

CRIME IMPACT STATEMENT

Full Planning Application for the change of use and refurbishment of the ground floor and basement floor unit at 14-16 St. Ann Street to provide a new CUPRA City Garage, including a small CUPRA showroom with associated retail facilities (Use Class E(a) and Sui Generis); hospitality areas for the sale and consumption of food and drinks (Use Class E(b)); the change of use of the adjacent public highway for external table and seating areas (Use Class E(b)); and the refurbishment and rebranding of the existing shop frontage, including the display of advertisements.

FOR: **LOOKERS PLC**

VERSION A: **14.08.24**

2013/0980/CIS/03

Greater Manchester Police

designforsecurity

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CPT
CRIME PREVENTION TEAM

EXECUTIVE SUMMARY

Development supported

The change of use and refurbishment of the premises is welcomed. The proposals will result in a more intensive use of the building, greater levels of street activity and an increase footfall to the area. Passive surveillance of the surrounding public realm will be enhanced.

There are no significant issues to address from a crime prevention perspective but, to improve the overall security of the building, a number of recommendations are included, the main ones are summarised as follows:

- Security-rated doors should be used to secure the customer and car entrance
- Laminate glass should be installed in the new elements of the shopfront
- The staff room must be secure and customer access to it restricted
- CCTV and intruder alarm systems should be installed
- Displaced cycle parking should be re-installed in a similarly well-supervised location nearby.

At the planning application stage, Greater Manchester Police will support the application. Given the emphasis of the application ifs for a change of use, a Secured by Design condition is not appropriate instead we are likely to recommend a condition requiring the developer to adhere to the recommendations set out within this report wherever feasible.

Adrian Murphy *MRTPI*

Consultant

e: adrian.murphy@designforsecurity.org

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1 The Site and Surroundings

The photographs and plan below show the application site and its surroundings. This site, edged in red on the plan, is situated at the corner of St Ann Street and Police Street, within the St Ann Square Conservation Area, in the retail core of Manchester City Centre. St Ann Street connects Deansgate, A56, 10 metres to the west of the site with Cross Street, 160 metres to the east. A one-way street (from west to east), access into St Ann Street is further restricted by virtue of it being within a pedestrian zone where traffic is restricted from Monday to Saturday to disabled, parking permit holders and for loading purposes in designated bays, all of which are located to the east of the application side; other than 'no waiting', the street is open to access on a Sunday. Police Street also lies within the pedestrian zone and is a one-way street. It is closed to all traffic, except for loading between 06.00 and 08.00. Automated bollards, located adjacent to the application site, control vehicle access into Police Street from St Ann Street. The neighbouring premises at 2-4 St Ann Street are occupied by Black Sheep Coffee, a café/take-away that trades between 06.30 and 20.00/21.00, seven days a week Adjoining the rear of the premises, on Police Street, there is a secondary entrance to Waterstones bookstore. Waterstones occupy large premises adjoining the site including the upper floors of numbers 14-16 ST Ann Street. Premises elsewhere on St Ann Street and Police Street include a range of retailers, food and beverage outlets and offices; there is residential accommodation on the upper floors of the neighbouring building to the south, the entrance to which is on King Street.


14-16 St Ann Street



The shopfront of 14-16 St Ann Street


Automated bollards control access along Police Street adjacent to the site




Looking west along St Ann Street towards the site from


Looking east along the wide footpath and street furniture in front of 14-18 St Ann Street


Looking west along the wide footpath and street furniture in front of 14-18 St Ann Street

The application site comprises the ground and basement floors of numbers 14-16 St Ann Street as well as the expanse of pavement on St Ann Street and to a lesser extent Police Street. The premises have been vacant for around five years, prior to which they were occupied by a jewellery retailer. The shopfront includes large, display windows, facing both St Ann Street and Police Street, a chamfered corner - also with a display window, and a pair of entrance doors set within a shallow recess on the St Ann Street elevation. Powder-coated, security shutters have been installed to protect the store entrance and similarly-styled shutters have also been installed on the inner side of all glazed elements of the shopfront. There is a pair of doors set within a shallow recess on the Police Street elevation of the building, which facilitate means of escape from the basement floor, and single door set within a deeper recess which is protected by a steel-mesh gate, which allows a means of escape from the ground level shopfloor. The pavement in front of the premises on St Ann Street is wide and includes a series of cycle parking stands, junction box and a digital advertisement unit. There is a tree and two phone boxes adjacent to the site boundary, in front of numbers 2-4 St Ann Street. When visiting the site, the pavement in front of the application site was a gathering place for cycle couriers.

