

Guideline 2 - Design and crime

There is now an established link both between design and crime and design and the reduction of fear.

Good design of the physical environment can reduce opportunities for crime, by making it harder to commit the crime or by making it more likely that the offender will be caught. For example, the use of anti-graffiti paint makes it harder to commit the crime, and the presence of CCTV makes it more likely that the offender will be caught.

Design of the physical environment can also reduce fear. Good lighting, for example, can help to remove the fear created by darkness, and clear sightlines can reassure someone that no one is lurking, waiting to pounce.

Since the inception of Secure by Design in the late 1980s - by which new buildings could conform to design standards which would reduce opportunities for burglary - a wealth of expertise has developed in relation to design features which reduce crime.

More recently these design principles have been drawn upon by transport planners and operators, and it is standard good practice to involve the British Transport Police Crime Reduction Officer in the design of any new station and any refurbishment.

In relation to disability interests, there is also a body of good practice incorporated in the Strategic Rail Authority's Code of Practice on meeting the needs of disabled people - *Train and Station Services for Disabled Passengers*. The Code was drawn up in close consultation with the Disabled Persons Transport Advisory Committee [DPTAC]. Any design measures introduced to improve passenger security should ensure that the specific needs of disabled passengers are addressed.

These guidelines

- identify the principles for improving personal security through design features, and
- provide examples of ways in which those principles could be achieved.

Stations differ enormously in size, age, levels of patronage, nature of the surrounding physical and social environment, and crime levels. These guidelines are not - and cannot be - prescriptive. You will need to identify the potential problems you have in relation to design and crime, and select from a range of possible measures those which can best be adapted for your station.

You will need to consider all parts of the station, but pay particular regard to those places where passengers are - or feel - most at risk.

Passengers' feelings of security will be affected not only by risks to them personally but also by risks to their property. Confidence that their left luggage, bicycle or car is safe from theft or vandalism will affect confidence in their own security.

Crime within TOC-managed station car parking facilities are considered within this Scheme and if the station has a car park you may wish to apply for an award under the Safer Parking Scheme, or suggest that whoever is responsible for the car park should do so.

Site perimeters, entrances and exits

Entrances and exits should be clearly marked and, when the station is open, allow clear visibility both inwards and outwards. Where it is necessary to define the limits or boundaries of the station, this needs to be done in such a way that it does not unnecessarily restrict opportunities for informal surveillance i.e. for passers-by and those living and working nearby to see and be seen by passengers waiting at the station.

An example of good practice would be:

- the use of 'open' fencing rather than solid walls

In relation to any fencing at the station your own technical staff or the Crime Reduction Officer should be able to advise you as to whether you comply.

Formal surveillance

The presence and visibility of staff and CCTV provides a reassurance to passengers and a deterrent to potential offenders. The Data Protection Act 1998 introduced a Code of Practice for public space CCTV systems. This should be referred to at all times when planning, installing and managing public space CCTV. The CCTV system should also be registered with the Information Commissioner.

Station staff need to be located in prominent positions so that they can see and be seen by waiting passengers. The effectiveness of CCTV depends on the number and location of cameras, the quality of image, and the monitoring in place. The Crime Reduction Officer can advise you on the selection and siting of CCTV so that it is effective in deterring crime, reassuring passengers and securing successful prosecutions.

Examples of good practice include:

- locating station staff so that they have a clear view of waiting areas
- the use of picture windows on staff offices so that they can see and be seen by passengers (taking care that cash and valuables are not on view)

- ensuring a regular patrol of the station by staff, especially during quiet periods, to provide a reassuring presence to waiting passengers
- high visibility vests worn by station staff so that they can be clearly seen
- creating a core area where facilities such as passenger information Help Points, passenger emergency alarms, public telephones, seating and CCTV monitoring are concentrated
- the placement of CCTV cameras so that they cover each other, to deter vandalism
- alarming the CCTV to protect it from theft
- the placement of CCTV cameras so that they cover station approaches, in particular subways and any paths that are felt to generate insecurity
- the placement of CCTV cameras so that their view is unobstructed and well illuminated
- letting passengers know that CCTV is monitored so that they are reassured that the surveillance is real and immediate
- careful storage of CCTV data to enable their later use in detection
- quick repair of any faulty or damaged CCTV equipment.

Further guidance about the standard of CCTV required by the Scheme is available from your local Crime Reduction Officer.

Informal surveillance

Through informal surveillance, passengers and staff can both see and be seen by passers-by, road users, residents and local workers. If an access path or platform is remote from view, passengers will often feel unsafe and the opportunities for vandalism to and theft of property are increased.

The operator will need to pay particular regard to times of the day when the station and its environment may feel abandoned - especially after dark - and ensure everything possible is done to increase opportunities for and the quality of informal surveillance at these times.

