

Design Against Crime as Socially Responsive Design

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IED, July 2008

Design Against Crime Research Centre and Elisava



Arts & Humanities
Research Council

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



0. Introduction

1. About Design Against Crime?

2. A Socially Responsive process.

3. Crime Prevention Through Environmental Design

4. Case Study: “Grippa”

0. Introduction



MW Design and Research



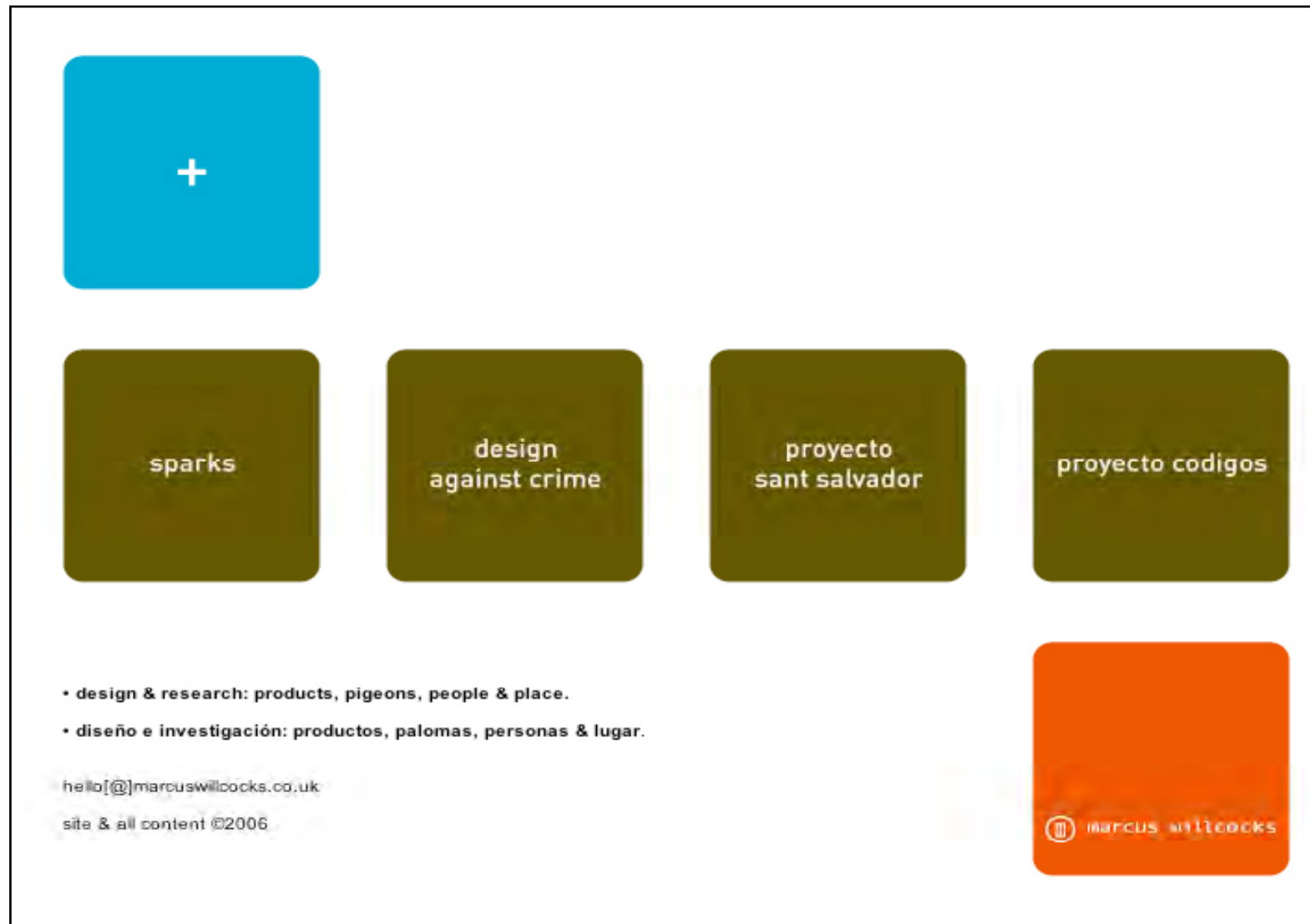
Sparks

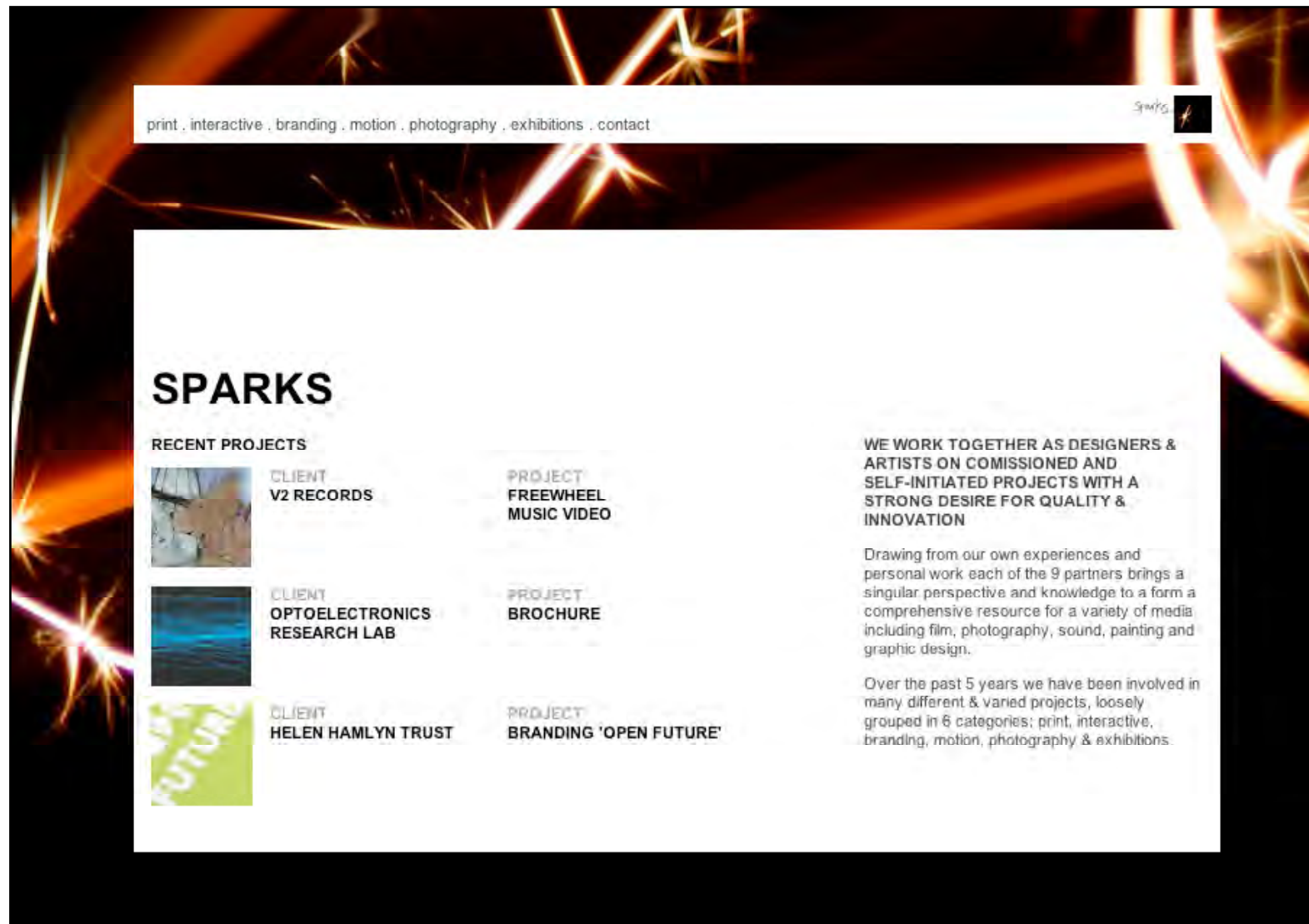


Design Against Crime

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Design Against Crime Research Centre

DAC is a socially responsive, practice-led research centre located at Central Saint Martins College of Art and Design, University of the Arts London



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"SECURE DESIGN DOES NOT HAVE TO LOOK CRIMINAL"

Grippa, June-August 2008 testing: London-Barcelona / Grippa, Junio-Agosto 2008: prueba: Londres-Barcelona

