

Design Against Bag Theft – Socially Responsive Design For Public Space

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with Dr. Kate Bowers

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Design Against Crime Research Centre
Jill Dando Institute of Crime Science



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



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1. The problem of bag theft
2. CSM DAC responses – theory & practice
3. Grippa 1 project (2004-2006)
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7. Conclusion

About us:

DAC Research Centre at UAL



July 2007

Mission:

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

1. reduce the incidence and adverse consequences of crime through design of products, services, communications and environments that are 'fit for the purpose' and contextually appropriate 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 manufacturing and service industries, as well as to local and national government, and society at large; and
4. to address environmental complicity with crime in the built environment and to reduce crime and improve individual and community well being.

1. The Problem of Bag Theft

Did you know? Every minute in the UK another person becomes a victim of bag theft.

[Source: Home Office - British Crime Survey 2003/04. Table 2.01 in HO Stats Bulletin 10/04. Calculations worked out by DAC staff as incidents estimated 2003/04, comprising both snatch and stealth thefts yields one in every 0.85 minutes on average.]

Design Against Crime aims to help design out bag theft and put anti-crime design into the public spotlight and to give it an engaging and appealing edge.

‘Things as well as people cause problems. DAC Builds on the theory of Situational Crime Prevention (SCP) which considers ‘opportunities’ (linked to objects / environments and services as well as users and abusers) to be the ‘root causes’ of crime.

Design out criminal opportunities and you can design out crime.

[Based on Felson & Clarke ‘Opportunity Theory’, 1998, Rutgers University, New Jersey]

The acronym **C.R.A.V.E.D.** has been used to describe the characteristics of items most likely to be stolen - 'hot products'.

Concealable

Removable

Available

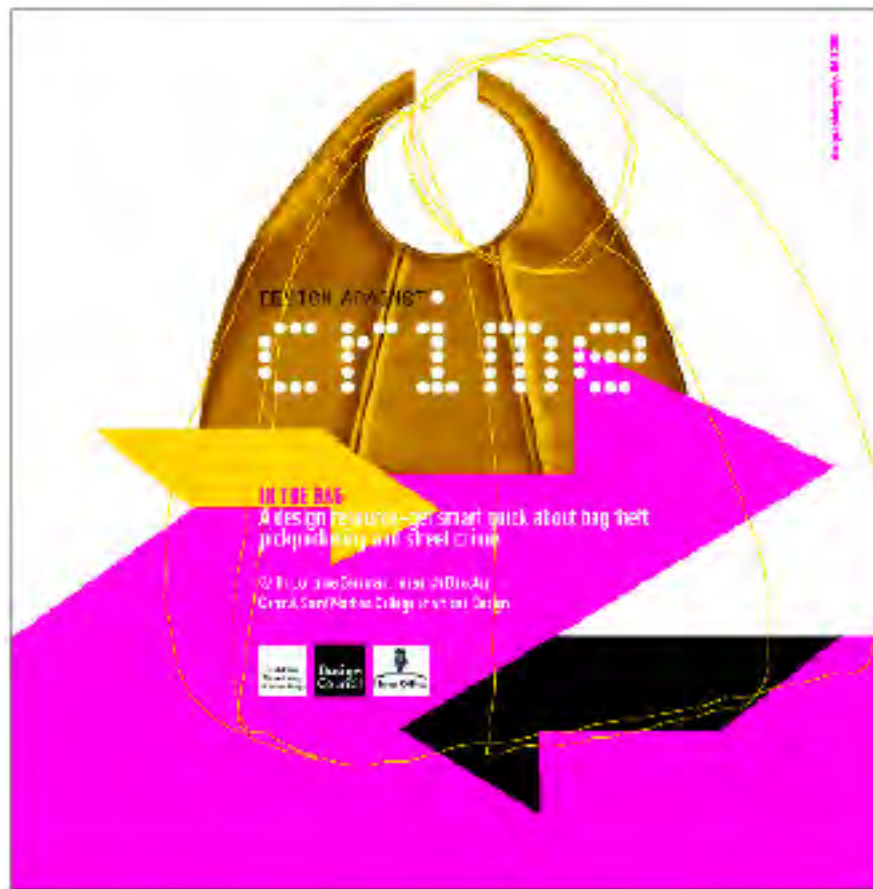
Valuable

Enjoyable

Disposable

Design Against Crime

'In the Bag' Research CD ROM



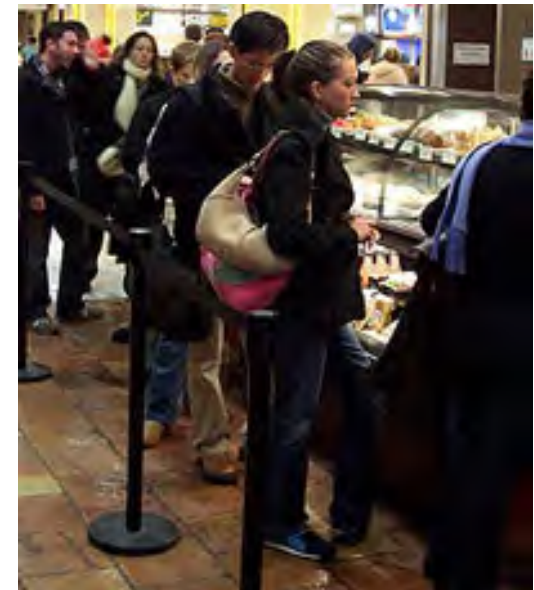
Bag theft: Hot Products



Perpetrator Techniques:



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



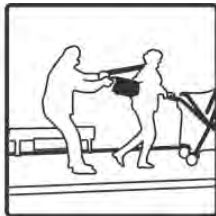
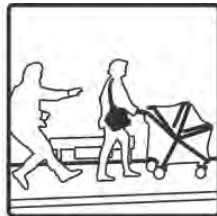
Lift: Removal of bag and contents without owner's awareness.



Slash: Removal of articles from a bag, without the owner's awareness by cutting the fabric.



Grab: Removal of bag and contents by grabbing it away from the owner's grasp.



2. CSM DAC responses – theory & practice

Theory into practice: Personal Products. MA Industrial Design, CSM



Karrysafe - Anti theft bags and accessories. Commissioned and researched by DAC, designed and produced by Vexed Generation.



Karrysafe was funded by the
Design Council / UAL. The results
were a series of smartly designed
crime-resistant bags.

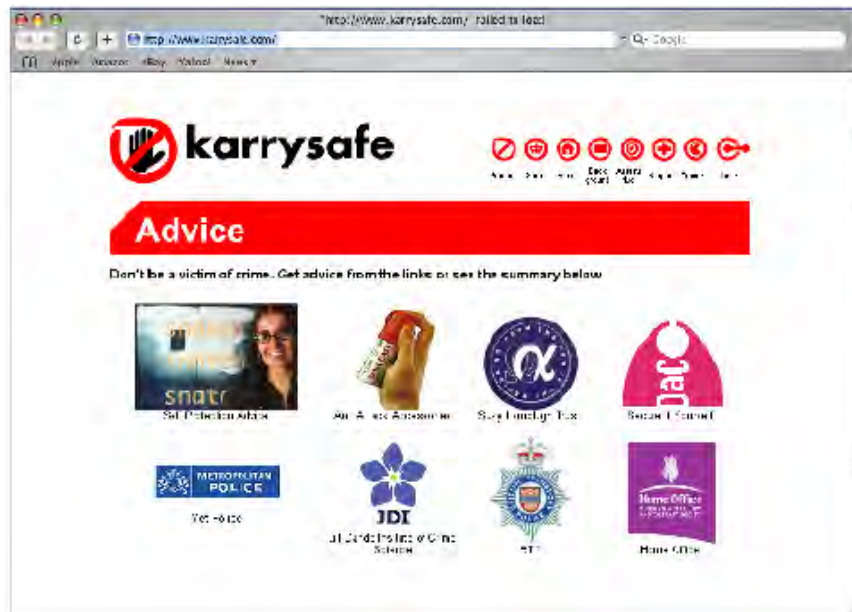




Locking features allow the user to attach the bag to chairs, tables, posts and more.