Examples of good practice include:

- the use of 'open' fencing rather than solid walls
- encouraging the presence of retailers on the station - in the booking hall and on the platform - and in the immediate vicinity, to generate a 'busy' atmosphere (taking care that they do not obstruct passenger exits)
- making waiting areas visible to other passengers and staff, through the use of glazing (polycarbonate, where there is a risk of vandalism) rather than solid walls.

Landscaping

Landscape design can make a station more attractive and develop a sense of ownership by local residents and users. It can also be a crime prevention measure in itself, for example, training ivy against a wall to protect it from graffiti.

However, care needs to be taken to ensure that landscape features do not become targets for vandalism or provide cover for potential criminal activity. Regular maintenance is essential to ensure that landscaping which was designed to prevent crime and improve the environment does not deteriorate and present opportunities for crime and fears for personal security.

Examples of good practice include:

- using slow-growing shrubs which cannot grow too large, thus obscuring visibility
- use of prickly shrubs to minimise opportunities for concealment
- making checks of landscaping part of the regular station inspection and maintenance procedures.

Lighting

Apprehension about personal security and crime increases after dark. Lighting throughout the station needs to be such that waiting passengers can clearly see other users as they could in daylight. Particular attention needs to be paid to the lighting of timetables and other information which needs to be easily read.

An assessment of lighting requirements should be made during hours of darkness.

Examples of good practice include:

- uniform lighting, so that it does not create pools of intense brightness, silhouette on-coming pedestrians, or temporarily blind people with its intensity
- the use of matt surfaces to minimise the possibility of creating glare
- the use of light coloured paint to enhance the effectiveness of the lighting
- lighting which enhances CCTV pictures so that individuals can be identified
- the illumination of signs and service information which is good enough for them to be clearly readable after dark
- regular inspection and maintenance checks made during hours of darkness.

Visibility

Visibility is a key requirement in design. It is not only the ability to see ahead and along a route but, in the case of any potential threats to personal security, to have space and time to anticipate problems and plan precautionary action. For example, blind corners, recesses and wide pillars can all provide a hiding place for an attacker and make passengers feel vulnerable and at risk.

Examples of good practice include:

- avoiding corners, wide pillars and recesses, where possible, in the initial design
- blocking off recesses
- extending sight lines at corners and wide pillars through the installation of convex mirrors or CCTV cameras and monitors
- where corners and recesses are unavoidable, enhancing surveillance in those areas, for example through the presence of staff and CCTV cameras
- the use of clear glazing in waiting areas
- regular inspection and maintenance of recesses that cannot be blocked off, to ensure that they do not become subject to misuse.

Information to passengers

Confidence in finding one's way around the station and proceeding on one's journey is fundamental to a passenger's sense of security, and can discourage those with criminal intent. Maps, signage and timetables help the passenger make informed decisions and proceed confidently.

Information given over public address systems needs to be clear and audible, taking account of noise levels on the station.

Guidelines for presentation of timetables are issued by the Association of Train Operating Companies [ATOC] and the Disabled Persons Transport Advisory Committee [DPTAC], and should be used to ensure that you conform to current best practice.

Examples of good practice include:

- clear directional signs around the station so that passengers can find their way to the appropriate platform and towards the booking hall, passenger facilities and the exit
- in the case of large stations a clear plan of the station, located at the entrance, showing platforms, booking office, telephones, toilets, other facilities and the exit(s)
- a map of the station in relation to the surrounding locality, located at exits, so that passengers are clear about which way to leave the station for nearby facilities
- the provision of service information in the booking hall, on the platforms, and available for passengers to take away
- clear, readable timetables which are dated so that passengers are assured that they are current
- at transport interchanges, the provision of timetables of other transport modes
- the announcement of service changes through the public address system, which has the added benefit of reassuring passengers of a staff presence and of effective management of the service
- Help Points through which passengers can seek service information from a central point of control

- visual display of 'real time information' which informs passengers of service delays and enables them to make an assessment of their options
- staff who are visible and available to answer service enquiries
- the display of information about local taxi services, and signs towards a rank if there is one
- crime prevention advice posters and leaflets relating to specific local crime problems, such as pickpocketing or car theft
- Crimestoppers advertisements, giving a freephone number for anyone wanting to report an incident.

Calling for help

Passengers need to know that they can get help in an emergency. Their confidence in such systems depends on a reliable, fast and effective response.

Examples of good practice include:

- passenger emergency alarms or Help Points which are clearly signed and well lit, so that their location is clear from anywhere on the station platform
- passenger emergency alarms or Help Points which are located where passengers are most likely to want to use them, and which are easy to use and reach
- information telling passengers when to use the system, and what will happen when they do
- covering the passenger emergency alarm or Help Point with a CCTV camera so that when they are used, the incident can be monitored and recorded
- the provision of a public telephone and freephone number for passengers to summon help or report an incident
- regular inspection of the passenger emergency alarm or Help Point and quick repair of faulty or damaged equipment.

