Crime Impact Statement

- Hilton House, 26 -28 Hilton Street, Northern Quarter, Manchester
  - Bar & restaurant

Greater Manchester Police

designforsecurity

Chester House
Boyer Street
Manchester
M16 ORE

t: 0161 856 5912
f: 0161 856 7489
e: info@designforsecurity.org

www.designforsecurity.org

Client	Adam Geoffrey Management	
CIS ref.	2009/0958	
Report status	Part A & B	
Version	28/07/10	
designforsecurity **Consultant**	Adrian Murphy	

© 2009 Copyright Design for Security, Greater Manchester Police

The concepts and information contained in this document are the property of Greater Manchester Police. Use or copying of this document in whole or in part without the written permission of Greater Manchester Police constitutes an infringement of copyright.

Contact Register 3

Document Register 3

Introduction 4

PART A – Analysis of the Site

1.0 The Proposal 5

2.0 Site Analysis 5

3.0 Crime Issues at this Location 6

3.1 Crime statistics 6

4.0 Security Considerations 8

4.1 Typical security issues for proposed premises 8

4.2 Known modi operandi for crime at licensed premises in the City centre 9

5.0 Design Considerations 10

PART B – Assessment of the Development

1.0 Description of the Development 11

2.0 Assessment Criteria 11

2.1 Design & layout 11

2.2 Physical Security 12

2.3 Management & Maintenance 14

3.0 Conclusions 15

APPENDICES

A1 Glossary of Crime Types

A2 Considerate Constructors Scheme

Contact Register

Date of Contact	Summary of Contact
23/07/10	Request for crime impact statement

Document Register

The analysis of the proposals is based on the following documents submitted by the architect:

Document/Drawing Reference Number	Document/Drawing Title
116(00)00	Existing site plan
119(00)01	Existing ground floor plan
119(02)01	Proposed ground floor plan

PLEASE NOTE - In the event of any subsequent material changes to the scheme, it will be necessary for Design for Security to reassess the comments made within this report.

Introduction

This Crime Impact Statement:

- Has been produced by the Greater Manchester Police Design for Security consultancy, a professional organisation independent of the design process.
- Highlights crime and disorder issues in the vicinity of the development.
- Assesses the development in terms of its likely effect on crime and disorder in the area.
- Identifies design solutions based on analysis of the crime issues in the area that will reduce the proposals vulnerability to crime.
- Helps an applicant to adapt a development to avoid/reduce the adverse affects of crime and disorder.
- Allows Local Planning Authorities (LPAs) to use the information to make better decisions and enable the planning process to run more smoothly.
- Helps to allay public fears about a development that are often brought about by a lack of information and create goodwill on behalf of the developer.

Part A – Analysis of the Site

1.0 The Proposal

- Change of use of vacant ground floor premises to bar and restaurant

2.0 Site Analysis

Hilton House is located at the corner of Hilton Street, Port Street and Tariff Street. The entrance and windows to the property are protected by roller-shutters. The rear yard to the premises is set behind a roller shutter. Access to the rear of the building is through this shutter, which is located on Tariff Street.

The Crown and Anchor, a traditional pub, lies on the opposite corner on Hilton Street/Port Street, there is also Cuba, a Latin-American themed bar/club close by on Port Street.

figure 1 site location

The area is one of a mixture of commercial uses, including: offices, wholesalers, bars, restaurants, and take-aways. Several vacant plots in the area around Port Street are used for car parking. There are residential uses in the immediate vicinity of Hilton Street, in particular, The Vaults, at the rear of the Hilton House. The Northern Quarter has a growing number of drinking and eating establishments with the majority of these premises being located, further to the west of this building and centred on Thomas Street.

3.0 Crime Issues at this Location

3.1 Crime Statistics

Figure 2 highlights the area studied for the crime analysis, whilst the graph, (figure 3) below, illustrates the number of crimes recorded in that study area in the period July 2009 to July 2010 in a grid 1 km^2, with the site at the centre of the study area. (see Appendix 1 for a description of each of the crime types).

