

Greater Manchester Police

designforsecurity

Crime Impact Statement: Lite

37 King Street West, Manchester

Change of Use from Sandwich Shop to Hot Food Takeaway

For David Holmes

Version A: 26/04/2012

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Not Protectively Marked

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2012/0268/CIS/01

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The 'Crime Impact Statement: Lite' Explained

The 'Crime Impact Statement: Lite' has been created to accompany planning applications for small developments, changes of use, and other minor applications at the discretion of the local planning authority in accordance with the local validation checklist. These developments, although small, can have a tendency to invite a disproportionately high volume of crime and incidents, making designing-out criminal opportunities at the outset an invaluable opportunity. The CIS: Lite will advise on a range of measures possible given the scope of works, which aim to minimise these opportunities for crime.

Executive Summary

☐ **Significant material changes are advised**

☐ **Proposal is satisfactory in principle but minor changes are advised**

☒ **Proposal is generally acceptable subject to the advice in this report**

This development has been assessed against and is consistent with the principles of 'Crime Prevention Through Environmental Design' (CPTED). The development will not achieve 'Secured by Design' (SBD) accreditation without the replacement of all existing external building elements (such as glazing, windows and doors) to SBD standards. Nevertheless, we are happy to endorse this development, subject to all other measures being incorporated into the proposed scope of works. The overall security of the development will also be heavily reliant on the continuous effective management of the premises (including external areas), rather than just the physical measures recommended in the report. The proposed opening hours until 9pm will greatly reduce the risk of violent conflict at the premises.



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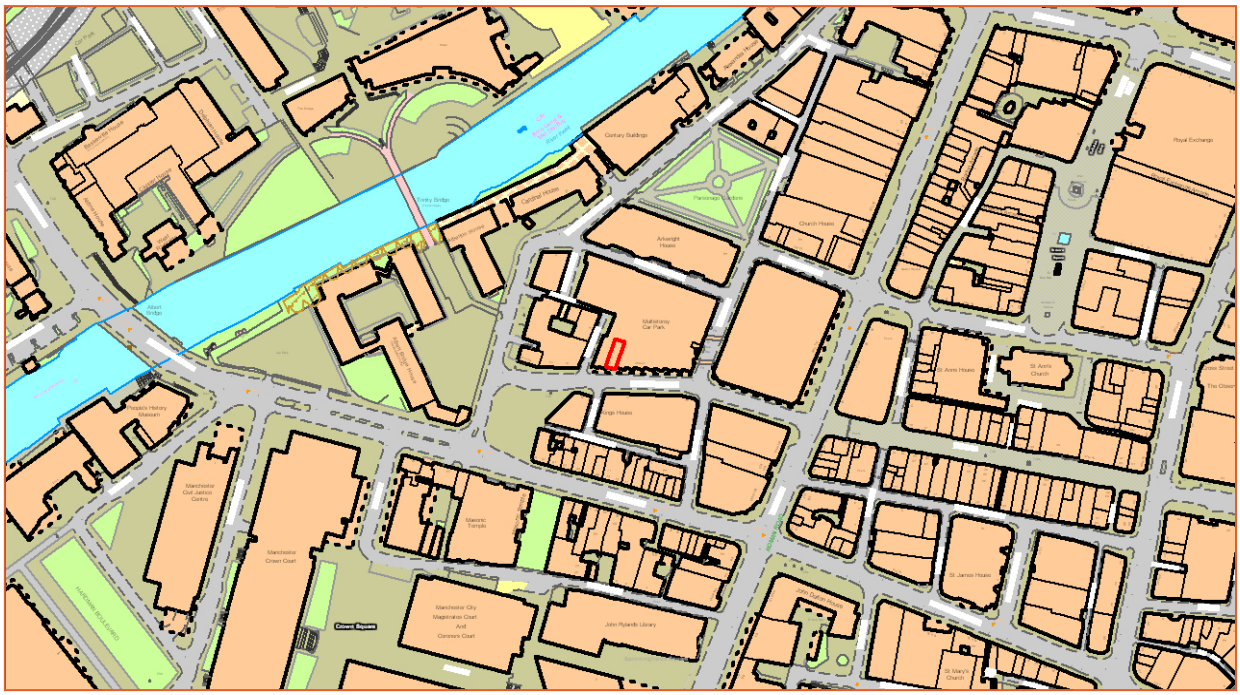
1 Visual Audit

The diagram below highlights relevant local features that could have an impact upon the security of the scheme and/or indicate the presence of crime and antisocial behaviour in the surrounding area.



