) Putting on	Easy Easy less fiddly	
e) Taking off	Fairly easy Small amount of resistance but not enough to put you off from using less fiddly	Offers some resistance – not too much unless thicker handles.
f) Other comments		May have difficulty in using thick straps sticking out too much more robust than 4

Design 5



	Advantages for ABUSER	Disdvantages/ problems for ABUSER
a) Noticing	Clearly seen	Not under table. Therefore seen by all.
b) Communication of purpose and operation	Very noticeable	
c) Deciding to take bag	More likely to be smaller bags, i.e. handbags etc due to narrowness of gap.	
d) Taking off bag - resistance, obviousness	Thin straps- little resistance.	With thicker strap much more difficult. Slight resistance. To take bag off need 2 hands.
e) Other comments		

Design 4



	Advantages for ABUSER	Disdvantages/ problems for ABUSER
a) Noticing	Clearly seen	In front of client
b) Communication of purpose and operation	Clearly stands out from table NONE	More noticeable
c) Deciding to take bag	May only take smaller strapped bag. Although it is hard to take bag off then people may not use it.	Visibility = probably in front of client
d) Taking off bag - resistance, obviousness	Not sprung lip.	As bag strap rests on base lip more difficult to remove. Hard to take bag off easily.
e) Other comments		