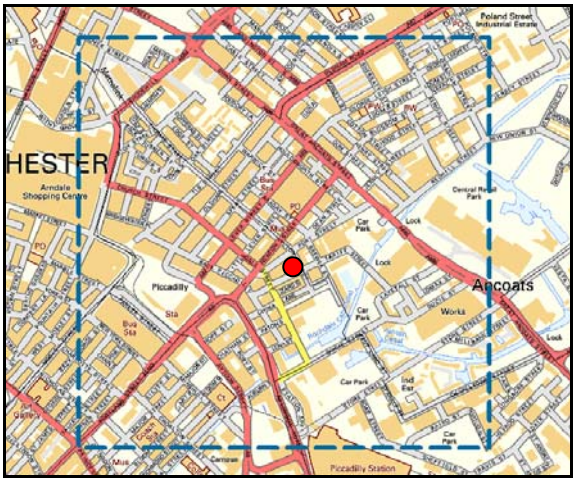


figure 2 Crime analysis area

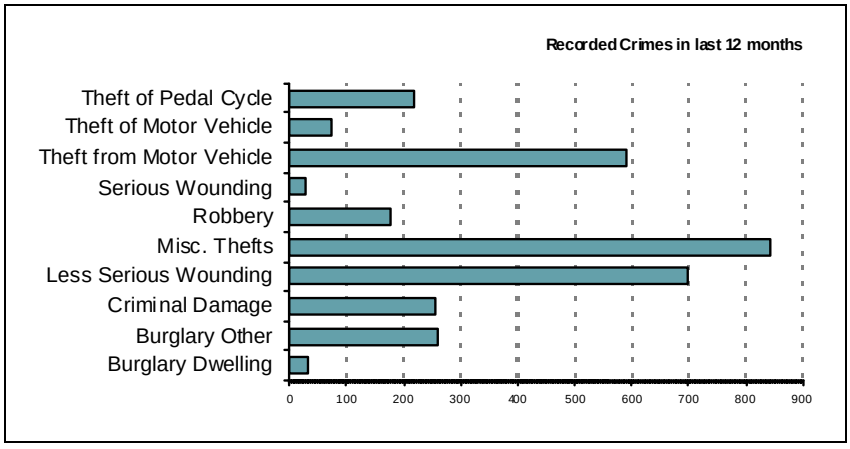


figure 3 Recorded crime July 2009 – July 2010

The volume of crime in the area is very high, which is typical of a city centre location. The principle crimes are: miscellaneous theft, wounding, theft from vehicles, burglary, and criminal damage. In terms of the use proposed for the site, we should be particularly cognisant of the levels of wounding, burglary of business premises, personal theft, and robbery.

Several features in the area stand out as contributing to the crime pattern, they are:

- The proximity to the city centre and retail premises

- The number of commercial premises
- The network of streets and backstreets
- Low pedestrian footfall partly due to the street pattern
- The insecure nature of many premises
- The concentration of bars elsewhere in the Northern Quarter/Printworks, and in the Piccadilly area.

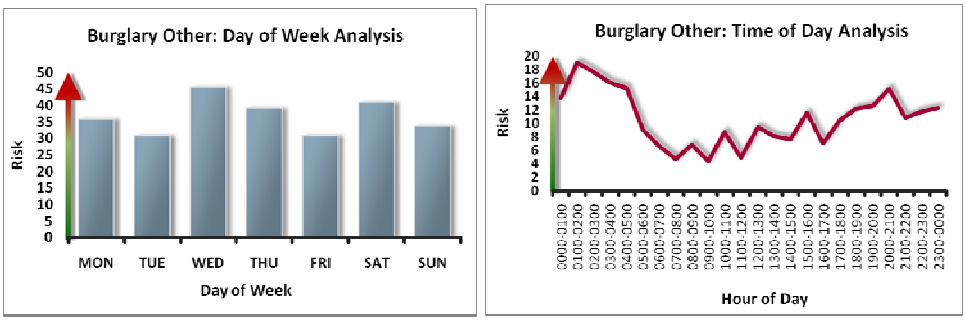


figure 4 Burglary other - day and time analysis

Figure 4 shows that commercial burglary is most likely to occur on a Wednesday. In terms of the time of the day offences occur, the graph peaks through the night. This can be explained by the fact that burglaries tend to occur at night when premises are closed. The bar chart shows the method of entry for burglary crimes.