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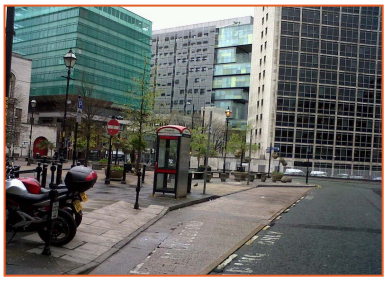

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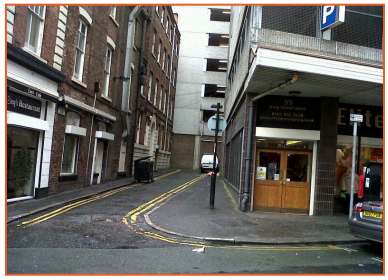

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1 Photograph 1 shows the existing shop front of the unit subject to the proposed change. The previous use of the premises was as a sandwich shop and this business is no longer in operation and the unit was closed on the day of visit with existing perforated roller shutters protecting the shop front.

2 Photograph 2 shows the view down King Street West towards King Street. The area is generally busy during the day and in the evening with a mix of uses including offices, cafes, retail premises, restaurants, bars and betting shops. There is on street parking available directly in front of the row of shops and in the surrounding area. Public open space on the corner of King Street West and King Street, in front of Starbucks café can be seen to the left in photograph 3.

3 Photograph 4 and 5 shows Butter Lane opposite the development site. There is a Korean restaurant on the corner of Butter Lane – one of a number of restaurants in the local area such as San Carlo which can be seen in photograph 7. There are a number of narrow, mostly one way, side streets in the local area – another example can be seen in photograph 6.

4 Photograph 8 and 9 area taken from Southgate – a road that runs parallel to Deansgate. On Southgate the rear entrance of House of Fraser can be found, which on the day of visit seemed to be widely utilised. There appeared to be few signs of criminal activity in the local area and the majority of side streets were clean on the day of visit.

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2 Crime Statistics & Analysis

All data below is based on crimes recorded between 1st April 2011 and 2012.

2.1 Crime Count

Figure 1: Recorded Crime in Km² Centred on Site

Burglary Dwelling	Burglary Other	Criminal Damage	Less Serious Wounding	Misc. Thefts	Robbery	Serious Wounding	Theft from Motor Vehicle	Theft of Motor Vehicle	Theft of Pedal Cycle
<20	276	203	363	669	63	20	229	23	288

2.1.1 The volume of crime in this area is very high due to its location within the city centre. The volume of violent crimes, theft, robbery and vehicle crime is exceptionally high and the rate of burglary is much greater than what is normally experienced. Many of the crimes are linked to the night time economy and the risk of incidents occurring at new developments of this nature should be considered high.

2.2 Misc theft (Proposed Use Only): Risk Analysis

The data below relates to misc theft offences within/against takeaway premises, recorded in the Manchester city centre area.

2.2.1 Day Range: The majority of misc. thefts in the City Centre area occur at the weekend, between Friday and Sunday. This is when the city centre area sees a greater influx of people and subsequently greater numbers visiting hot food takeaways. When hot foot takeaways are busiest the opportunities for theft (typically pick pocketing, or taking items from tables) are greatest.

2.2.2 Time Range: The risk of misc. theft in takeaways increases in the evening into the early hours of the morning. This is when takeaways/restaurants and bars in the area are at their busiest and the opportunity for crime is greatest.

2.3 Burglary Other (Proposed Use Only): Risk Analysis

The data below relates to burglary other offences within/against takeaway/restaurant premises, recorded in the Manchester city centre area.

2.3.1 Day Range: The risk of burglary at takeaway/restaurant premises in the city centre area varies during the week, with high risks experienced on Monday, Tuesday and Saturday.

2.3.2 Time Range: The risk of burglary at takeaways/restaurants in this area is greatest in the early hours of the morning, between 2am and 4am, and in the late afternoon/early evening. It is likely that offenders target takeaways/restaurants in the early hours of the morning when they are closed, it is dark and the city centre area is less busy - allowing them to break-in with little chance of being detected. Takeaways/restaurants may also be targeted by offenders in the afternoon, before they open and before staff are present.

2.3.3 Point of Entry: The majority of burglaries against takeaways/restaurants in this area are committed through doors, particularly fire doors. Fire doors have routinely been forced open with tools by offenders to gain entry. Other doors have also been forced open with bodily pressure, with tools or glazed panels have been smashed to gain entry. There have also been a number of burglaries where the point of entry used by the offender was not known.