The DAC Research Centre in partnership with the UCL Jill Dando Institute for Crime Science and in collaboration with Elisava school of design (Barcelona), are working with two bars in London (Wetherspoons) and two bars in Barcelona (Glaciar and Horiginal) to assess the usability of the latest DAC bag hanging Grippa design prototypes.

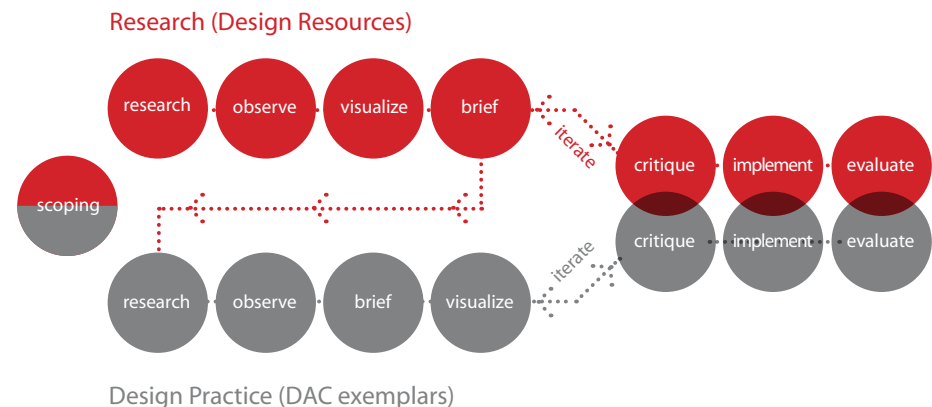


1. About Design Against Crime?

DAC is socially responsive, practice-based research centre, which uses the processes of design to create strategies, products and environments that help reduce opportunities for all kinds of crime and promote community safety whilst improving quality-of-life.

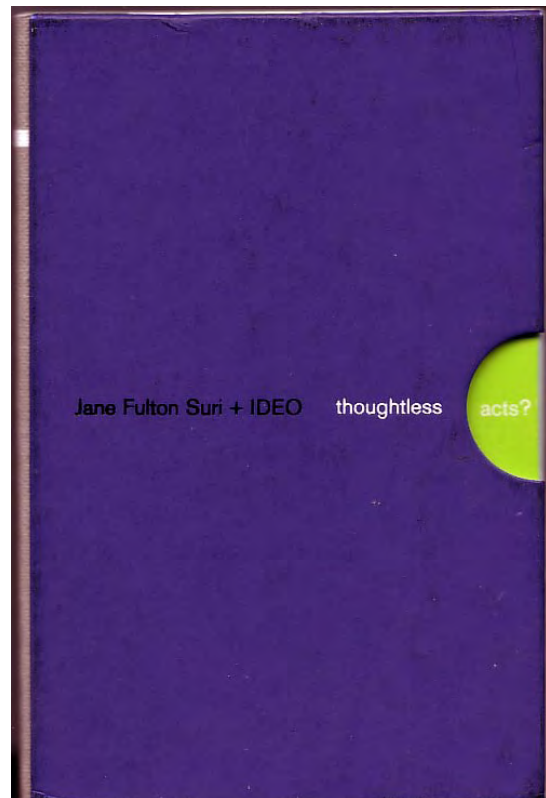
DAC's design and research process aims to be:

- * Iterative and User and Abuser focused
- * Contextually Appropriate:
 - (a) Multi-disciplinary and consultative
 - (b) Practice-led.
- * Socially Responsive



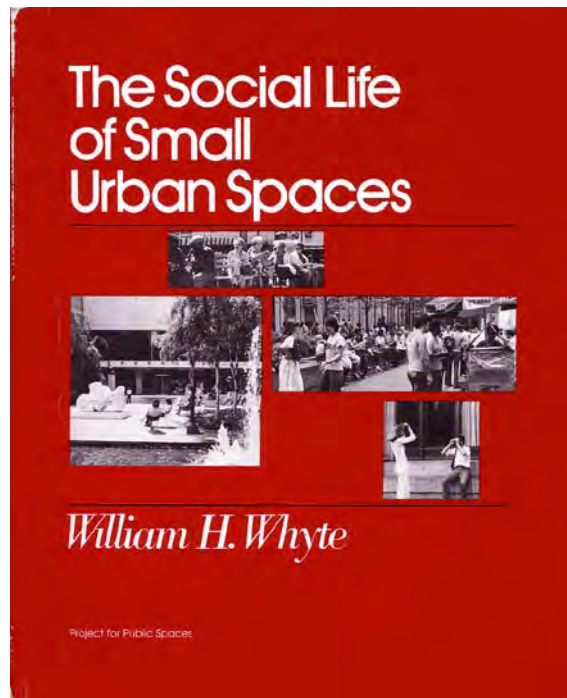
* User and Abuser focussed?