The most common entry point for commercial burglary, figure 5, is through a door whether that is the front, rear door or fire doors. Shutters are sometimes forced open in order to gain entry. Unknown entry points may be due to doors or windows being left insecure, or employees committing offences leaving no obvious means of entry forced or otherwise.

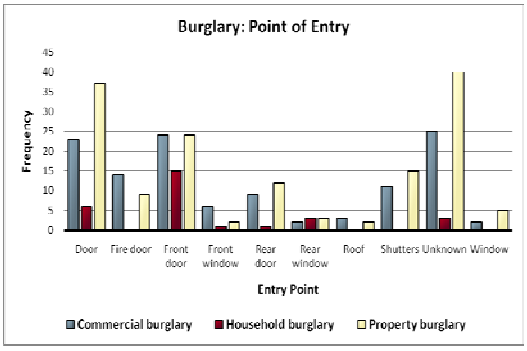


figure 5 Burglary - point of entry

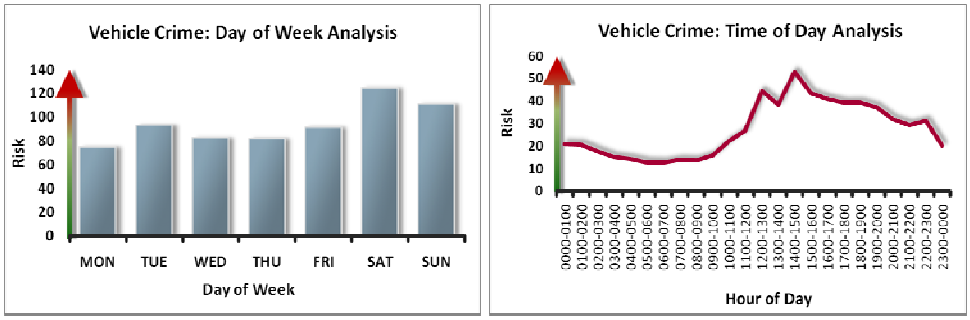


figure 6 Vehicle crime - day and time analysis

Figure 6 shows the risk of vehicle crime in the study area. Whilst there is no parking provision associated with this development, customers may arrive by car and so the risk of vehicle crime is a consideration. The graphs show that the risk associated with vehicle crime in the study area increase over the weekend but the peaks are in the early-mid afternoon. This suggests that shoppers and workers cars are mostly targeted; the risk diminishes through the evening but is still reasonably high. Analysis suggests that most offences happen when the car was parked on the street and that the crime often relates to theft of property left on display.

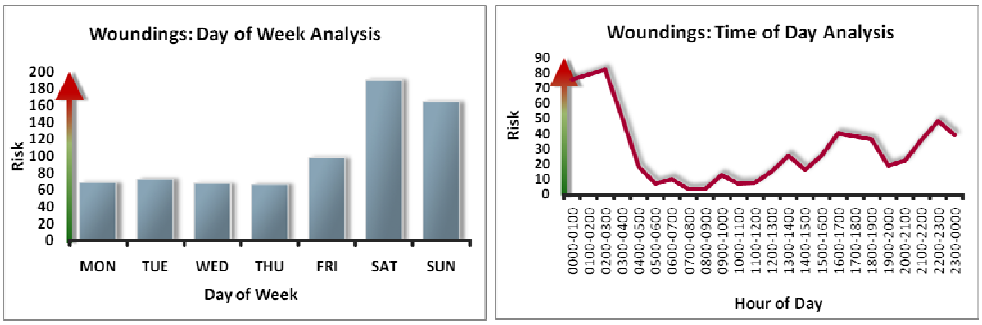


figure 7 Wounding - day and time analysis

Wounding, figure 7, shows a late evening/night peak and weekend peak. Most of the wounding crimes will be associated with licensed premises. The graphs below show a clear pattern in relation to the risk of wounding within the area, indicating a higher risk at weekends and during the early hours of the morning, when patrons are more likely to be intoxicated, and bars, clubs and taxi ranks are at their busiest.