2 Crime Statistics & Analysis

2.1 Crime in the neighbourhood

The data below relates to crimes recorded between 1st July 2023 and 30th June 2024, committed within 500m of the site.

All crime

Domestic burglary	Non-domestic burglary	Criminal damage	Use, or threat, of violence	Theft - including shoplifting	Robbery	Drug offences	Theft from motor vehicle	Theft of motor vehicle	Bicycle theft
12	185	270	2579	3134	171	48	311	34	81

2.1.1 There were 7,019 recorded crimes in the neighbourhood around the development site during the period analysed. This volume of crime is extremely high but typical for a neighbourhood within city centre Manchester.

2.1.2 The most common crimes recorded were:

- the use, or threat, of violence - 37%
- theft (including bicycle theft and shoplifting) - 45%
- criminal damage – 4%
- vehicle crime, i.e., theft of, theft from and criminal damage to a vehicle - 5%
- burglary - 3%
- robbery – 2%
- drug offences 4%.

2.1.3 Incidents of theft have taken place throughout the area, with hotspots at Piccadilly Gardens, licensed premises on Deansgate, Peter Street and Quay Street, and at retail premises in Market Street and the Arndale Centre. As well as shoplifting, offenders used pick-pocketing and distraction techniques to steal mobile phones, bags, and purses/ wallets. Offenders have also targeted insecure items (mostly mobile phones) left on or under tables in bars and restaurants.

2.1.4 Crimes involving the use or threat of violence occurred throughout the area analysed, but there were concentrations at and near licensed premises on Deansgate and Peter Street, as well as in Piccadilly Gardens, where large numbers of people congregate. Offences mostly occurred over the weekend period, and during the late evening and early hours of the morning, which reinforces the consumption of alcohol being a significant factor in determining when and where such crimes occur.

2.1.5 The streets where the most crimes were recorded were:

- Market Street
- Peter Street
- Deansgate
- Corporation Street

Crime on St Ann Street

2.1.6 There were just 9 crimes recorded on St Ann Street – 4 of which were crimes involving the use or threat of violence, there were three vehicle offences and two of criminal damage.

2.2 Crime at licensed premises in Manchester

The data below relates to crimes recorded between 1st January 2019 and 31st December 2019, committed within the city of Manchester.

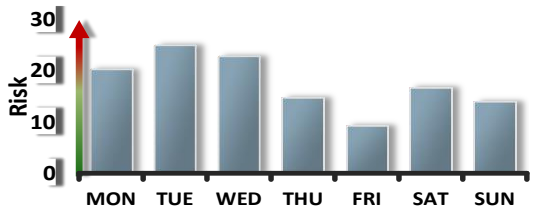
2.2.1 In the year preceding the pandemic, there were over 2,700 crimes recorded at licensed premises in the City of Manchester, around 80% of which occurred at premises in the city centre. The breakdown of recorded crimes was as follows:

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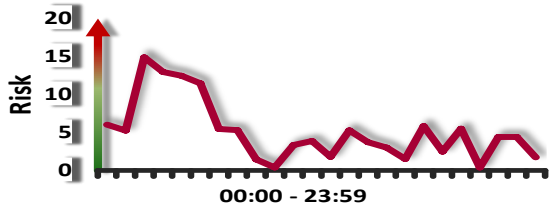
- the use, or threat, of violence - 48%
- theft - 39%
- burglary - 6%
- criminal damage – 4%
- other – 3%
- robbery – 1%