User focussed. IDEO



* User and Abuser focussed?

User focussed. William H. Whyte



* Why User and Abuser focussed?

The iterative process is linked to a user-centred design model. It is constantly re-evaluating and improving design thinking based on user feedback and expert advice. We extend this model to address mis-use and abuse to ensure designs keep pace with 'adaptive criminals'.

Ekblom, Paul (1997). 'Gearing up against Crime: a Dynamic Framework to Help Designers Keep up with the Adaptive Criminal in a Changing World', *International Journal of Risk, Security and Crime Prevention*, October, Vol 2/4:249-265

* Why User and Abuser focussed?

An iterative process.



Dip



Lift



Grab



Slash



* Why Contextually Appropriate?

(a) Multi-disciplinary.

DAC responses involve researchers, designers, architects, planners, criminologists, engineers, manufacturers, anthropologists, the police and other stake holders to assess design tools and design proposals to ensure they are effective and appropriate.



wetherspoon



Transport
for London



The DAC Research Centre team at Central Saint Martins, UAL.



DAC Research Centre at the University of the Arts London aims to:

1. Reduce the incidence and adverse consequences of crime through design solutions that are contextually appropriate and 'fit for purpose' and in all other respects;
2. Equip design practitioners with the cognitive and practical tools and resources to design-out-crime;
3. Prove and promote the social and commercial benefits of designing out crime to industries, authorities, and to society.



* Why Contextually Appropriate?

(b) Practice Led.

2002 Stop Thief: RIBA and Designers Block



2003 Victoria and Waterloo stations, London



2005-06 Safe Exhibition, MoMA, New York



2007 Bikeoff: Reinventing the Bikeshed exhibition.





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Bikeoff is a practice based, user centred initiative. Our research is informed by the expert feedback of stakeholders within the cycling and crime prevention communities. We are currently seeking feedback on the topics listed below.

News

holborn unlocked



Comment on bikeoff stand designs



Direct is a research initiative of the Design Against Crime Research Centre, University of the Arts London

www.bikeoff.org

* Why Socially Responsive?

Socially Responsive Design (SRVD) seeks to identify and understand social issues and considerations, as its primary driver; rather than (a) market-led design, which accounts for much of design's output and associated use of resources with less regard for its social impact; but also rather than (b) 'socially responsible' design, which is an ever more common term, but places demand on finding perfect solutions, without necessarily getting to know the problems.

“Crime is not sustainable” iPhone



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Traces of animal found in Pepperami. More soon.

Steve Jobs heralds new wave of street crime



Apple boss Steve Jobs proudly unveiled the new iPhone this week promising that the latest must-have gadget would see the beginning of a new era in robbery- with-violence. The shiny new iPhone which packs every desirable modern gadget into one handy, easy-to-steal device, can be used to make phone calls, surf the net, take photographs, play music files, send emails and trim unsightly nasal hair. Possession of the much-hyped device means that there is almost nothing that a busy iPhone owner cannot do while on the move, apart from going outside.

“Crime is not sustainable”

19th Century department store



1870's Department Store Shopping Images
Suzanne Abelman, When Women Go A Thieving-
MiddleClass Shoplfters in the Victorian "Department
Store, Oxford University Press,, 1989

Crime is a barrier to sustainable development as acknowledged by the UN and most domestic governments and impacts on public well being in the following ways:

- i. Environmental
- ii. Ecological
- iii. Emotional
- iv. Economic



i. Environmental impact

Fear of crime as well as actual crime can operate to determine the aesthetics of, and our interactions with, the environments we live in.



i. Environmental impact

Vulnerability-led design responses, or too much emphasis on security can promote fear of crime (and each other) making people paranoid.



ii. Ecological impact

Crime trends often follow consumer trends. Crime is a voracious form of planned obsolescence - it has the potential to rival fashion.



ii. Ecological impact

Mobiles: In 2006 more mobile phones were replaced in the UK because of theft than product failure.



Bikes: After becoming victims of cycle theft 24% of cyclists stop cycling and 66% cycle less often. ... Some return to motor-vehicles.



... Others are forced to prematurely replace cycles and components, which reduces the lifespan of these resources.



iii. Emotional impact

Crime militates against well being. Prof. Layard (LSE) argues if we don't feel safe we are unlikely to feel happy despite economic prosperity.



Prof. R. Layard Lessons from a New Science, The Penguin Press, 2005

iii. Emotional impact

Fear of Crime has economic and environmental consequences.

“From the perspective of costing the burden of crime, there are also many costs arising because people anticipate that they are at risk of becoming a victim of crime and so they take preventative action. Whilst these can be thought of as a reflection of the expected loss in well-being if victimization were to occur, they are not included in ‘costs’ of victimization”

ESTIMATING THE ECONOMIC AND SOCIAL COSTS OF THE FEAR OF CRIME

Dolan and Peasegood, Prof. R. Layard Lessons from a New Science, The Penguin Press, 2005

iv. Economic

Money spent on policing crime and dealing with the consequences of crime and vandalism could be better spent on essential infrastructure (health, education, transport and culture).



iv. Economic

Sample costs of crime

“The UK Home Office estimates re: the cost of resources in response to a robbery are around 2000 euros per offence. 950 euros of this is just the police response, the remainder is for prison services, courts and so on, but excludes replacement cost of any lost items and obviously does not account for emotional costs”

Dr. Shane Johnson, JDI Crime Science., 2007.


iv. Economic

Barcelona city council spends 3 million euros per year cleaning 'tags' off walls in the city centre and is about to spend more !

BCNeta! Quin residu vols llençar?

Selecciona un residu Ciutadà Comerç i Grans Productors

Pintades i grafits



A BCNeta! disposem d'equips especialitzats que s'encarreguen de treure les pintades i grafits que apareixen a les parets dels edificis de la ciutat i al mobiliari urbà.