Karrysafe started advice site: www.karrysafe.com



but DAC has also delivered...

www.inthebag.org.uk

 **inthebag**
get smart quick about pick pocketing, bag theft and street crime

Home Credits Links Contact

Who we are

**DESIGN AGAINST CRIME**
RESEARCH CENTRE

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

What's In The Bag?



Welcome. This is the first iteration of "In the Bag". Your comments are appreciated as several more edits will take place before it is finalised.
In the bag is a Design Against Crime (DAC) research resource aimed at designers to help them get smart quick about pick-pocketing, bag theft and loss of personal products. It visually animates statistical and criminological data and combines it with contextual information directly relevant to design.

It also offers a thoroughly referenced research resource for those who want to address the subject at an *academic* level.

Designing out crime poses many challenges for the design profession. Its clear from escalating crime figures that designers need to be far more creative than criminals. The design dilemma is to design objects, environments and services that address both users and abusers, without making them look criminal. The leap from understanding criminological theory using our visual translations of it to create sexy design practice is made easier than ever before.

In the bag aims to inspire designers with the right information so they can make a difference. The resource includes new design work catalysed from research information and a range of takeaway DAC briefs aimed at challenging designers everywhere to 'have a go'.

About bag theft

Why prevent bag theft?
Evolution of pockets / bags and pick-pockets
► What are hot products?
The perpetrator
Perpetrator techniques
The victim
Crime in the future

What you can do

► Techniques of theft prevention
► Protect your stuff
► Designs against bag theft
► Market Review: Bag-holding clips

Design archive

Grippa
Design briefs
► Project case studies
Light reading
Papers & Reports
Add your own design against bag theft

Supported by:


 Arts & Humanities Research Council

Theory into practice: Products for public space. Stop-Thief! anti-theft chairs.



Customisation and user-testing of market leading public furniture.



Our practice-led research visualises its outputs. We try to show as well as tell what designing against crime can deliver.



2000 Design Museum Exhibition



2001 Don't Tempt Me: Milan



2001 Don't Tempt Me: Barcelona



2002 Stop Thief: RIBA and Designers Block



2003 Victoria, London



2005-06 Safe Exhibition, MoMA, New York



3. Grippa 1 project 2004-2006

Grippa Research Project 1.

Grippa furniture, All Bar One (ABO), London, 2005



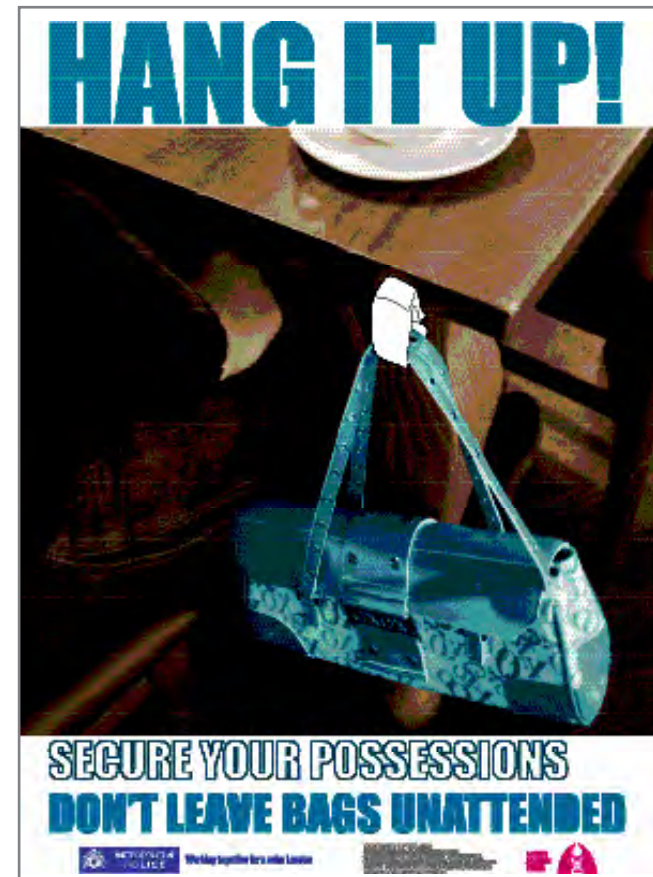
Grippa Clips (ABO)

Selected sites only, London, 2005



Grippa Communication (AB0)

London, 2005



Anti Bag Theft Evaluation

Phase One



The need for an evaluation

Evaluating the 'anti-theft' clips should allow us to answer questions such as...

- Do they work?
If so, how do they work?
- When do they work?
- Where do they work?
- Are design modifications necessary?

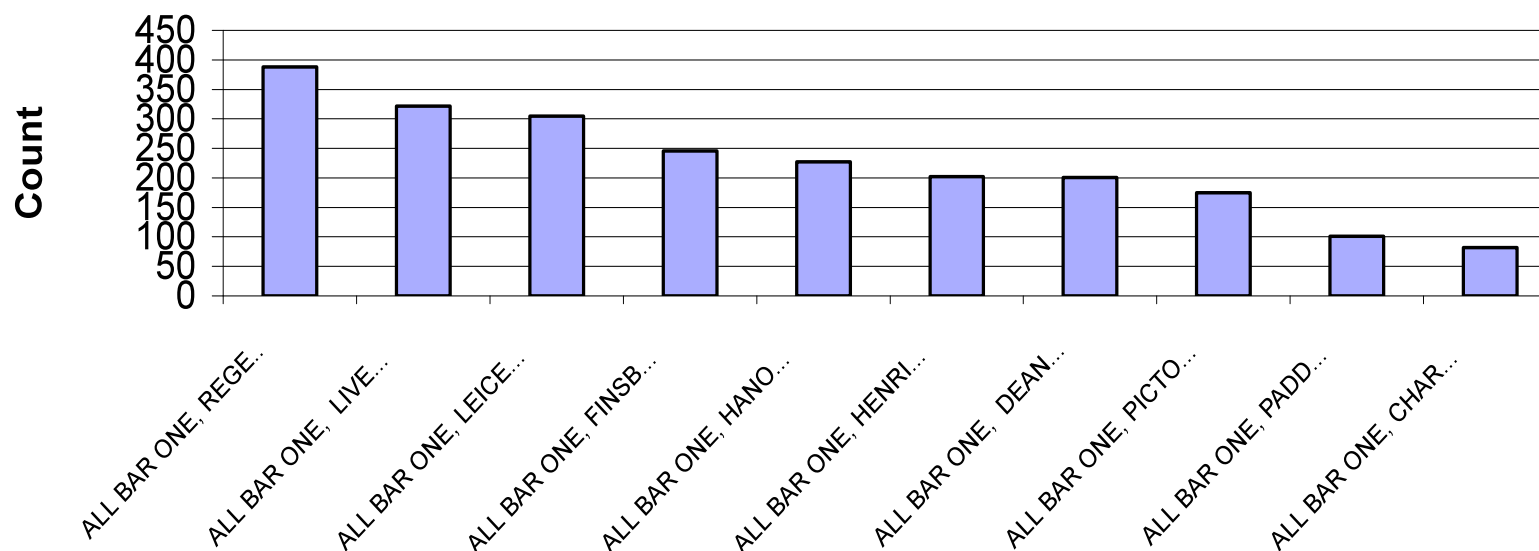
Evaluation design

- Triangulate methods
- Action versus Control design
- Use of police data
- Recording within bars when offences are reported to staff
- Observation of how chairs are used
- Customer feedback

Using police data we can...