Burglary

Burglary – Day Range

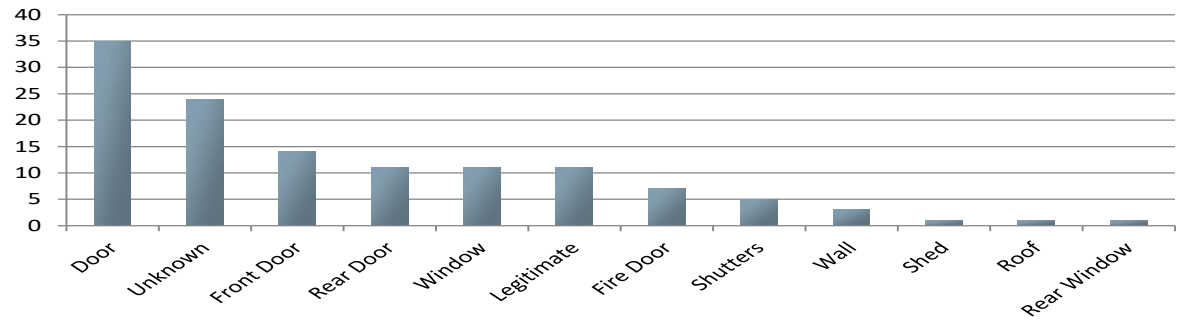


Burglary – Time Range



2.2.2 The risk of burglary is greatest on Monday and Wednesday and is lowest on Friday and increases greatly in the early hours of the morning.

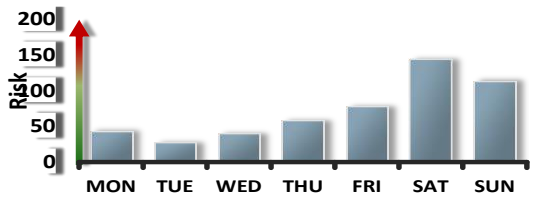
Burglary– Point of Entry



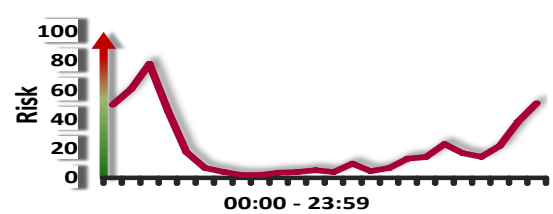
2.2.3 The most common means of breaking and entering is by forcing doors, often means of escape doors on side and rear elevations of premises. Windows have also been forced open and glazing within windows, and glazed panels within doors, has been smashed to gain entry. Offenders have also forced roller shutters and posed as customers before targeting unsecured doors to restricted, staff-only areas, where stock and staff property has been taken.

Theft

Theft – Day Range



Theft – Time Range



2.2.4 The risk is greatest over the weekend period and in the late evening and into the early hours of the morning. This reflects the times when licensed premises are at their busiest and opportunities to commit theft are greater. Customers are relaxed and easily distracted, and offenders are likely to go unnoticed. Handbags, purses / wallets, cash, and phones belonging to customers are the most routinely stolen items - usually stolen from table-tops, from bags hung on chairs/stored under tables or via pickpocketing

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and distraction methods. Theft of property belonging to staff is also common, with offenders posing as legitimate customers to gain access to unauthorised areas.

2.3 Modus operandi used in burglary and theft at food and drink premises in Manchester and measures to reduce risk

2.3.1 Offenders posing as legitimate customers gaining access to staff only areas to steal property

To minimise the risk of offenders gaining access to staff only areas:

- access control systems should be considered to secure sensitive areas of the premises – e.g., staff rest rooms, management office and storerooms;
- staff should be required to wear an appropriate form of clearly visible ID and/or a company uniform;
- all doors separating public areas, from staff only areas should be monitored by CCTV; and,
- small lockers should be provided for staff to secure their personal effects within a secure staff room.