2.4 Vehicle Crime: Risk Analysis

The information below relates to vehicle crime committed within a Km² centred on the site.

2.4.1 Day Range: The risk of vehicle crime during the week is greatest on Monday and Tuesday. However, the risk during the rest of the week is not significantly lower.

2.4.2 Time Range: The risk of vehicle crime in the local area is greatest in the evening, peaking between 7pm and 9pm. It is likely that offenders target vehicles at this time when it is dark and there are fewer people in the area, leaving vehicles parked on remote/isolated side streets and car parks vulnerable.

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2.5 Wounding: Risk Analysis

The information below relates to woundings committed within a Km² centred on the site.

2.5.1 Day Range: Violent crime most commonly occurs at the weekend, peaking on Saturday. Friday, Saturday and Sunday see the highest levels of attendance at licensed premises in the city centre area, with people often staying for longer periods of time and drinking more, leading to higher levels of alcohol related disorder.

2.5.2 Time Range: The risk of violence is low during the morning/afternoon, but increases significantly in the evening and peaks between 2am and 3am. At this time, licensed premises begin to close and violence breaks out in and around bars, takeaways and taxi ranks between intoxicated individuals and groups.

2.6 Criminal Damage and Robbery: Breakdown

The information below relates to criminal damage and robbery committed within a Km² centred on the site.

2.6.1 Criminal Damage Targets: Criminal damage in this area is targeted more at properties rather than at vehicles. The most common incident of criminal damage is broken windows, as well as numerous incidents of damage to vehicles and graffiti.

Robbery Targets: Robbery in the local area has been predominately against the person rather than businesses. Individuals have been targeted when using more secluded routes through the city centre, including along canal tow paths. The risk of business robbery exists in the area, but takeaway/restaurants as frequently targeted for robbery as other types of premises.

2.7 Common Use-Specific M.O.s (Modus Operandi)

2.7.1 Theft of customer property

Possible solution - Manage numbers inside the premises, particularly during busy peak periods. Any seating/eating areas should be fitted with Chelsea clips to allow customers to secure their belongings. The use of mirrors can help to improve surveillance and detect criminals.

2.7.2 Burglary where rear doors have been forced open

Possible solution – All external doors should be certified to recognised security standards (see Section 4), which are independently proven to reduce the risk of forced entry and thus increase the chances of detection.

2.7.3 Burglary where rear windows have been smashed by offenders to gain entry

Possible Solution - All ground floor glazing should include a laminated pane, which forms a much more robust barrier against shattering and penetration (see Section 5). Consideration should also be given to security-certified shutters or grilles to protect particularly vulnerable windows/doors out-of-hours.

2.7.4 Conflict between intoxicated customers

Possible Solution - The effective management of the premises is crucial, e.g. not allowing the unit to become overcrowded at peak periods. Having separate entrance and exit doors and obvious queuing routes at peak times can help to diffuse tensions and avoid conflicts between customers. All internal furniture should be fixed to the ground to avoid being used as missiles. The use of CCTV cameras covering the main shop area should be used to help deter criminals and record any incidents that take place.

3 Risk Factors

The typical security risks for a development of this nature are:

- Burglary
- Robbery to business
- Criminal damage to property
- Alcohol-fuelled violence/conflict

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- Misc theft to customers
- Rowdy and inconsiderate behaviour
- Conflict of use with neighbouring venues
- Violence towards staff
- Safety of staff personal belongings
- Robbery/wounding of patrons leaving premises

4 Design Considerations

4.1.1 The plans indicate that the rear of the premises is not physically restricted to staff and members of the public would be able to walk through to the rear. If this is the case then it should be addressed.

4.1.2 The proposed use can often attract acts of anti-social behaviour, violence, intimidation and conflict with neighbouring properties. The following features of this type of use all help to contribute to the incidence and severity of incidents, which must be overcome and/or dealt with to reduce the chances of crimes being committed:

- Late opening hours – the proposed use is to open until 9pm at the latest on Friday and Saturday. The majority of crimes at hot food takeaways in the local area have been committed in the early hours of the morning.
- A high concentration of people in a small area – Chinese hot food takeaways typically attract lower volumes than those offering cheaper items such as chips, burgers and kebabs.
- Customers who may have been drinking alcohol – due to the proposed opening hours the proposed hot food take away will attract high levels of intoxicated customers and therefore the risk between intoxicated parties is low.
- Services that do not cater for demand – this can be addressed by having sufficient levels of service staff to reduce waiting times
- Physical hazards arising from type and placement of furniture – the plans do not indicate that the premises will be overly furnished.