1) Rank bars according to recorded crime figures

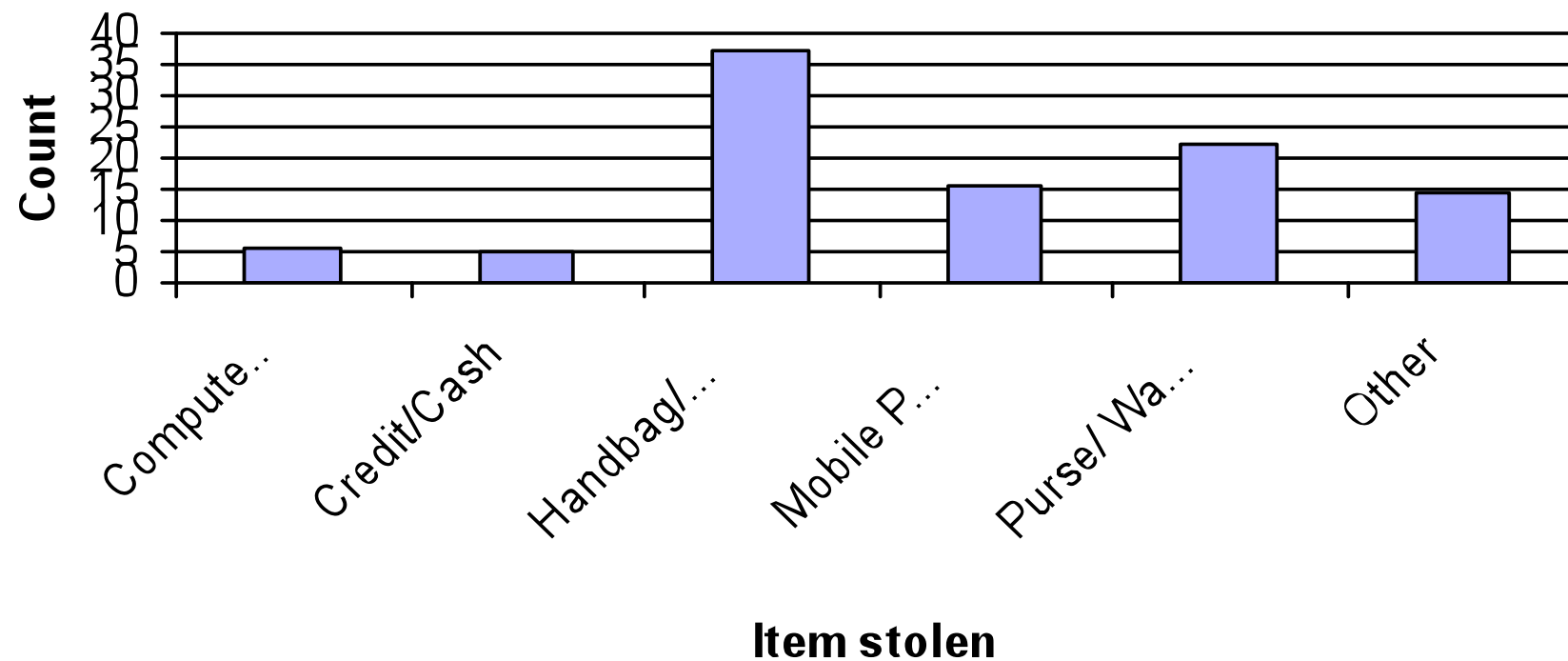
Top ten All Bar One bars for recorded theft and robbery offences



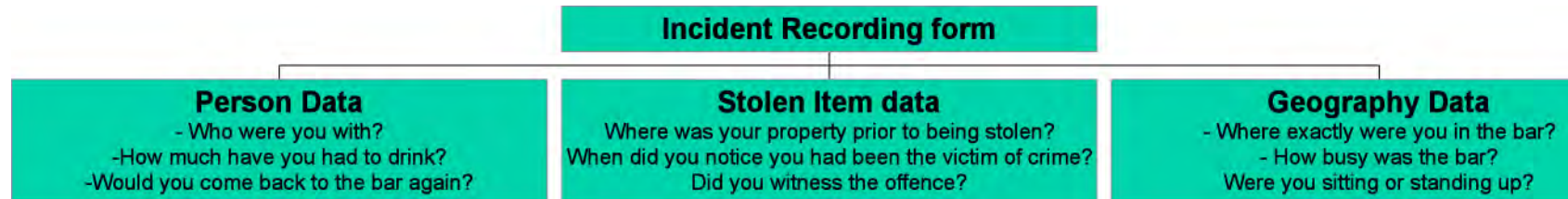
January 2000-June 2004

2) Analyse the distribution of offences

Distribution of offences across bars.



But we need to know more...



INCIDENT RECORDING SHEET		Mitchells & Butlers <small>Mitchell's Group Ltd.</small>		METROPOLITAN POLICE <i>Working for a safer London</i>		 <small>LONDON FIRE & EMERGENCY PLANNING AUTHORITY</small> <small>© Crown Copyright 2005</small>	
Name _____		Age : <input type="checkbox"/> 18-23 <input type="checkbox"/> 24-30 <input type="checkbox"/> 31-40 <input type="checkbox"/> 41-50 <input type="checkbox"/> 50+ <input type="checkbox"/> Sex M/F _____					
Contact number: (In case we find your possessions) _____							
Date of Incident _____		Time of Incident _____					
What day of the week is it? 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 <input type="checkbox"/>							
Roughly how full was the bar at the time the incident was reported (approx %)? _____							
Please indicate below where you were sitting/standing (X on floor plan)							
What was taken?		Handbag <input type="checkbox"/> Briefcase <input type="checkbox"/> Rucksack <input type="checkbox"/> Mobile Phone <input type="checkbox"/> Purse <input type="checkbox"/> Wallet <input type="checkbox"/> Cash <input type="checkbox"/> Keys <input type="checkbox"/> Credit cards <input type="checkbox"/>					
Other (please specify) _____							
Where was this at the time?		On the table <input type="checkbox"/> On the floor <input type="checkbox"/> Over your chair <input type="checkbox"/> Sitting at a table at the time <input type="checkbox"/> Standing <input type="checkbox"/>					
At the time, were you: Did you see the incident occur? Y/N _____ If yes, what happened? _____ _____ _____ _____ _____							
Do you intend to report the incident to the police ? Y/N _____							
Of the people you were sat/slood with, how many were: Male _____ female _____							
Have you been the victim of crime in a bar before? Y/N _____							
If so, how many times this year ? _____							
<div style="display: flex; justify-content: space-between;"> All bar One Islington Venue Please mark X on this diagram whereabouts you were sitting or standing in the venue </div>							
Thank you for taking the time to fill this form in. This information is important for future crime reduction.							

IMPORTANT INFORMATION



METROPOLITAN
POLICE

Working for a safer London



Jill Dando Institute 
of Crime Science
EXAMINING EVIDENCE
CHALLENGING BELIEFS
CUTTING CRIME

Sir/Madam

We are so sorry that you have had your possessions stolen. We understand how inconvenient this can be and All Bar One are working alongside the Jill Dando Institute of Crime Science, Central St Martins and the Metropolitan Police to maximise your safety and ensure that this does not happen to you or other patrons in the future. The short questionnaire you received in this pack is vital to this work and we would like to thank you in advance for filling it in and returning it to the manager.