4.0 Security Considerations

4.1 The typical security issues for premises of the nature proposed are:

- Criminal damage of property

- Burglary
- Sneak thefts from customers
- Alcohol related disorder/violence
- Robbery

4.2 Known *modi operandi* for crime at premises with licenses in the City Centre include:

Gaining entry outside of opening times

- Forcing fire escape doors
- Cutting locks
- Forcing magnetic locks
- Smashing glazed panels and windows
- Forcing skylights
- Kicking holes in plasterboard wall from adjacent premises

When premises are open

- Entering insecure areas of premises e.g. closed bar areas
- Going behind unsupervised bar
- Entering insecure staff rooms

Items stolen

- Alcohol
- Cash
- Personal Property

Theft of personal items from customer bags is particularly common in licensed premises in this locality. The developer should encourage vigilance by staff and subtly, make customers aware of the risks by the use of clear, appropriately worded, informative signs. Bar furniture is also available which can reduce the risk of personal theft. The use of tables and chairs designed to facilitate secure storage of coats, bags, etc., or adapted with *Chelsea clips (see below)* is recommended.

5.0 Design Considerations

This development will be considered against the principles of crime prevention through environmental design, which have common characteristics with Secured by Design principles. In relation to bar/restaurants, the principles are detailed as follows:

The incidence and severity of incidents in restaurants/licensed venues and their environs are often linked to physical features of these locations. These features include:

- high concentration of people
- crowd congestion
- services that do not cater for demand, i.e. insufficient serving staff
- physical hazards arising from type and placement of furniture
- insufficient and unclean toilets.

Designing a restaurants interior to improve traffic flow and prevent congestion can reduce the opportunities for accidental bumps and drink spills that may escalate. A number of factors contribute to aggression and violence including accidental contact between patrons, as well as increases in temperature and noise. Customers may drink more alcohol to overcome discomfort associated with crowding and increased consumption can lead to a lowered tolerance to social and environmental irritants.

Attractive, well-maintained restaurants suggest to patrons that the owners care about their property and will not tolerate disorderly and violent conduct that might affect

business. A comfortable and entertaining atmosphere reduces both frustration and boredom among customers, which can reduce aggression levels, whilst over-crowding helps thieves operate more freely.

Part B – Assessment of the Development

1.0 Description of the Development

The development comprises of a ground floor bar/restaurant, with:

DELETED

- ~~External seating to be provided at the Port Street side of the restaurant.~~
- The entrances for customers are located on both Hilton Street and also from the corner of Hilton Street and Port Street.
- A bar, a food bar, cellar, kitchen, office, toilets (including a disabled persons toilet), and refuse store.
- There is a shared service area and car parking underneath the building, accessed to the rear. A roller shutter secures the entrance on the Port Street corner; the door itself currently has no locking mechanism.
- There are both formal and informal dining areas.

2.0 Assessment Criteria

2.1 Design & Layout

Good points

- The location of the bars, the toilets, and access into the premises are all positioned at different points within the premises, this separation will allow easier customer flow and reduce the possibility of conflict at pinch points.
- The bar area will benefit from good surveillance of customers.
- Seating diners next to windows increases surveillance of the street – both of people and of vehicles. External seating adds to the surveillance.
- In terms of the exterior environment, I have no concerns regarding the movement of customers into, and out of, the front of premises. There are no impediments to free movement of customers and the street is not particularly busy with traffic at any time of the day. The footpath is sufficiently wide immediately in front of the premises to cope with the

customer flows expected for premises of this size.

- Licensed premises in this part of the Northern Quarter are limited in number and venue capacity, so the issue of over-concentration of bars is not an issue at this point in time, although that is changing situation.
- A staff office is included in the plans; it can be locked shut to allow staff to store personal belongings securely.