4.1.3 Overcrowding can also help thieves operate more freely. Designing the interior of the premises to improve traffic flow and prevent congestion can reduce the opportunities for accidental bumps that may escalate into fights and limit the opportunities for personal theft during busy periods. The internal layout of the premises and the effective management of the use are very important to the security of the whole scheme. The following points are considered good practice and should be incorporated into the scheme where possible:

- The serving counter should be in full view of the door allowing staff to oversee who is entering the premises.
- The counter itself should be high and wide to distance staff from any aggressive patrons.
- The tills should ideally face out to the customer area or if the tills face away from the customer, mirrors should be positioned to allow staff to see if there is anyone behind them.
- Customers should not be allowed into the kitchen area, access could be restricted by a lockable worktop and access controls installed to all internal doors.
- All internal seating/furniture should be securely fixed to the ground to prevent being used as weapons/missiles.
- Any self-service fridges or counters should be in full view of the main counter and covered by CCTV cameras.
- The area in front of the counter should be clearly defined to provide an easy queuing system to help prevent against queue jumping, which can lead to conflict. Consideration should be given to Internal floor demarcations (such as different coloured floor tiles) to direct people and encourage efficient circulation within the premises (i.e. defining separate queuing and waiting/seating areas).

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- Clear views should remain from the shop through to the public highway, i.e. large promotional signs and menus should not obstruct views.

5 Physical Security

The proposed change of use is to a hot food takeaway from a sandwich shop with few limited external alterations, with existing roller shutters to remain. This strategy is acceptable, but if any changes are to be made in the future we would recommend the following standards be followed.

5.1 Doors

5.1.1 External doors must be compliant with and certified to BS PAS 24, WCL2, or LPS 1175 SR2.

5.1.2 Any sliding doors should be tested and certified to ENV 1627-30 (WK2+). If circumstances could prevent this, please consult with Design for Security.

5.1.3 Revolving doors should be tested and certified to ENV 1627-30 (WK2+). If circumstances could prevent this, please consult with Design for Security.

5.1.4 External escape-only doors (as with external doors in general) should be certified to BS PAS 24, or LPS 1175 SR2. It is crucial that the door ironmongery is permitted for use on these doors under the security certification of the product.

5.2 Windows

5.2.1 Windows must be compliant with and certified to BS 7950.

5.2.2 Ground floor and easily accessible opening lights (escape requirements permitting) must be key-lockable, and have fixed/lockable opening restrictors (not releasable from the outside) limited to 100mm.

5.3 Glazing

5.3.1 Glazing to a height of 2400mm (or if otherwise accessible) must incorporate at least one pane of glass with a 1.5mm PVB interlayer (e.g. 7.5mm laminated glass), or a glass rated as P4A under EN 356. The remaining pane in a double glazed unit may be toughened glass.

5.4 Shutters

5.4.1 Shutters must be tested and certified to LPS 1175 SR2 (or SR1 if perforated shutters are required), and installed in accordance with manufacturer's instructions.

6 Useful References

The design and layout of your development will be appraised both in this document and through face-to-face meetings if and when required. Design for Security does recommend however that designers and developers refer to:

6.1 Safer Places (2004) ODPM, London

Seven attributes of sustainable communities that are particularly relevant to crime prevention are detailed within Chapter 2 of this ODPM publication. Annex 3 also contains many useful references. You can download 'Safer Places' at www.designforsecurity.org

6.2 Secured by Design (SBD)

Secured by Design focuses on crime prevention at the design, layout and construction stages of homes and commercial premises and promotes the use of security standards for a wide range of applications and products. To apply for Secured by Design certification for your development, visit our online application form at: http://www.designforsecurity.org/secured-by-design/sbd-accreditation/

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A Contact register

Date	Contact With	Summary of Contact
10/4/2012	David Holmes	CIS instruction
23/4/2012	David Holmes	Progress update
26/4/2012	David Holmes	CIS Issued

B Associated Documents

This report is based on the following drawings and supplementary information submitted by the applicant.

DWG No.	DWG Title	Date	Rev
001	Plans, elevations as existing and proposed	6/3/2012	
002	Location plan		
003	Block Plan		
004	Illuminated signage proposed	2/4/2012	
005	Plan and reflected ceiling plan as existing	6/4/2012	
006	Front elevation, long sections GG, HH, JJ	6/4/2012	
007	Sections AA, BB, CC, DD, EE, FF	6/4/2012	

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.

C CIS Version History

Version	Status			Revisions Made
A	☐	☐	☐	

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