La responsabilitat de la neteja de la façana és de les comunitats de propietaris dels edificis. Malgrat això, l'Ajuntament actua sobre les pintades que es consideren ofensives o que es troben en edificis de propietat municipal.

Des de l'Ajuntament oferim a les comunitats la contractació d'un servei de manteniment que inclou:

- **dues neteges** programades anuals;
- **la prioritització d'actuació** en cas de pintades.

[Consultar Preus \(pàg 39 a 45\)](#)

Tècnicament, **les pintades es poden treure per tres sistemes**, en funció del suport:

- pintant-hi a sobre utilitzant el mateix color que el de la paret;
- amb aigua a pressió;
- amb sorra a pressió.



So why is DAC Socially Responsive?

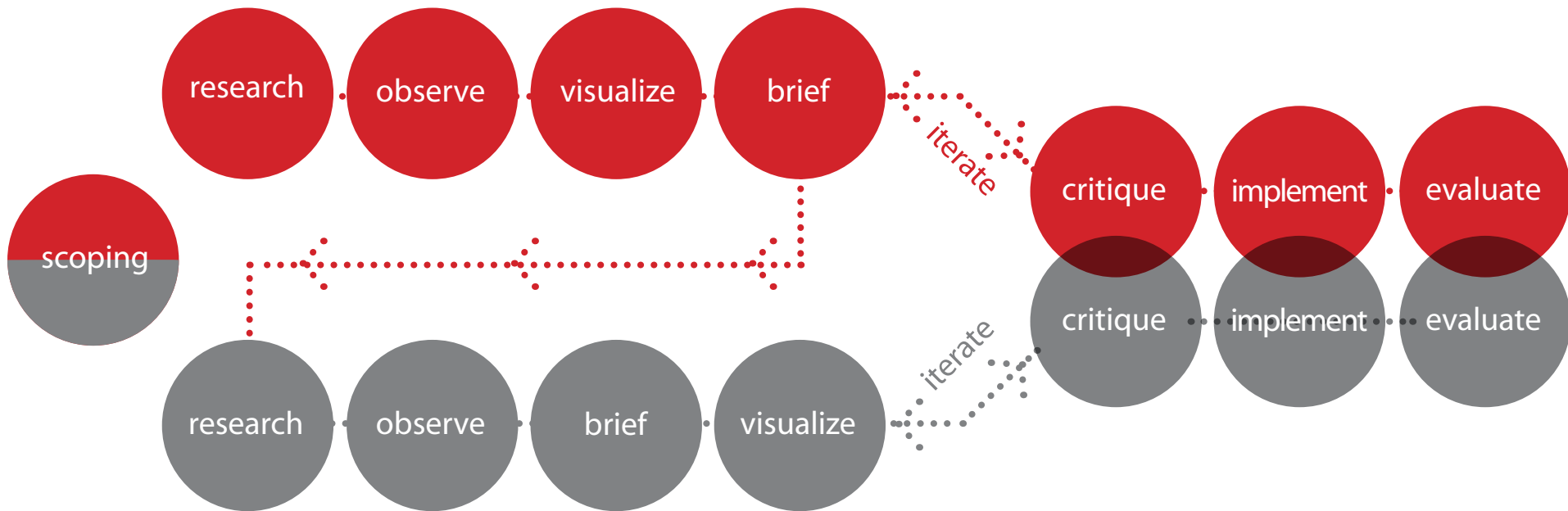
DAC is one aspect of Socially Responsive Design - targeting crime problems that stand as a barrier to the progress of social and ethical agendas.. Our current focus is on **bag theft** (mobile property theft) that **detracts from enjoyment of public spaces and public transport**, and **bike theft** that **detracts from cycle use**.



3. A Socially Responsive Process

Our practice-led research process has 2 strands.
Each strand has 7 stages.

Research (Design Resources)

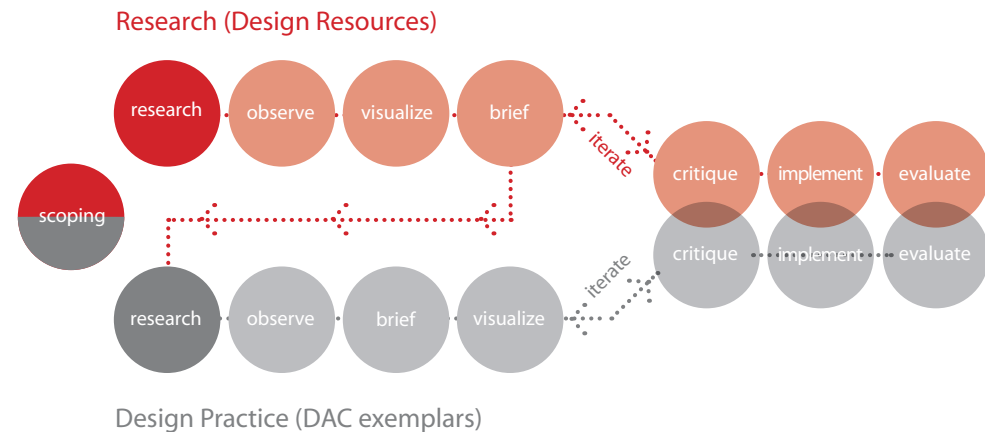


Design Practice (DAC exemplars)

3a. Crime Prevention Through Environmental Design strategies (CPTED).

Examples of a socially responsive look at urban and commercial environments.

Scoping and Research



DAC draws upon the criminological discourses of **Situational Crime Prevention (SCP)** and **Crime Prevention Through Environmental Design (CPTED)**. Both understand ‘opportunities’ to be the ‘root causes’ of crime (linked to objects/environments and services as well as users and abusers).