Below is a short list of next steps that you may find useful. We hope that they help you to minimise the inconvenience and trauma of this evening.

1. Cancel your credit/debit cards

On the reverse of this leaflet is a list of numbers to help you to cancel your cards as quickly as possible. Simply identify the telephone number of the banks and building societies relevant to you and then call and give your details so that they can then freeze your accounts. All Bar One can give you access to a telephone to do this.

2. Report the theft to police

Reporting this crime to the local police is the best chance you have of getting your things back and reducing similar crime in the future. You will also receive a crime number that you will require if you need to make an insurance claim.

3. Cancel you phone

You can call the Immobilise mobile phone crime line on **08701 123 123**. This is a number for all networks and will allow you have your stolen phone blocked quickly, even if the SIM card has been changed. This can be done for both contract and pre-paid phones.

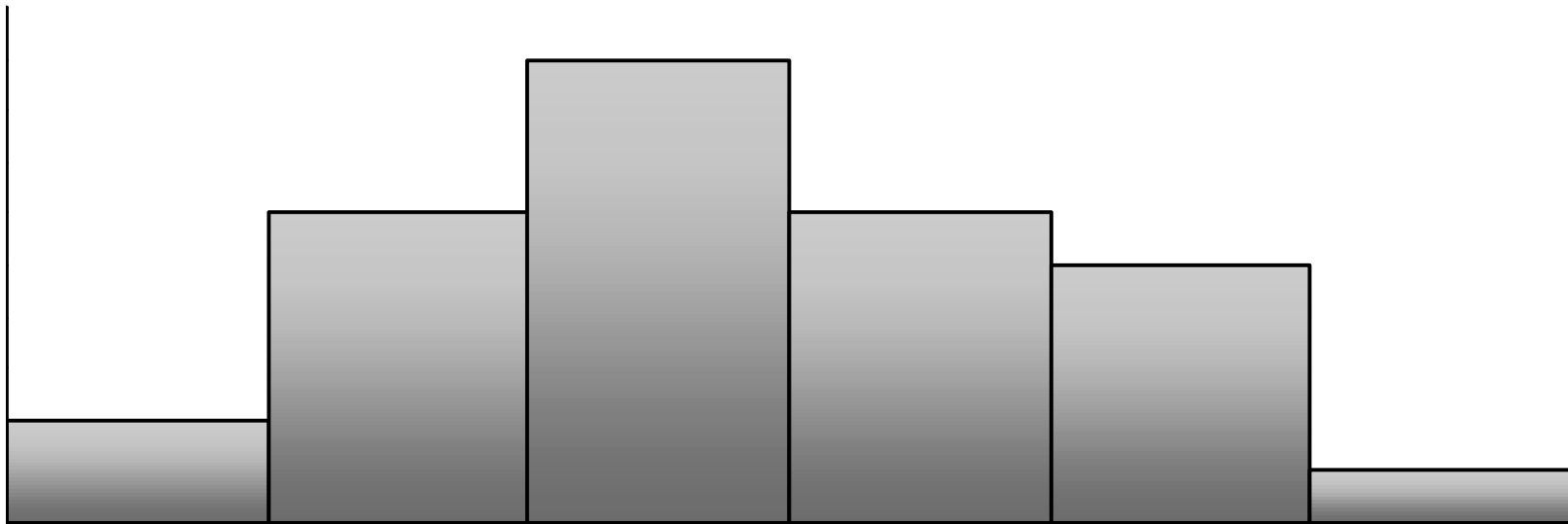
4. Victim Support

If you want to talk about what has happened this evening, you can call Victim Support on **0845 30 30 900** where trained volunteers are there to listen. If you need further help or information they can refer you on or point you in the right direction.

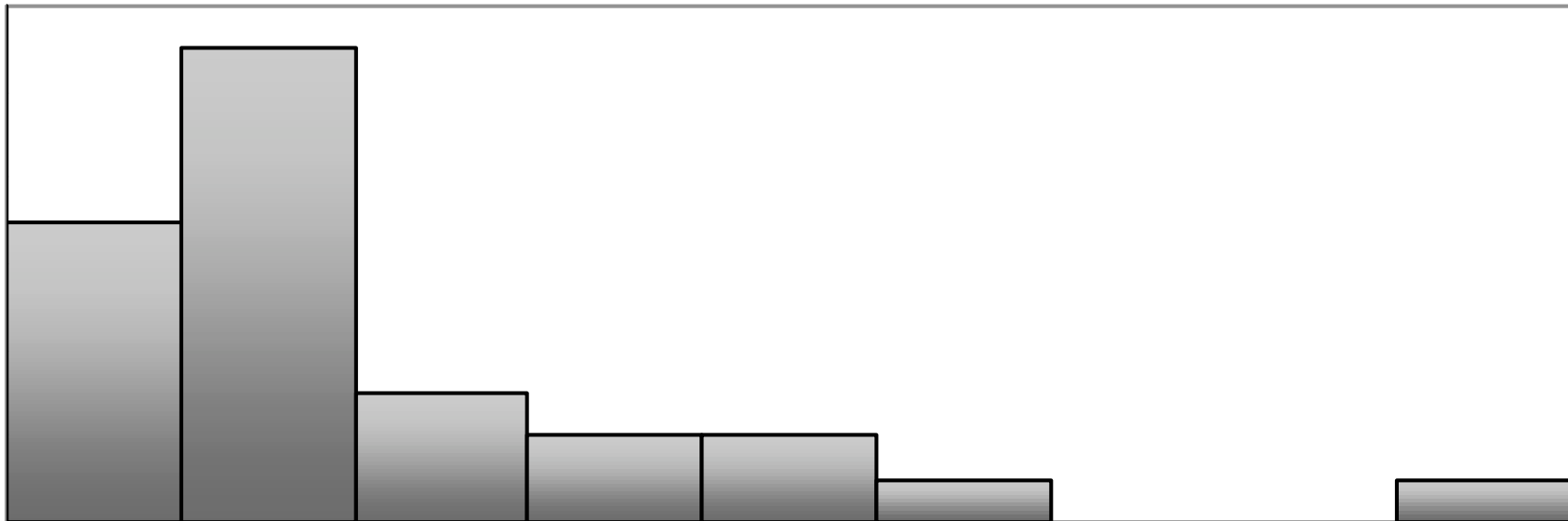
5. Home Security

If you have lost you house keys in the theft, you need to consider that the security of your home especially if you address details was amongst the property stolen. Contact a neighbour or friend to keep an eye on things until you can make alternative arrangements to secure your home again.