2.3.2 Doors have been forced open with bodily pressure and tools

To minimise the risk of offenders forcing doors:

- where possible external doors should be certified to PAS 24 or LPS 1175sr2 security standard or doors should have a solid core and be fitted with British Standard/Secured by design accredited locks;
- all external doors should be illuminated with dusk–to-dawn light. Lighting will also support CCTV systems and highlight the actions of an offender, increasing the chance of a crime being witnessed; and,
- CCTV should be installed to record activity within and around exterior of the premises, particularly the entrance and escape doors.

2.3.3 Glazing in windows and doors has been smashed

To minimise the risk of breaking and entering via windows or to reduce the risk of criminal damage to glazing:

- glazing to doors and windows should include laminate glass, which is extremely difficult to break and penetrate sufficiently to reach in and unlock doors or windows or to create a hole large enough to climb through; and,
- window frames should be certified to the PAS 24 standard, fitted with key operated locks and opening restrictors, and shutters fixed to protect vulnerable areas of glazing.

2.3.4 Theft of personal property e.g., from the tabletops, or from bags hung on chairs or stored under tables

To minimise the risk of personal property theft:

- provide Chelsea clips or hooks under tables to allow customers to secure bags; and,
- use rounded backed chairs, which make it difficult on which to hang bags or jackets.



2.4 Environmental features that can influence crime patterns

2.4.1 Features of the physical environment can influence patterns criminal and anti-social behaviour. They affect potential offenders' perceptions about a possible crime site, their evaluations of the circumstances surrounding a potential crime site, and the availability and visibility of one or more witnesses, who might intervene, at or near a site. Offenders may decide whether to commit a crime in a location after they determine the following:

- How easy will it be to enter the area?

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- How visible, attractive, or vulnerable do targets appear?
- What are the chances of being seen?
- If seen, will the people in the area do something about it?
- Is there a quick, direct route for leaving the location after the crime is committed?

2.4.2 Aspects of the local environment that might help to reduce the risk of crime and disorder at the site are as follows:

- compared to several other streets in the vicinity of the site St Ann Street is relatively crime-free;
- only the main entrance on St Ann Street was used to access the premises, all other doors were secured or used for escape purposes only;
- passive surveillance of staff and customers coming and going from neighbouring premises is likely to deter some criminal activity;
- roller shutters and steel mesh help to secure windows and doors on the premises;
- an intruder alarm is fitted;
- both elevations of the shopfront benefit from good street lighting;
- establishments that serve food tend to attract less crime and anti-social activities than drink only premises; and,
- St Ann Street and St Ann Square include high quality buildings and streetscape and are very well maintained, with few indicators of neglect and deterioration on and in the immediate vicinity of the site. Poorly maintained, poor-quality environments are often an indicator that committing certain types of crime can be largely risk free;

2.4.3 There are also some features that might facilitate crime and disorder, and these include:

- the site is located within the core of the city centre, where crime levels are very high;
- poorly managed licensed premises often attract offenders. Offenders are likely to observe the premises as it develops and be aware of, and potentially exploit, any criminal opportunities;
- the security shutters are fitted on the inside of the glazing securing the shop floor, but not the shopfront;
- the slight recess to the means of escape door on the Police Street elevation has attracted some graffiti; and,
- the location of the premises, within a conservation area and close to an important listed building, may influence the acceptance of some security measures by the planning authority.

3 Development Appraisal

3.1 Proposed development

3.1.1 Full planning permission is sought for the change of use and refurbishment of the ground and basement floors of the premises to provide a new CUPRA City Garage. This involves the creation of a small CUPRA showroom with associated retail facilities; hospitality areas for the sale and consumption of food and drinks; the use of the pavement in front of the premises on St Ann Street for customer seating with tables; and, the refurbishment and rebranding of the existing shopfront, including the display of advertisements.

3.1.2 The existing customer entrance on the St Ann Street elevation will be closed and replaced with a glazed, display window, and a new, glazed, customer entrance door installed at the chamfered corner of the building.