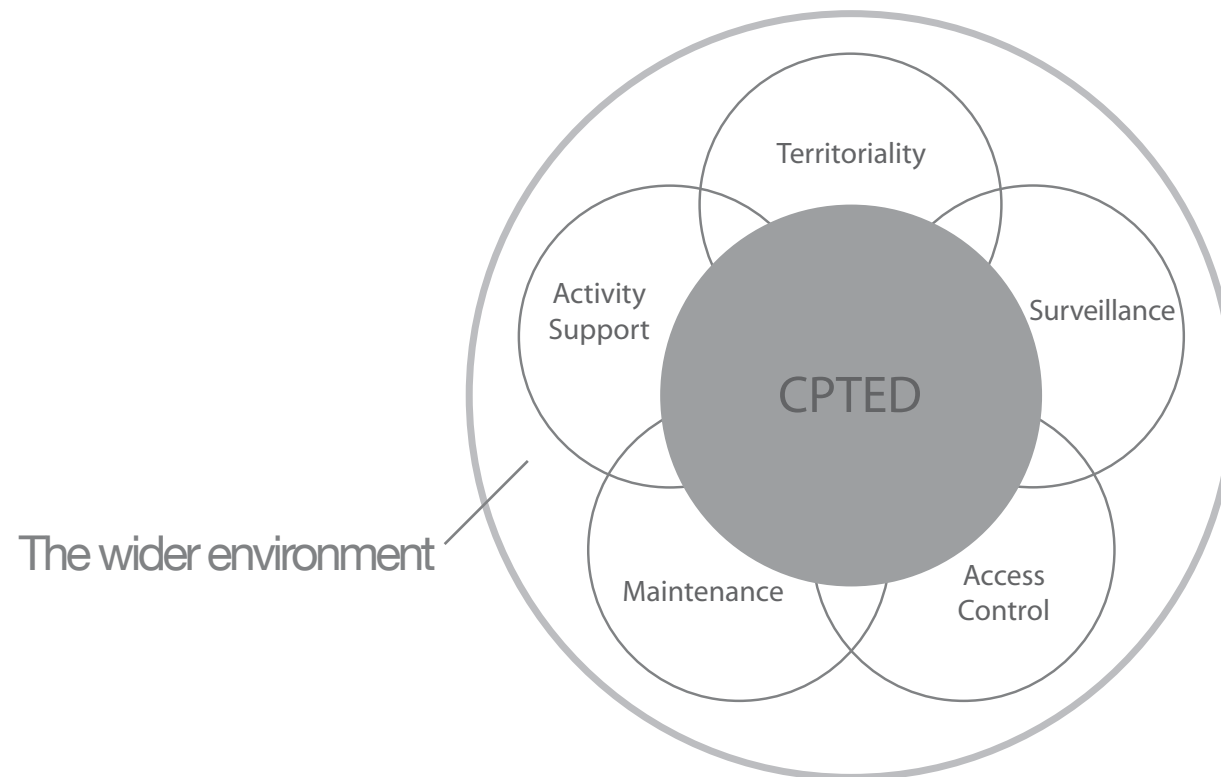
Design out criminal opportunities and you can design out crime.



Felson & Clarke ‘Opportunity Theory’, 1998, Rutgers University, New Jersey

CPTED is a multi-disciplinary approach that relies upon the ability to influence offender decisions BEFORE criminal acts occur.

CPTED strategies aim to **increase the risk and effort** required to commit offences and **reduce the potential reward** to the offender.

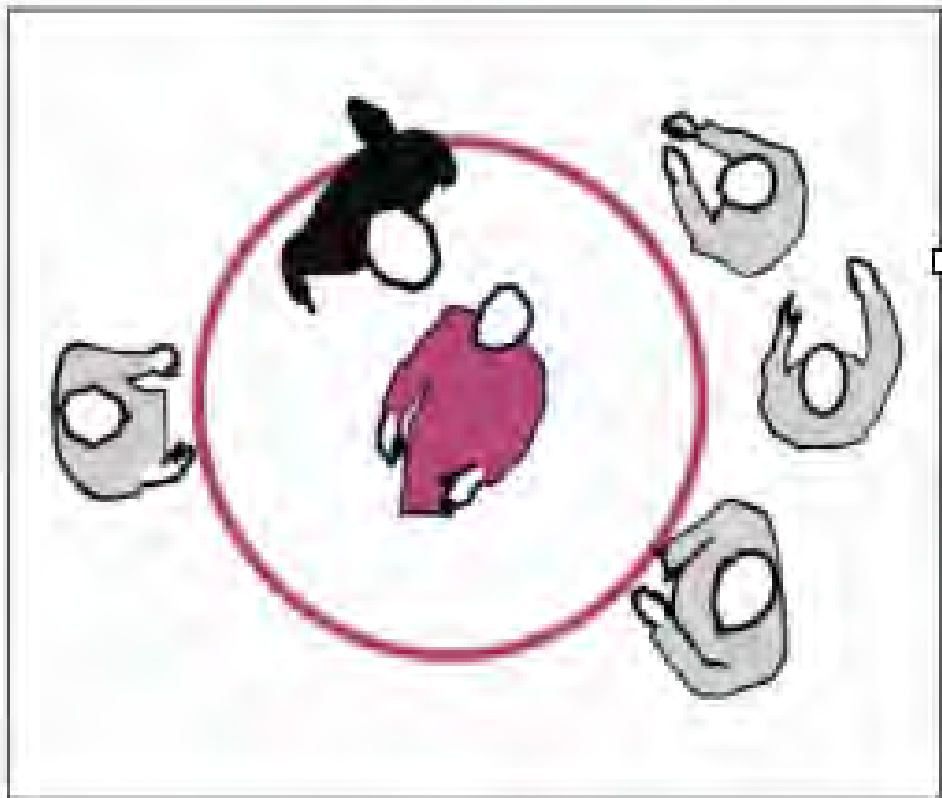


CPTED strategies include:

- * Territoriality
- * Surveillance
- * Access Control
- * Maintenance
- * Activity Support

CPTED strategies: **Territoriality**: Defensible space

Soft or hard, overt or covert, boundaries create symbolic and physical markers to help control territory and manage spaces.



Oscar Newman 1972: Focused on housing and layout: *Defensible Space: Crime Prevention Through Urban Design*.

CPTED strategies: **Territoriality:** Defensible space
Soft or hard, overt or covert, boundaries create symbolic and physical markers to help control territory and manage spaces.



Oscar Newman 1972: Focused on housing and layout: *Defensible Space: Crime Prevention Through Urban Design*.

CPTED strategies: Surveillance: Natural / Automated surveillance

Offenders may be deterred if they feel they can be seen as it increases their risk of being caught. Natural surveillance occurs by designing the placement of physical features, activities and people in such a way as to maximise visibility and foster positive social interaction. Electronic surveillance is only as effective as those that monitor and respond.