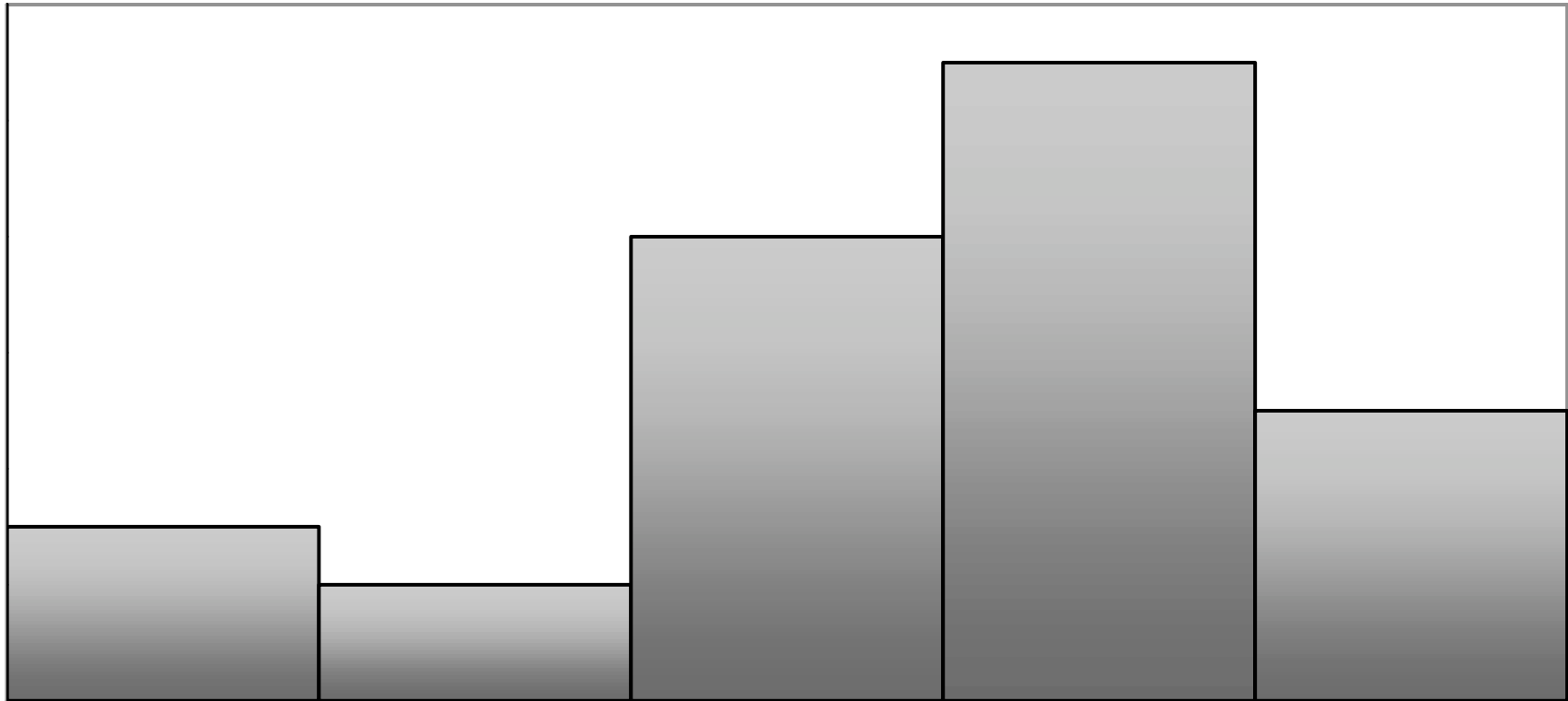
Self-reported theft: When did the incident occur?



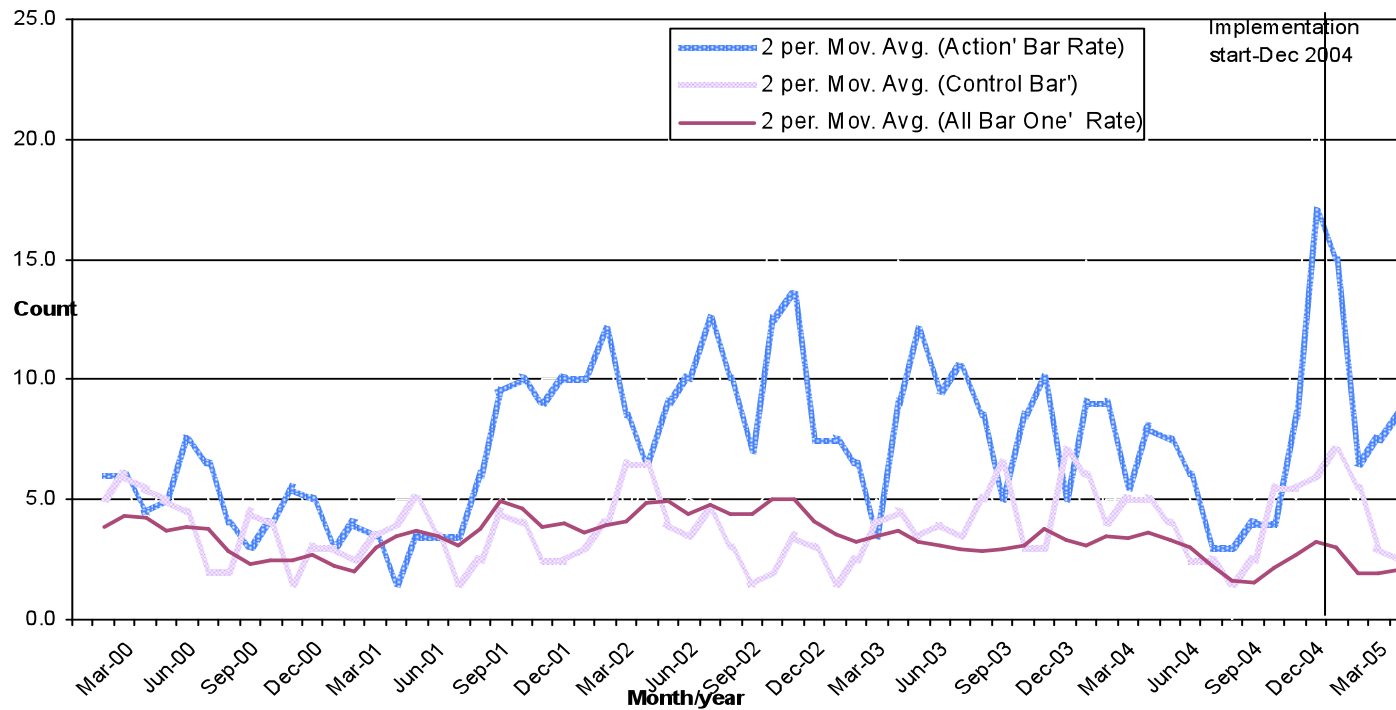
Self-reported theft: Time to theft



Self-reported theft: How busy was the bar?