Points to consider

- The exterior of existing, and proposed, premises are to remain largely unchanged. The shopfront is currently shuttered with basic roller shutters. A quick glance at the windows, glazing and doors suggests that they are not security rated. Requiring the applicant to install Secured by Design standard windows, glazing, doors and locking systems is likely to prove expensive and may render the project unviable. However, practical improvements should be made to improve security at the premises and these are set in the Physical Security section below.
- The cellar is in an area adjacent to the toilets with no clear security door. This will need to be addressed.
- There are residential buildings in the proximity of the site.
- The streets surrounding the premises, in particular links to public transport at Piccadilly lack activity at night.

2.2 Physical Security

Unless renovations to the premises are extensive, the development will not meet the Secured By Design standard. However, to improve the security of the premises I suggest the following:

- If windows are replaced, and I suggest that the main display windows should be, I would like to see the glazing include 7.5mm laminated glass. Laminate glass retains its integrity if attacked making it a deterrent to burglars and prevents injury from flying glass if objects are thrown at it.
- The entrance doors at the Port Street corner and on Hilton Street should be replaced with a LPS 1175 or PAS 24 standard door. There should be at least two point locking. The roller shutters should be replaced.

- The internal glazed door at the Hilton Street entrance should include two-point locking to each leaf.
- All external fire doors should meet the LPS 1175 security rating 2 standard Storage rooms should be fitted with security rated doors to PAS 24.
- Rear windows to the storage rooms should be protected with trellis shutters, which meet the LPS 1175 security standard. Ideally, all rear windows should be protected with trellis shutters.
- If the roller shutters on the doors and windows are to be replaced, I would like to see a perforated, powder coated shutters, (to LPS 1175 security rating 2), in their place, or something that is ornamental in appearance.
- Additional lighting should be provided on both the front and rear elevations of the building to provide illumination to both entry and fire doors/escape routes, and to provide greater lighting levels to all aspects of the building. All external lighting levels should be to British Standard 5489 1992. Lighting sources could be positioned high on the building shell to prevent attack, and must be lit to a minimum of 5 lux. The lighting must give an even spread with no dark areas. Compact Fluorescents or Metal Halide lighting should be fitted as standard to give a better quality of light, which also provides a more accurate colour rendition where CCTV is employed.
- All wiring to lighting should be encased to prevent tampering/abuse where possible.
- The installation of a secure alarm system is important to monitor unauthorised access to the property. Fire exit doors should be connected to the alarm system to prevent them being abused. The alarm should meet the BS EN 50131 or BS 6799 standard.
- CCTV would be an asset at the front of the premises, at both points of entry, at the fire door on Port Street, and the rear access passage. CCTV can help to defer offending, capture evidence, and assist in identifying physical hazards helping to improve venue design. A CCTV system should be installed and it should be maintained and operated in accordance with British Standard 7958:2005. Closed Circuit Television (CCTV) Management and Operation Code of Practice. Cameras should

also be considered for other security risk areas e.g. the cellar door.

- In terms of the management of the external seating area, the furniture should be taken in at night and securely stored so that it is not stolen or abused or used by others as a place to congregate when the terrace and bar are closed. The seating area should be clearly defined with barriers to discourage non-customers entering the terrace and prevent passing pedestrians interfering with diners and their possessions. An appropriate barrier would be a combinatio DELETED base with a Perspex top to a height of around 1400mm. Such a barrier will limit the opportunities for sneak thefts whilst allowing surveillance of the street. Unless securely fixed, the barriers should be stored securely overnight. Table service should be provided to customers of the outdoor seating area, and a operation/management plan be drawn up to detail how this space will operate in practice.

2.3 Management & Maintenance

- Consideration should be given to a chute deposit safe (to LPS 1183 standard) behind the main bar to reduce cash amounts held in tills at busy periods.

- Restrictions on swearing, drug use and dealing, and rowdiness can reduce aggression. A more permissive atmosphere with little control over patrons' behaviour is associated with higher aggression levels. Raising the bar area's height is one way to improve servers' capacity to monitor patrons' behaviour.