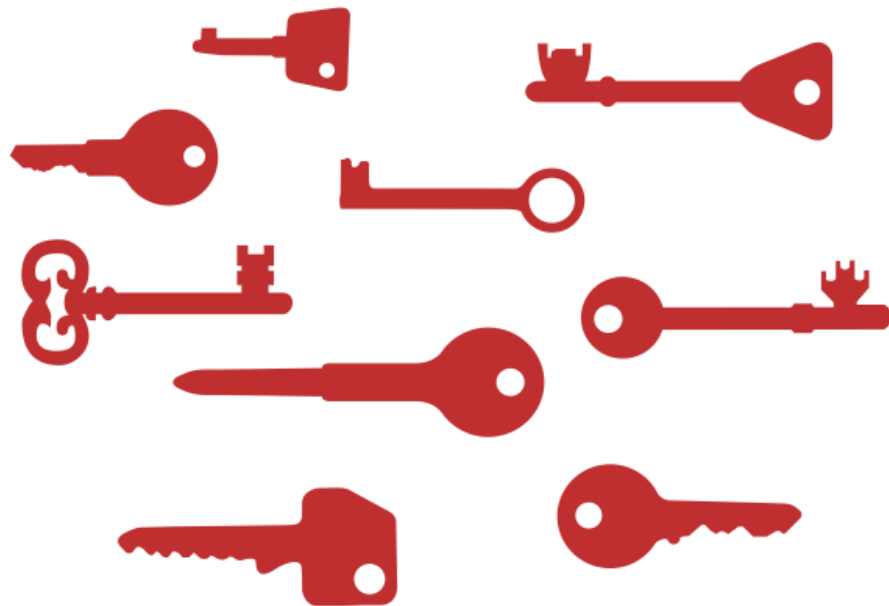


“Eyes on the street’ discussed in Jacobs, Jane. (1961). The Death and Life of Great American Cities.

CPTED strategies: **Access control**

Control who goes in and out of spaces (physical access) to clearly define boundaries.

Placing entrances and exits, fencing, lighting and landscape, to limit access, controls the flow of people and provides a level of security without a overt security presence.



CPTED strategies: **Image & Maintenance:** Broken Windows Syndrome

A poorly maintained and managed space informs abusers that risks associated with crime are low. Bad leads to worse. If legitimate users are deterred a 'Tipping Point' may be reached where abusers dominate the space.



CPTED strategies: **Activity support**

Popular activities are placed into the heart of empty public spaces to claim the space for legitimate users. This increases natural surveillance and the risk of detection of criminal and undesirable activities.

By putting the community back into public space, a sense of ownership and guardianship over the space will emerge.



Problems with CPTED

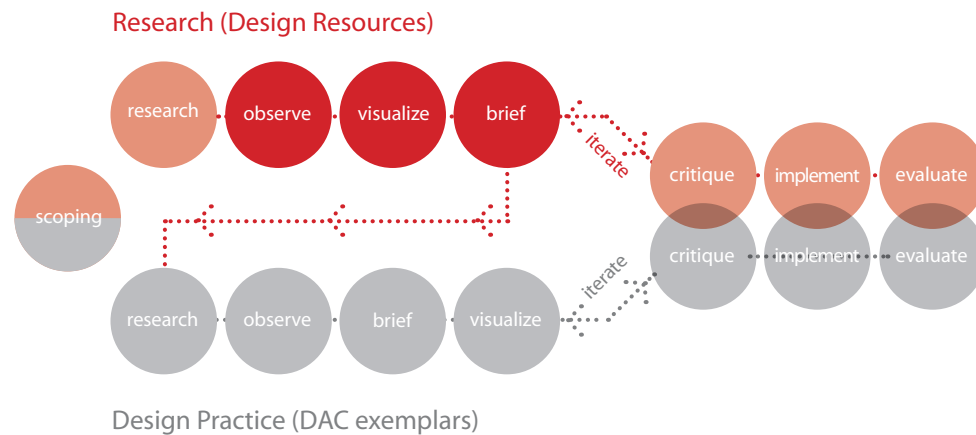
There are five primary barriers to the international adoption of CPTED - even though it is already informing initiatives like The Project For Publicspace in America (www.pps.org), and DOCA in Australia and Europe (www.e-doca.net).

1. Lack of education.
2. Resistance to change by significant stakeholders.
3. Costs of retrofit implementation is expensive, and politically difficult.
4. Not a panacea - should not displace other ways of reducing offender behaviour – offender rehabilitation programmes, for eg.
5. Insensitive implementation causes problems e.g. Defensability V Mixed Use/ Banning all graffiti – rather than banning tagging.

3b. Case Study “Grippa”



Observe, Visualise and Brief



Theft Perpetrator Technique's - “MO's”