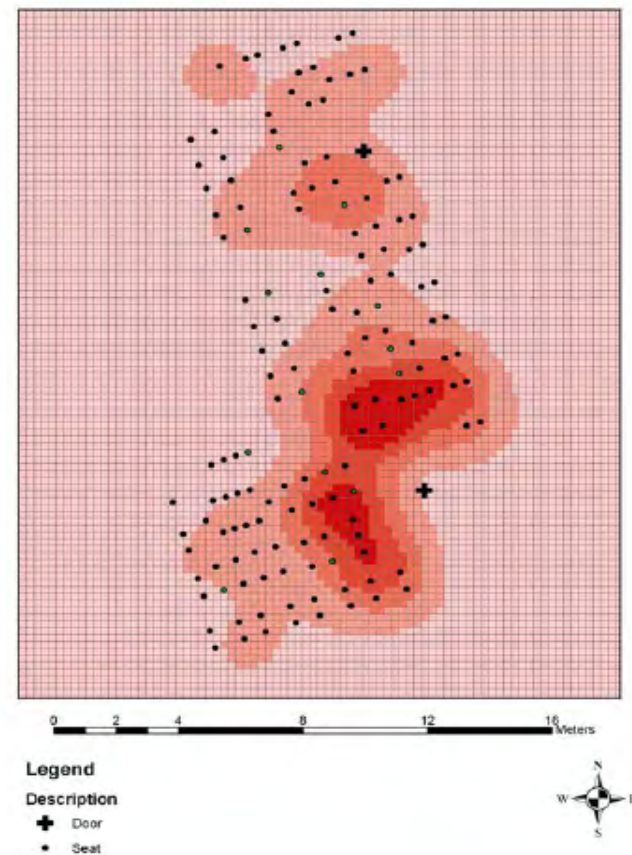
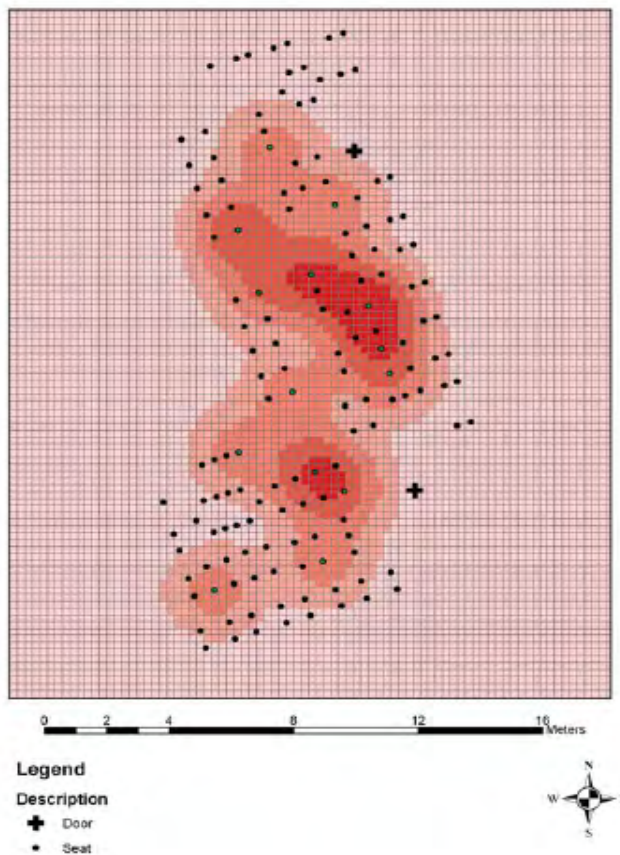
Recorded crime rate per month for action bar, control bar and chain average.



Count of self-report theft figures before and after intervention period.

	ACTION	CONTROL	TOTAL
B E F O R E Count %	13 68	10 59	23
A F T E R Count %	6 32	7 41	13
T O T A L Count	19	17	36

Customer Survey: Actual & perceived risks of crime.



Customer Survey: Explanations for what drew customers' attention to the clips.

Alert method	Frequency	Percentage
Just saw them	35	63.6
Publicity within the bar	10	18.2
Bar staff pointed them out	2	3.6
Other	8	14.5
Total	97	100

Customer Survey: Reasons customers gave for not using the clips.

Reason for not using the clips	Frequency
Didn't see the clip	20
No clip available	10
Strap too big for clip	10
Bag too big for clip	8
There is space for bag next to them	5
Habit	4
Prefer to have bag where they can see it	3
Not enough clips	2
Bag is too heavy	2
Bag is too small	1
Total	68

Evaluation Post-Mortem

We learnt a lot but...

- Lack of power of evaluation
 - Number of bars/measures
 - Time frame
- Hasty implementation
- Lack of generalisability
 - Where do the measures work?
- Lack of data on mechanism
- Conflict between customer awareness and venue image
- To little time to develop designs
- Lack of time for real dialogue between designers, criminologists and businesses

Further research

- The Arts & Humanities Research Council awarded £343k jointly to DAC and the JDI.
- 3-year research project focussing on the prevention of theft of customers' bags in bars and cafes
 - using sophisticated table clips and associated publicity.
- Strategic objectives are to:
 - Provide hard proof of principle that DAC can reduce crime, based on worthwhile, rigorous but fair evaluation;
 - Build designers' capacity to out-innovate criminals, by devising a procedure which
 - a) generates designs that follow crime prevention principles and match the crime problem and context;
 - b) draws together design and evaluation processes; and
 - c) controls the many risks in evaluation to ensure the tests meet the desired standards.

Wetherspoons Evaluation Design

- Tracking theft in 27 pubs
 - 14 action bars- to receive measures during evaluation
 - 13 control bars- to receive measures in roll out post evaluation
- Necessary forms
 - Incident recording forms
 - Victim support forms
 - Security assessment form (once only!)

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



Question: What anti bag theft personal products are out there?

Answer:

Hangbag



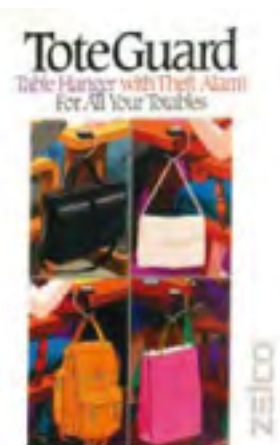
Bagboy



E-Shape Hanger



ToteGuard



PurseHook



4. Grippa 2 project (2006-2009)

Starbucks: Speculative designs.