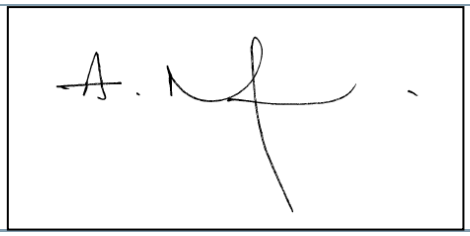
- The licensee is encouraged to become members of the Best Bar None Award Scheme http://www.citycentresafe.com/welcometomanchester.php

- In terms of dealing with the exterior environment, I would like to see the following undertaken as part of this development:
  - The emergency access route kept clear at all times.
  - The rear passageway should be appropriately lit.
  - Refuse containers should be located within the dedicated bin store not in the passageway at the rear of the premises or in the street, where they may be an obstruction in an emergency, or where they can be abused.

3.0 Conclusions

I have included advice on the standards that the Police support in order to make the premises more secure - although I appreciate the likely limited nature of the external works.

The proposal could not achieve the Secured by Design standard without more comprehensive alterations to the exterior of the premises. Nevertheless, I support the proposal subject to the applicant/licensee adopting measures outlined in the Management and Maintenance section (2.3) of this Statement, and makes reasonable efforts to address points highlighted in the Physical Security section (2.2) of this Statement.

designforsecurity Consultant	 Adrian Murphy

Appendices

A1 Glossary of Crime Types

SOURCE: Home Office

Arson

Deliberately destroying or damaging property by fire.

Burglary in a dwelling

Burglary in a dwelling

Where an offender enters a dwelling as a trespasser to steal, rape or commit grievous bodily harm.

Aggravated burglary in a dwelling

Where an offender, armed with a firearm, weapon or explosive, enters a dwelling as a trespasser to steal, rape or commit grievous bodily harm.

Burglary in a building other than a dwelling

Burglary in a building other than in a dwelling

Where an offender enters a building other than a dwelling as a trespasser to steal, rape or commit grievous bodily harm.

Aggravated burglary in a building other than a dwelling

Where an offender, armed with a firearm, weapon or explosive, enters a building other than a dwelling to steal, rape or commit grievous bodily harm.

Criminal damage

Criminal damage to a dwelling

Deliberately, or recklessly, destroying or damaging somebody else's home.

Racially or religiously aggravated criminal damage to a dwelling

Deliberately, or recklessly, destroying or damaging somebody else's home, where there is a racial or religious motive to the offence.

Criminal damage to a building other than a dwelling

Deliberately, or recklessly, destroying or damaging a building that belongs to someone else.

Racially or religiously aggravated criminal damage to a building other than a dwelling

Deliberately, or recklessly, destroying or damaging a building that belongs to someone else, where there is a racial or religious motive to the offence.

Criminal damage to a vehicle

Deliberately, or recklessly, destroying or damaging a vehicle that belongs to someone else.

Racially or religiously aggravated criminal damage to a vehicle

Deliberately, or recklessly, destroying or damaging a vehicle that belongs to someone else, where there is a racial or religious motive to the offence.

Other criminal damage

Deliberately, or recklessly, destroying or damaging items, excluding dwellings, buildings or vehicles that belong to someone else (not counted elsewhere).

Racially or religiously aggravated other criminal damage

Deliberately, or recklessly, destroying or damaging items, excluding dwellings, buildings or vehicles that belong to someone else (not counted elsewhere), where there is a racial or religious motive to the offence.

Threat or possession with intent to commit criminal damage

Threatening or causing someone to fear that his or her property might be damaged; or possessing anything, without lawful excuse, intended to cause damage.

Less serious wounding

Less serious wounding (including any minor injury)

Maliciously inflicting grievous bodily harm, with or without a weapon; also assaulting someone and causing him or her actual bodily harm.

Racially or religiously aggravated other wounding

Maliciously inflicting grievous bodily harm, with or without a weapon; also assaulting someone and causing him or her actual bodily harm, where there is a racial or religious motive to the offence.