Dip

Lift



Slash

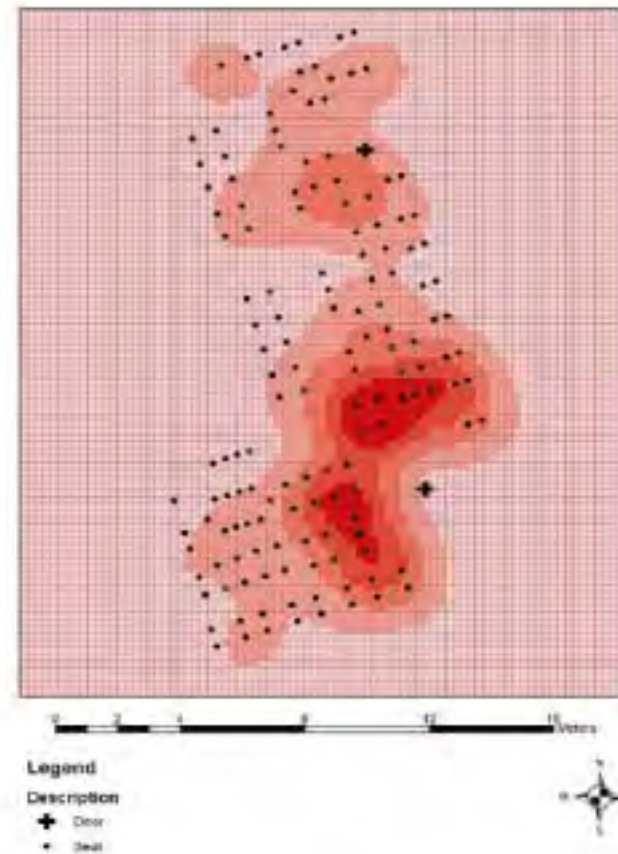
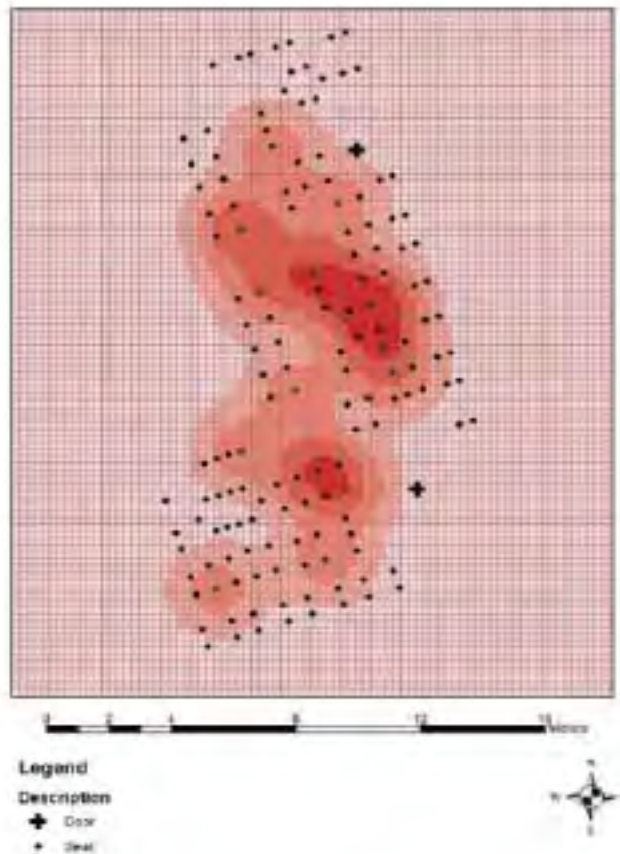
Grab



Store theft 'hot spots' DAC recording protocol

INCIDENT RECORDING SHEET	
Name: _____ Age: <input type="checkbox"/> 15-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65+ <input type="checkbox"/> Yes M/F	Where did you find the items stolen?
Location number (the same one that you programmed)	(a) Going to bar
Date of incident: _____ Time of incident: _____	(b) Coming back from bar
What day of the week is it? <input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	(c) Going to toilet
Roughly how full was the bar at the time the incident was reported (approx)?	(d) Coming back from toilet
Please indicate where you were sitting/standing: <input type="checkbox"/> At the bar <input type="checkbox"/> At the table	(e) Going to kitchen
What was taken?	(f) Coming back from kitchen
<input type="checkbox"/> Handbag <input type="checkbox"/> Purse <input type="checkbox"/> Wallet <input type="checkbox"/> Mobile <input type="checkbox"/> Phone <input type="checkbox"/> Keys <input type="checkbox"/> Credit cards	(g) Going to cigarette machine
(Other please specify): _____	(h) Coming back from cigarette
Where was this in the bar?	(i) Going up to leave the pub
At the bar/away from bar <input type="checkbox"/> At the bar <input type="checkbox"/> At the table <input type="checkbox"/> Standing	(j) While leaving at a table
Did you see the suspect(s)? Y/N	(k) While standing elsewhere
If you saw the suspect(s):	What time did you arrive at the bar?
_____	How many alcoholic drinks have you had tonight?
_____	Should you choose to take bar in the future?
_____	What is the best advice you can give to the bar?
_____	_____
_____	_____
_____	_____
Do you intend to report the incident to the police? Y/N	_____
Of the people you were involved with, how many were: _____ Female _____	_____
Have you been the victim of crime in a bar before? Y/N	_____
If so, how many times this year? _____	_____
Please tick <input checked="" type="checkbox"/> in the spaces with which you were sitting or standing in the venue	
Thank you for taking the time to fill this form in. This information is important for future crime reduction.	

Customer Survey: Actual & perceived risks of crime.



Dip: Removal of articles from a bag without the owner's awareness.



Lift Removal of bag and contents without owner's awareness.



Question: What other anti bag theft furniture designs are already out there?

Answer: None.

Question: What other anti bag theft furniture accessories are already out there?

Answer: Chelsea Clip and Secure Clip

Chelsea Clip and Secure Clip

1. Under table location means they are unseen and unused



2. Low aesthetic quality / compatibility



Chelsea Clip and Secure Clip

3. Poor material choice - they break easily



Hangbag



Bagboy



E-Shape Hanger



PurseHook



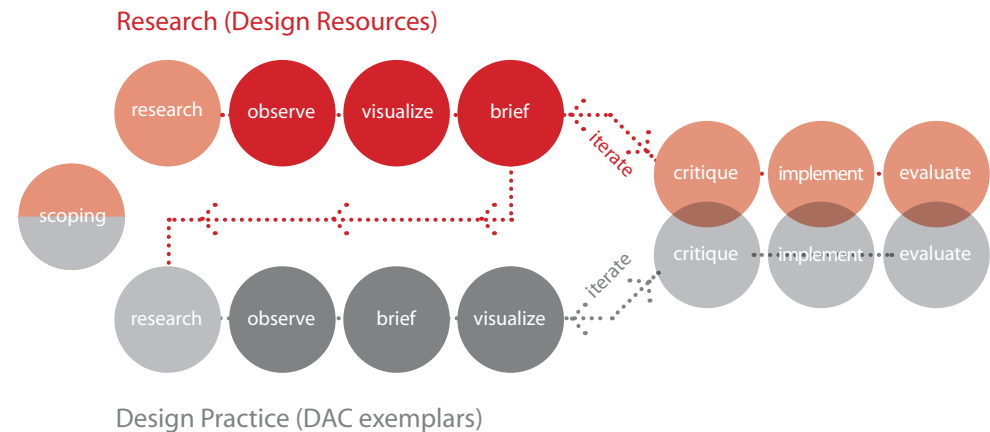
ToteGuard



ToteGuard
Tote Hanger with Theft Alarm
For All Your Tooties



Anti bag theft designs and evaluations



Grippa Research Project 1.