Starbucks: Grippa Clips



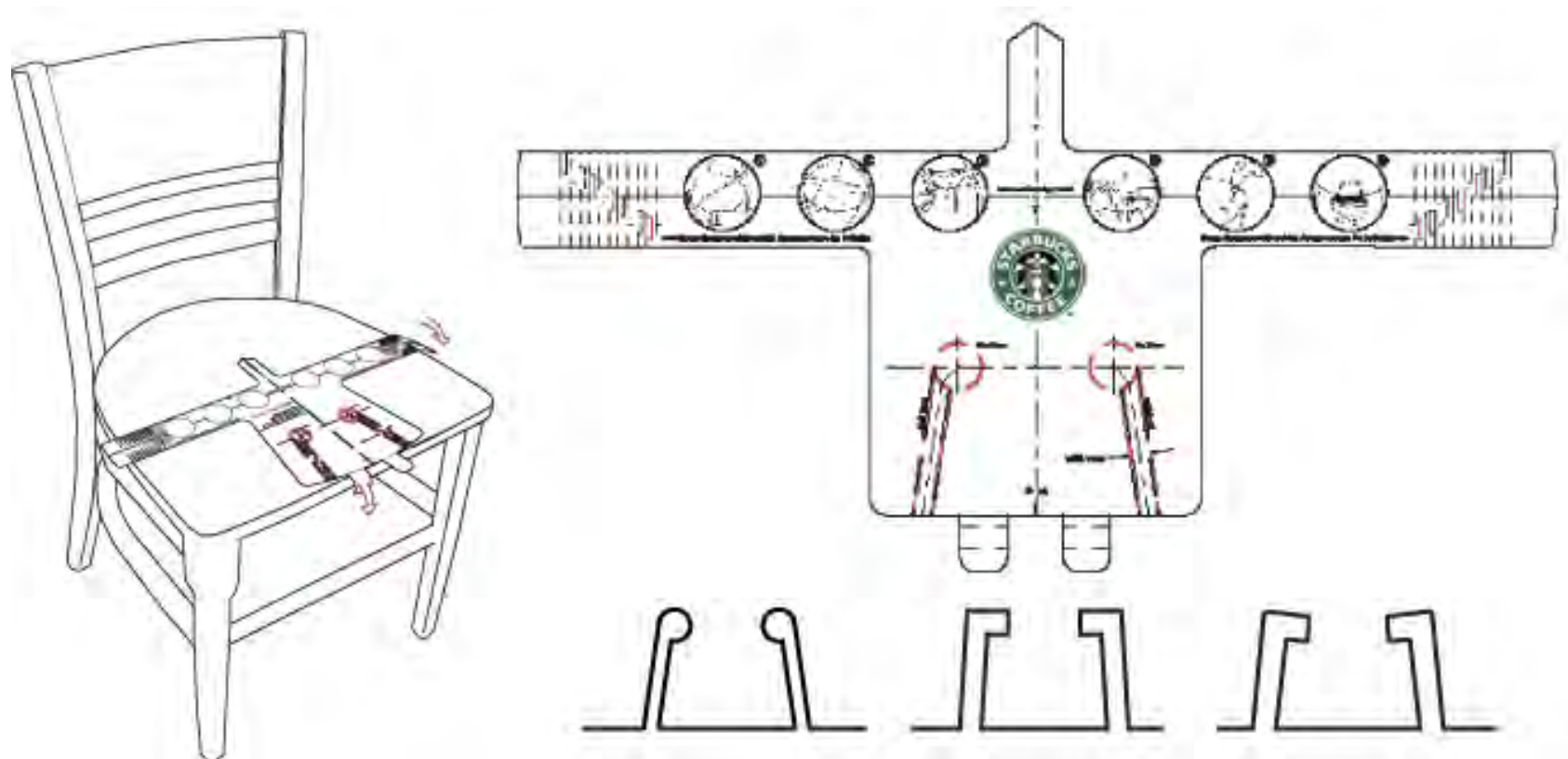
Starbucks: Serviettes



Starbucks: Advice web site



Starbucks: Templates



5. Why Design Against Crime offers a sustainable design approach

A widely-used and accepted international definition of sustainable development is:

‘development which meets the needs of the present without compromising the ability of future generations to meet their own needs’

<http://sustainable-development.gov.uk/what/priority/consumption/index.html>

Estimated average cost of crimes against individuals and households in 2003/04 by crime type and category.

<http://www.homeoffice.gov.uk/rds/pdfs05/rdsolr3005.pdf>

Table 2.1: Estimated average costs of crimes against individuals and households in 2003/04 by crime type and by cost category

Offence category	Costs in anticipation of			Costs as a consequence of crime					Costs in 2003 prices			Average Cost (£)
	Defensive Expenditure	Insurance Administration	Physical and Emotional Impact on Direct Victims	Value of Property Stolen	Property Damaged/ Destroyed	Property Recovered	Victim Services	Lost Output	Health Services	Criminal Justice System		
Violence against the person	1	1	5,472	-	-	-	9	1,648	1,347	1,928	10,407	
Homicide	145	220	860,380	-	-	-	2,102	451,110	770	144,239	1,456,575	
Wounding	1	1	4,554	-	-	-	7	1,166	1,348	1,775	8,852	
Serious wounding	1	1	4,554	-	-	-	7	1,166	1,348	14,345	21,422	
Other wounding	1	1	4,554	-	-	-	7	1,166	1,348	978	8,096	
Sexual offences	3	5	22,754	-	-	-	32	4,430	316	3,298	31,438	
Robbery	0	0	166	-	-	-	6	268	103	288	1,440	
Burglary in a dwelling	221	177	284	281	187	- 22	11	10	-	217	844	
Theft	59	52	192	281	69	- 36	1	3	-	301	634	
Theft - not vehicle	-	33	118	175	17	- 13	1	47	-	189	4,138	
Theft of vehicle	546	370	800	2,367	349	- 542	1	20	-	50	858	
Theft from vehicle	116	50	266	240	126	- 11	1	11	-	65	510	
Attempted vehicle theft	65	21	194	-	154	-	2	6	-	126	865	
Criminal damage	13	36	472	-	212	-	2	6	-	126	865	

Physical Impact

Health Service

Robbery

£3046

£483

£2601

Criminal Justice System

<http://sustainable-development.gov.uk/rds/pdfs05/rdsolr2005.pdf>

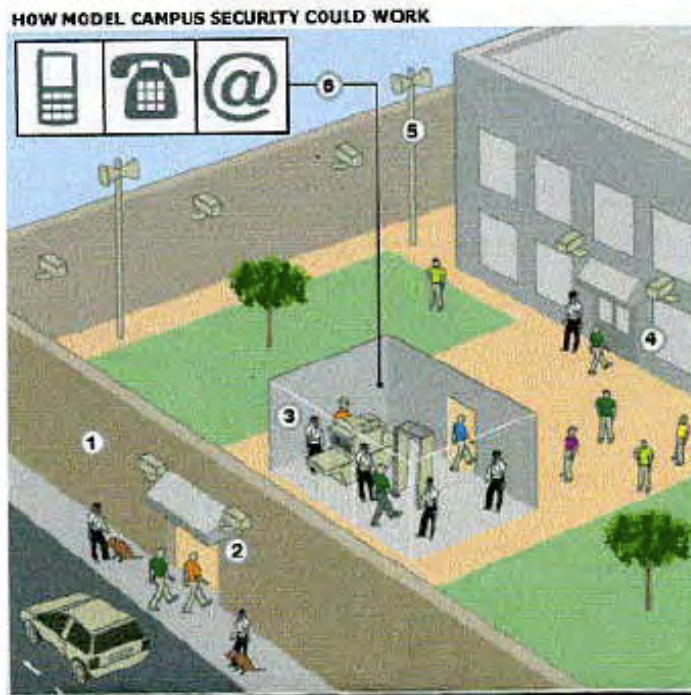
Crime is a barrier to sustainable development as acknowledged by the UN and most domestic governments and impacts on public well being in the following ways:

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



i. Environmental impact

Actual crime, as well as fear of it, 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.



iii. Emotional impact

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



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

iv. Economic impact

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).



6. DAC as socially responsive design

We target problems that stand as a barrier to the progress of social and ethical agendas.

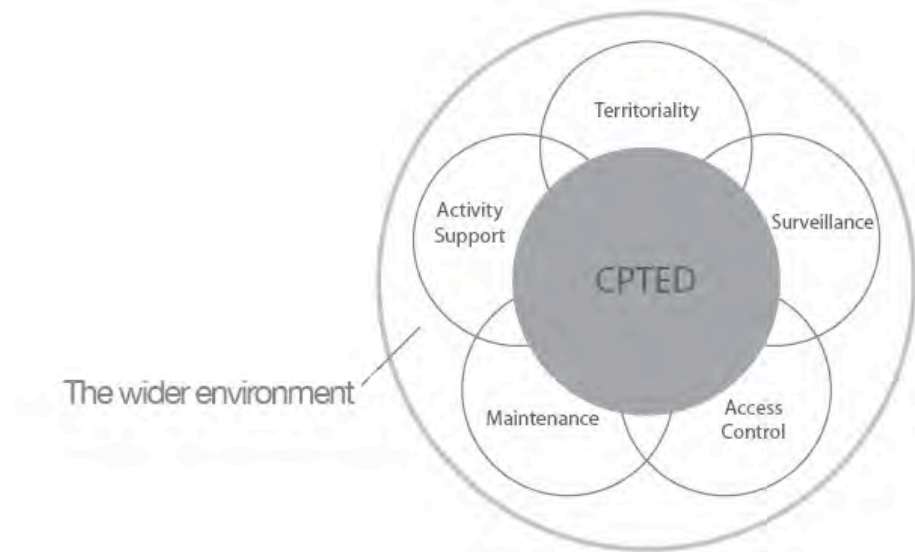
Our current focus is on bag theft (mobile property theft) that detracts from enjoyment of public spaces and public transport, and bike theft that detracts from cycle use.



We also draw upon concepts from Crime Prevention Through Environmental Design

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: **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 / Electronic

Offenders may be deterred if they feel they can be seen as it increases their risk to be 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.]