3.1.3 A car entrance will be formed in the St Ann Street elevation by removing one of the large, glazed elements of the shopfront and replacing it with a metal-framed, sectional door.

3.1.4 The existing means of escape door (from the basement) on the Police Street elevation will be retained and refurbished. The plans do not suggest any alterations to the existing, ground floor, means of escape arrangements.

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3.1.5 The ground floor of the premises will include space to display two vehicles with a bar area and seating, goods display, a w.c., storeroom, a lift connecting the ground floor to the basement and a staff entrance door which connects the premises to the Police Street, external door.

3.1.6 On the basement floor there will be a bar with additional seating, including an afterwork area, exhibition area, w.c.'s, a store/staff/waste room, a small storeroom and a second, staff entrance door, which will connect the basement to the back of house circulation.

3.1.7 Externally, seating for fourteen customers on seven, two-person tables will be arranged towards the edge of the wide pavement in front of the premises, separated from the shopfront with a clear path for pedestrians to navigate along St Ann Street. The existing digital billboard and a series of planters will define three of the four sides of the seating area, the remaining side will be open to access from the St Ann Street pavement.

3.1.8 The opening hours have not yet been disclosed.

3.2 Positive aspects of the proposal

3.2.1 The proposed development will secure a use for this important corner unit.

3.2.2 The building is not on a street currently dominated by licensed or food and beverage premises.

3.2.3 The proposed high quality and design is such that it is very unlikely to attract customers who may engage in aggressive or criminal behaviour.

3.2.4 The plans indicate most customers will be seated. Venues with large capacities and with low ratio of seating to customers tend to be more difficult to manage and more susceptible to violence. Bars and restaurants that solely cater for seated customers tend to attract few crime and disorder issues and, where positively managed, are unlikely to generate problems that might require a Police presence to resolve.

3.2.5 A management office/staff room are included in the plans.

3.2.6 Refuse will be securely stored within the building.

3.2.7 The pavement café will animate the street scene and add eyes to the street.

3.2.8 Public transport and taxi ranks are located close-by.

3.3 Recommendations to improve security and safety at the premises

Door staff and entry

3.3.1 Consider employing Security Industry accredited door staff on weekend evenings.

3.3.2 Ideally, customer entry should be restricted to the main entrance on corner of the building.

3.3.3 Other doors/sectional door should only be used by staff

3.3.4 The external seating area should be under regular supervision by a member of staff.

Securing the premises

3.3.5 The new customer entrance door and sectional door should be certified to a recognised security standard, e.g., PAS 24, STS202, LPS 1175, or ENV 1627.

3.3.6 The security qualities of retained, external doors should be assessed and, where appropriate, replaced with security-rated doors or fitted with additional British Standard or Secured by Design accredited locks.

3.3.7 Ideally, existing roller shutters should be retained.

Electronic security

3.3.8 A CCTV system should be installed that includes cameras capable of monitoring all external doors, all internal customer spaces, back of house areas, and the customer seating on St Ann Street.

3.3.9 The existing intruder alarm should be assessed for effectiveness and, if necessary, replaced with one that complies with the Secured by Design Alarm Standard.

Staff room

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3.3.10 The basement, staff room should both be secure. It should be fitted with a security-rated door or a 44mm, solid-core, door with at least one British Standard or Secured by Design accredited mechanical or digital lock, (preferably two in the case of the office door). The door should include a viewer so that staff can vet people prior to opening the door. The door should be self-closing and self-locking.

3.3.11 CCTV recording equipment should be located in the staff room.

3.3.12 Lockers should be provided for staff.

3.3.13 A cash/key safe, which meets the LPS 1163 standard, should be installed in the staff room.

Staff/stock room

3.3.14 Rooms used for the storage of valuables, e.g. staff belongings and stock, particularly alcohol, and the doors to the back of house, should be secure. Each door should be fitted with a 44mm, solid-core, door with at least one British Standard or Secured by Design accredited mechanical or digital lock. The doors should be self-closing and self-locking,

Signage

3.3.15 Signs should be erected to inform the public of: the name of the venue; the hours of opening including variations in opening times of the pavement seating; to deter customers from entering restricted areas; requesting customers to leave in an orderly manner to reduce disturbance to nearby residents; and, inform customers of the use of CCTV at the venue.