Grippa furniture, All Bar One (ABO),

London, 2005



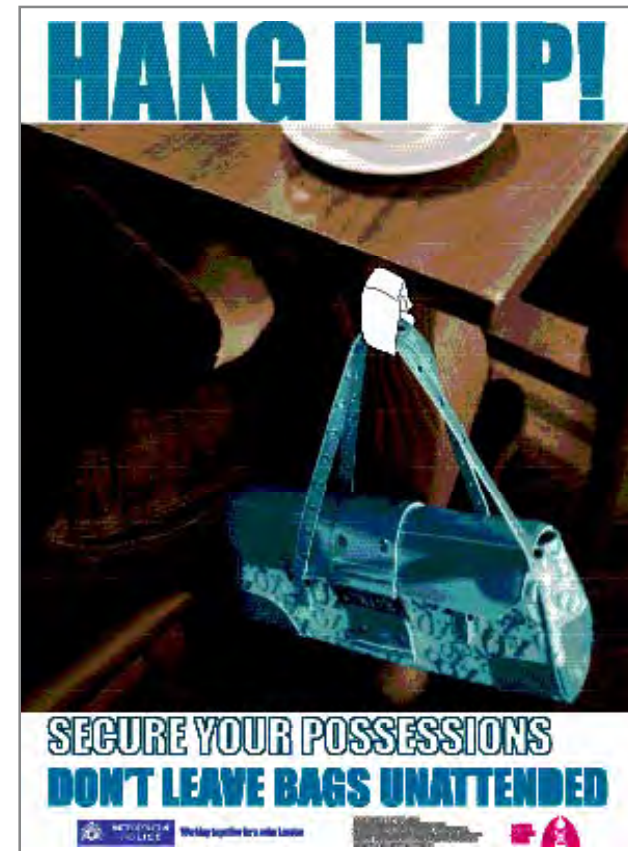
Grippa Clips (ABO)

Selected sites only, London, 2005



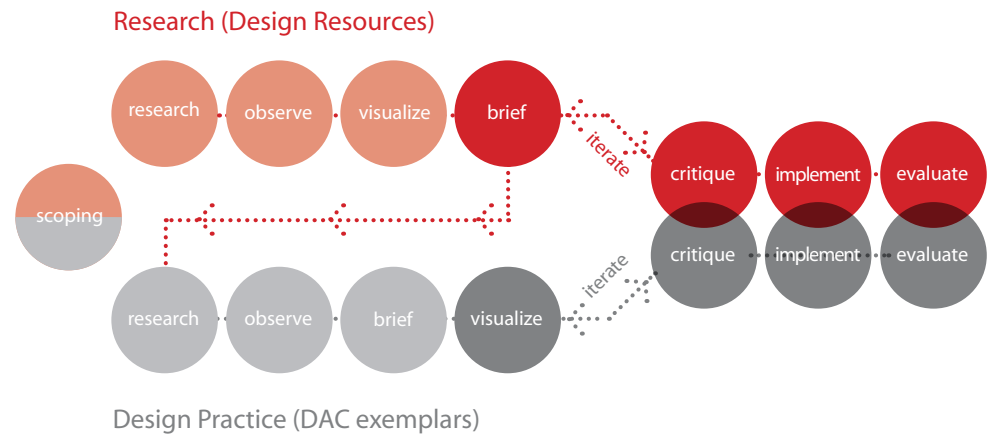
Grippa Communication (AB0)

London, 2005

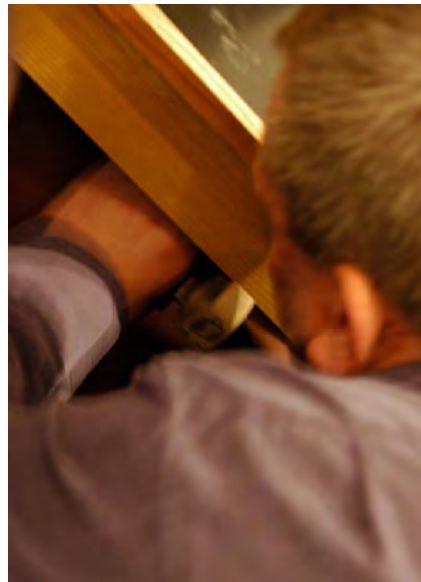
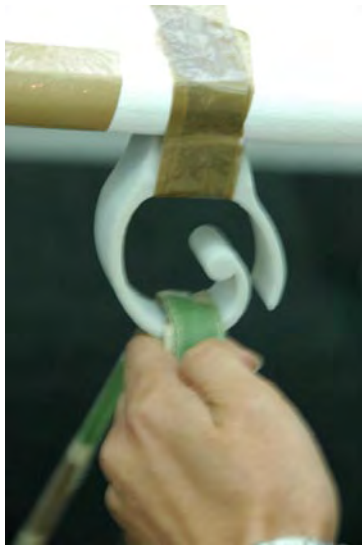


Grippa 2 - London and Barcelona

Development, Iteration, Critique and Re-iteration of proposals.

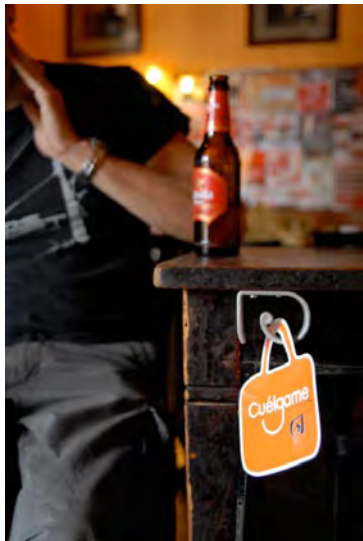






Grippa 2 - London and Barcelona

Product and graphic interventions designed to improve customer service and reduce opportunity for bag theft.



Grippa 2 - London and Barcelona



Conclusions.

Design should seek to accommodate multiple stakeholders and mediate between competing user requirements.

Design can discriminate to promote positive activity in a given context, with solutions that put users first and militate against abuse.

Secure design doesn't have to look criminal - a thing of beauty is a joy forever but designing against crime can add further value by promoting social capital.

Design against crime, as socially responsive design, responds to social issues in pursuit of social change.

Questions:

- * How might design against crime thinking be applied into design for other interior environments?
- * How to best accommodate the considerations of the different stakeholders, users and abusers or misusers?
- * How might you employ an iterative design and research process to address these issues and solicit critique for the best evaluations?
- * What are the biggest social issues which could be addressed, related to Galerías Maldà?

Thank you.

www.designagainstcrime.com

www.inthebag.com

www.bikeoff.org

www.marcuswillcocks.eu