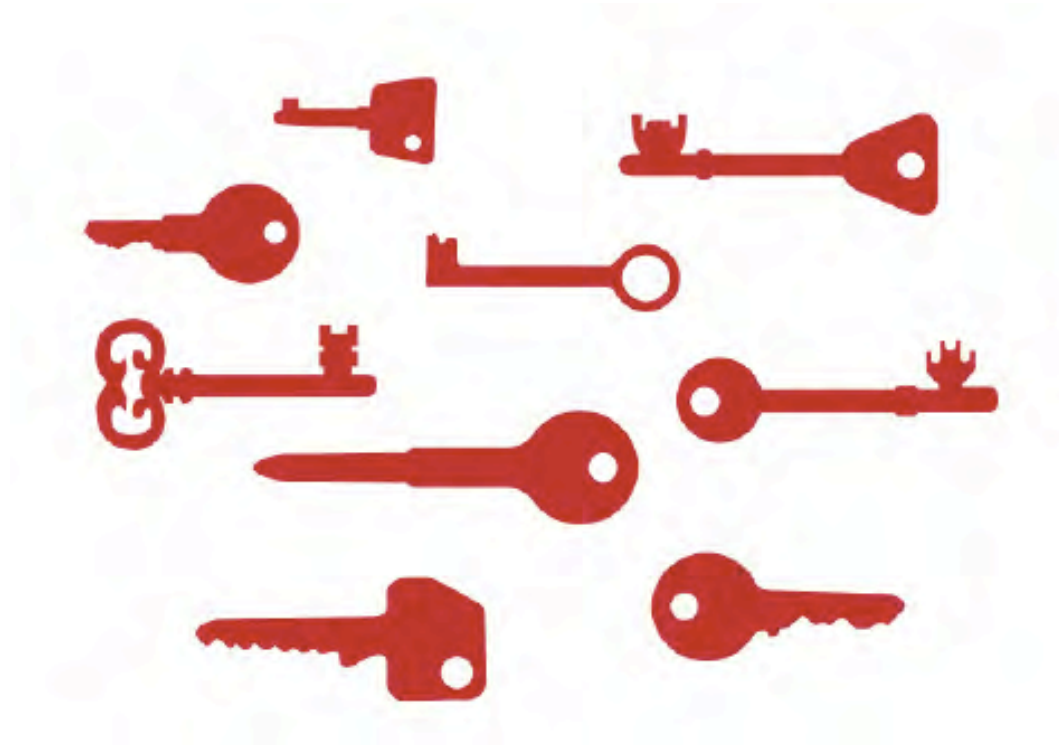
CPTED strategies: **Activity Support**

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 to public space, a sense of ownership and guardianship over the space will emerge.



CPTED strategies: **Access Control**

Control who goes in and out of spaces (physical access) to clearly define boundaries. Placing entrances and exits, fences, lighting, and landscape, to limit access, controls the flow of people and provides a level of security without an 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.



DAC's approach to using CPTED concepts is never generic but tries to respond to **specific contexts**.

DAC defines Socially Responsive Design (SRVD)

‘design which takes as its primary driver social issues, its main consideration social impact and its main objective social change’

or simply,

‘design that responds to social issues in pursuit of social change’

SRVD is not just about selling products but also about improving quality of life:

- Fiscal capital
- Social capital

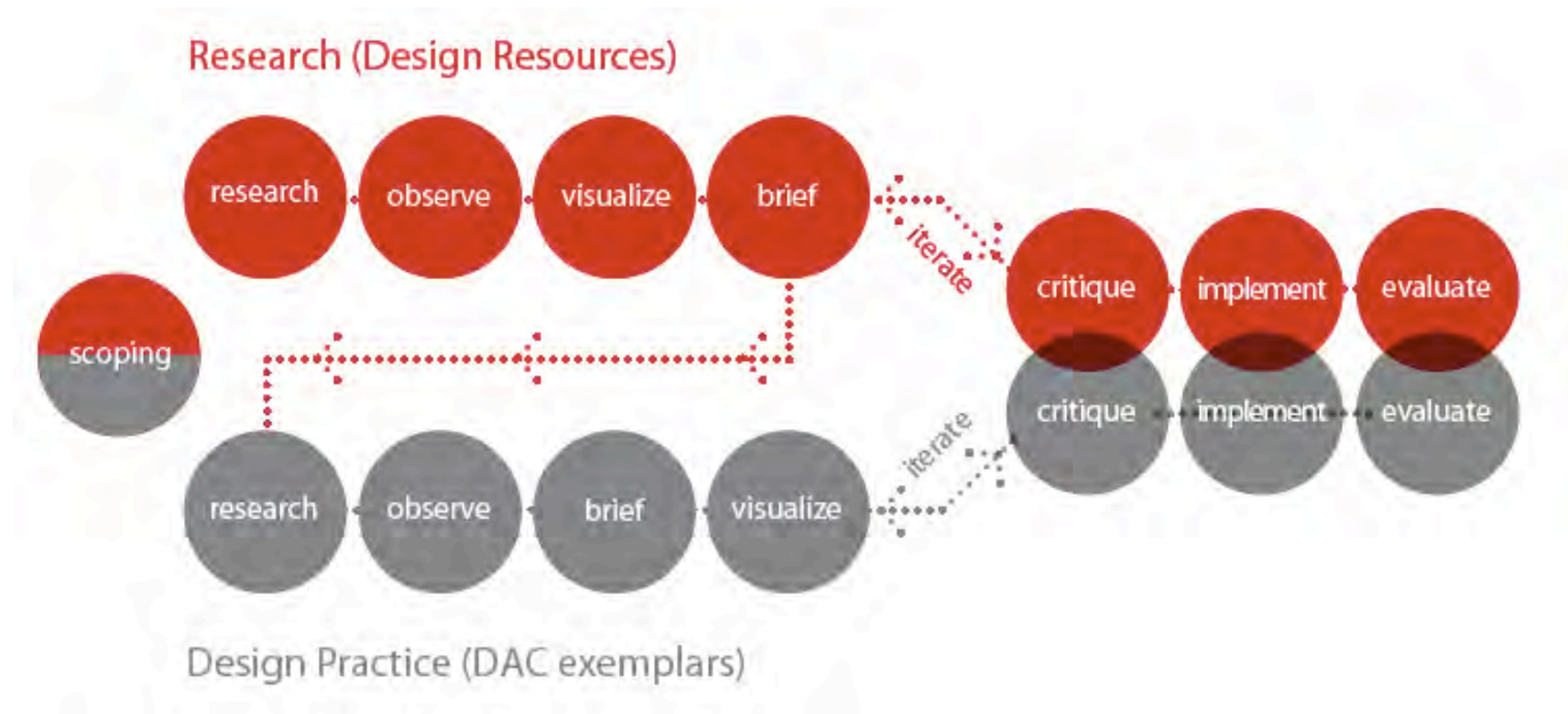
We are investigating the application of DAC methodology to other design territories / scenarios because DAC addresses multiple / competing design, prioritising dominant themes according to context.

7. Conclusion

- We believe that secure design doesn't have to look criminal - that a thing of beauty is a joy forever and that designers can design against crime to promote social capital.
- Design Against Crime, as socially responsive design, responds to social issues in pursuit of social change.
- It is design that seeks to accommodate multiple stakeholders and mediate between competing user requirements.
- It is design that discriminates in response to context, that puts users first and militates against abuse.

Our practice-led research process has two strands.

Each has seven stages.

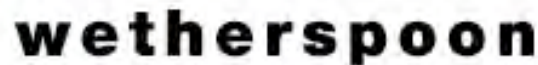


DAC's design and research process is:

- Socially responsive
- Multi-disciplinary and consultative
- Iterative and User / Abuser focused
- Practice-led

Multi-disciplinary

We bring together researchers, designers, architects, planners, criminologists, engineers, manufacturers, the police and other stakeholders to assess design tools and design proposals to ensure they are effective and appropriate.





Thank you

www.designagainstcrime.com
www.inthebag.org.uk