Common assault (includes some minor injury)

Common assault (no injury)

Assaulting another person where the victim receives a minor injury or, as of 2002/03, no injury.

Racially or religiously aggravated common assault

Assaulting another person where the victim receives no injury and there is a racial or religious motive to the offence.

Miscellaneous theft

Theft from the person

Stealing property from another person, with intent to permanently deprive him or her of it.

Theft from shops

Stealing, with intent to permanently deprive, from retail premises (i.e. shoplifting).

Theft by an employee

Stealing from one's employer, with intent to permanently deprive the employer.

Theft or unlawful taking of mail

Unlawfully taking away or opening a mailbag.

Proceeds of crime

Concealing, disguising, converting, transferring or removing property obtained through criminal activity (i.e. money laundering).

Abstracting electricity

Dishonestly using, wasting or diverting electricity, without authority.

Other theft or unauthorised taking

Stealing not classified elsewhere.

Handling stolen goods

Dishonestly receiving or handling goods, knowing or believing them to be stolen.

Robbery

Robbery of personal property

The actual or threatened use of force during or immediately before the theft of personal property.

Robbery of business property

The actual or threatened use of force during or immediately before the theft of property belonging to a business.

Serious wounding

More serious wounding or other act endangering life

Viciously intending to cause grievous bodily harm to another person.

Theft from a motor vehicle

Theft from a vehicle

Where there is intent to steal from a vehicle rather than drive it away.

Vehicle interference and tampering

Interfering with a vehicle, its contents or anything carried in it.

Theft in dwelling

Theft from an automatic machine or meter

Stealing money from a meter in a dwelling.

Theft in a dwelling other than from an automatic machine or meter

Stealing property from a dwelling where the thief has not trespassed to gain entry

Theft of a motor vehicle

Theft or unauthorised taking of a motor vehicle

Stealing a motor vehicle, with intent to permanently deprive the owner of it.

Aggravated vehicle taking

Stealing a motor vehicle, with intent to permanently deprive the owner of it, and driving that vehicle dangerously, or consequently causing injury or damage to property, including to the vehicle.

Theft of a Pedal Cycle

Theft or unauthorised taking of a pedal cycle

Stealing a bicycle, with intent to permanently deprive the owner of it.

A2 Considerate Constructors Scheme

SOURCE:

www.considerateconstructorsscheme.org.uk

Code of Practice for the Scheme

1. Considerate

All work is to be carried out with positive consideration to the needs of traders and businesses, site personnel and visitors, and the general public. Special attention is to be given to the needs of those with sight, hearing and mobility difficulties.

2. Environment

Be aware of the environmental impact of your site and minimise as far as possible the effects of noise light and air pollution. Efforts should be made to select and use local resources wherever possible. Attention should be paid to waste management. Reuse and recycle materials where possible.

3. Cleanliness

The working site is to be kept clean and in good order at all times. Site facilities, offices, toilets and drying rooms should always be maintained to a good standard. Surplus materials and rubbish should not be allowed to accumulate on the site or spill over into the surroundings. Dirt and dust from construction operations should be kept to a minimum.

4. Good Neighbour

General information regarding the Scheme should be provided for all neighbours affected by the work. Full and regular communication with neighbours, including adjacent residents, traders and businesses, regarding programming and site activities should be maintained from pre-start to completion.

5. Respectful

Respectable and safe standards of dress should be maintained at all times. Lewd or derogatory behaviour and language should not be tolerated under threat of severe disciplinary action. Pride in the management and appearance of the site and the surrounding environment is to be shown at all times. Operatives should be instructed in dealing with the general public.

6. Safe

Construction operations and site vehicle movements are to be carried out with care and consideration for the safety of site personnel, visitors and the general public. No building activity should be a security risk to others.

7. Responsible

Ensure that everyone associated with the site understands implements and complies with this code.

8. Accountable

The Considerate Constructors Scheme poster is to be displayed where clearly visible to the general public. A site's contact details should be obvious to anyone affected by its activities.