Outdoor seating

3.3.16 In the interests of the amenity of nearby, the hours of opening of the outdoor seating should be restricted to minimise late-night disturbance to nearby residents.

3.3.17 Pavement seating on St Ann's Street should be enclosed with barriers and routinely supervised by staff. The barriers should be designed or placed in such a way as to minimise the risk of passers-by stealing customer belongings. Furniture should be securely stored/not usable when the outdoor area is not/the premises are closed.

3.3.18 'Chelsea Clips', Grippa TM clips, or simple hooks should be fitted to the underside of tables to allow customers to secure bags or jackets while keeping it in view/close to their person.

Operating policy

3.3.19 An 'operating policy' should be drawn up, which includes:

- a plan for the management of the outdoor seating.
- a procedure for making the premises secure after customers have left so that counting and securing the takings can be carried out in a secure environment.
- a procedure for staff leaving and securing the premises so that staff safety is not compromised.
- security (door policy; door staff; staff training; CCTV cameras - monitoring and recording facilities, and their locations; intruder alarm; and cash storage/management);
- fire safety, including clearing designated escape routes of all obstacles;
- noise management; and,
- servicing and waste management arrangements, avoiding the disposal of glass late at night and early in the morning, when nearby residents may be disturbed.

Cycle parking

3.3.20 The well-used, cycle stands, removed as a result of the installation of external seating, should be re-installed at a nearby, similarly well-supervised location.

4 Physical Security

4.1 Doors

☐ The new, external doors es must be certified to one of the following standards: BS PAS 24, STS202, LPS 1175 SR2, or ENV 1627 RC3.

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☐ Ideally, retained external doors should have at least two British Standard/Secured by Design accredited locks fitted.

4.2 Glazing

☐ New glazing installed in the external doors and windows must incorporate a pane of glass with a 1.5mm PVB interlayer (e.g., 7.5mm laminated glass), or a glass rated as P4A under EN 356.

4.3 Intruder alarm

☐ The intruder alarm should have contacts on all external doors and have PIR detectors covering each of the floor areas. It should be monitored and have a response facility.

4.4 CCTV

☐ A CCTV system should be installed with cameras monitoring activity inside and around the outside of the premises. Recording equipment must be housed in a secure location within the premises or images recorded off site by a suitable monitoring company.

A Contact Register

Date	Contact	Summary of Contact
14.06.24	Hannah Dockerty, Northmill Associates Ltd	Request for crime impact statement
08.06.24		Site visited
14.08.24	Hannah Dockerty, Northmill Associates Ltd	Report issued

B Associated Documents

This report is based on the following drawings:

Drawing No.	Drawing Title	Date	Rev
2921_P.L(00)001 -	Site Location Plan Rev B		
2921_P.L(00)002 -	Block Plan-_Rev B		
2921_P.L(00)101 -	Proposed Site Plan Rev B		
2921_P.L(01)001 -	Existing Ground Floor Plan Rev B		
2921_P.L(01)002 -	Existing Basement Floor Plan Rev B		
2921_P.L(01)101 -	Proposed Ground Floor Plan Rev B		
2921_P.L(01)102 -	Proposed Basement Floor Plan Rev B		
2921_P.L(02)001 -	Existing Elevations Rev B		
2921_P.L(02)002 -	Existing Photographs Rev B		
2921_P.L(02)003 -	Existing Photographs Rev B		
2921_P.L(02)101 -	Proposed Elevations Rev B		
2921_P.L(03)101 -	Proposed Sections Rev A		
2921_P.L(90)101 -	Proposed Street Furniture – Planters Rev A		

Changes to the scheme may require Design for Security to review the recommendations within the report.

C CIS Version History

Version	Revisions	Date
A		14.08.24

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