

9 Designing safer environments

KEY MESSAGES

- You should demonstrate that all impacts of your proposal on crime and safety have been considered;
- Security features should be considered early in the design process.
- Designing out crime features should complement other design considerations.

- 9.1 Good design, where due consideration is given to community safety, can create safe and attractive places to live and work and also prevent the need for security measures which can be expensive, unattractive and reactive in nature.
- 9.2 The aim of this guidance is to ensure that development contributes towards breaking down the link between the built environment and crime and anti-social behaviour (ASB), wherever possible, by ensuring that all developments consider and address any impact on crime and the perceptions of crime that may arise.
- 9.3 This guidance relates to Core Strategy policy CS17 Making Camden a safer place, and Development Policy DP24 Securing high quality design.
- 9.4 This guidance applies to all planning applications that will result in a physical alteration to the built environment that may have an impact on crime, anti-social behaviour or community safety. **How can I design safer environments?**

General principles

- 9.5 In accordance with Core Strategy policy CS17 Making Camden a safer place, we will require applicants to demonstrate that all impacts of their proposal on crime and community safety have been considered and addressed. Applicants should be able to demonstrate that they have consulted the Police Crime Prevention Design Adviser (details of which can be found at www.securedbydesign.com and that proposals take into account the advice given, where appropriate.

Police Crime Prevention Design Officer

Can provide professional risk management advice, at the design stage, on all aspects of security of a development.

Urban design

Urban design is concerned with improving the quality, appearance and functionality of places, particularly the public realm. It works on a scale larger than architecture and smaller than town planning.

Designing out crime

A method of minimising crime by designing or organising the environment in such a way that the opportunity for crime is reduced and potential offenders feel exposed and uncomfortable.

9.6 Good urban design will significantly reduce opportunities for crime and anti social behaviour. Security features should be considered early in the design process as it can be more difficult to incorporate features in a sensitive way at a later stage. It is important to take a proactive approach at an early stage to reduce risks and opportunities for crime and ASB to occur, rather than relying on reactive measures such as CCTV, which should be used as part of a package of measures to reduce crime. Incorporating designing out crime features into a development should complement other key design considerations. High quality architecture and design should still be achieved.

9.7 You should consider:

- good urban design principles, including active frontages to buildings and interesting and innovative design treatments that can reduce the need for physical barriers;
- using a local assessment of design to ensure that places are both well connected and secure;
- the effect of designing against crime on properties adjacent to and in the vicinity of a development, and the personal safety of people who will use the locality; and
- avoiding a 'fortress approach' as it tends to be unattractive and can result in an oppressive environment for both residents and passing pedestrians.

Active frontage

Building frontages which add interest and life to public spaces, through the use of doors and windows or shopfronts and lively uses.

9.8 We expect developments to reflect the considerations contained within the publication Safer Places – The Planning System and Crime Prevention (ODPM April 2004). This identifies seven attributes of sustainable communities that are particularly relevant to crime prevention. Therefore, we expect the following elements to be considered in planning proposals:

Access and movement	to, from and within any development
Structure	layout, type and design of buildings, and of public space
Surveillance	maximisation of overlooking, lighting, the promotion of active frontages and through the introduction of crime prevention measures

Ownership	clear delineation between public, communal, semi-private and private space
Physical protection	strengthening of the security of building in order to reduce or minimising the risk of attack or theft
Activity	compatible mix of uses and attractiveness and sustainability of any public realm components
Management and maintenance	inclusion of details of management and maintenance systems where appropriate

- 9.9 We require a crime impact assessment as part of the Design Statement to be included with all applications of 10 residential units or more or for sites of 1000 sq m or more. This should demonstrate that any impact on crime and antisocial behaviour has been considered, addressed and where appropriate designed out. For smaller schemes it will be expected that designing against crime principles will be incorporated into the scheme. These designing against crime principles are set out in Safer Places: The Planning System and Crime Prevention, ODPM, 2004.

Design Statement:

Documents that explain the design thinking behind a planning application. They should show that you have thought carefully about how everyone will be able to use the places you want to build.

Addressing Community Safety Concerns

- 9.10 To enhance community safety, we would like to see developments consider:
- maximising accessibility by encouraging usage of safe routes to, from and through developments;
 - the design and layout of pedestrian, cycle and vehicular routes into and within the site, including how these integrate with existing patterns; and
 - lighting and the use of CCTV where appropriate, accessibility and ease of movement through a development scheme, which can enhance overlooking, thereby reducing the opportunity for crime and anti-social behaviour and increasing perceptions of personal safety.

Movement and Gating

- 9.11 Gating can be seen as a solution to problems of crime and anti social behaviour. Gating and other ways of restricting access to developments can have a divisive effect on communities, creating separate residential areas and often necessitating long alternative routes. It can create and reinforce negative perceptions of an area and for these reasons gating should be seen as a last resort.

- 9.12 We expect that developments will demonstrate the accepted principles of good urban design as laid out by the Commission for Architecture and the Built Environment (CABE) in 'By Design', a companion guide to Planning Policy Statement 1, which sets out the 7 objectives of urban design. One of these that is particularly relevant to movement and gating is "Ease of movement – a place that is easy to get to and move through. To promote accessibility and local permeability by making places that connect with each other and are easy to move through, putting people before traffic and integrating land use and transport."
- 9.13 We will not support applications for restricting access to, from or gating of, the public highway or designated open spaces that are currently accessible to the public. All applications which seek to reduce access to, from or through the public spaces will need to:
- explain clearly the rationale for the reduction in access and be able to demonstrate that it is an appropriate solution, which minimises negative impacts in, adjacent to and in the vicinity of the development;
 - provide evidence of anti-social behaviour and crime to support the proposed restricted access; and
 - demonstrate the alternative steps they have taken to address the problems.
- 9.14 We will consider whether the proposed restriction will:
- have an adverse impact on accessibility in the local area by reducing the opportunity for local people to use established routes. For further information refer to CPG4 Protecting and improving the quality of life (Access for all chapter);
 - result in the loss of natural surveillance by neighbours and passers-by thereby increasing the opportunity for crime and anti-social behaviour;
 - necessitate long alternative routes to take account of the proposed restriction;
 - have an adverse impact on the community cohesion and security of the local environment by creating separate residential areas;
 - have an unacceptable adverse impact on the safety or perception of safety adjacent to and in the vicinity of the development;
 - prevent the type of anti-social behaviour crime evidenced by the applicant; and
 - prevent unauthorised entry into the development.
- 9.15 In all cases we will consider time limiting permissions for gating, thereby allowing flexibility should any incidents of crime and anti-social behaviour decrease.
- 9.16 Rather than gating we wish to see developments enhance community safety by maximising accessibility through encouraging the usage of routes to, from and through development. Good design, lighting, the

use of CCTV where appropriate and public accessibility can reduce the opportunity for crime and anti-social behaviour.

Licensed premises and alcohol related violence

9.17 Licensed premises, because of their nature can be the location of alcohol related violence. This can be limited by good design, employing open layouts and maximising natural surveillance where possible. Where an application is received for alterations to new or existing licensed premises, we will seek to:

- maximise visibility into the premises by ensuring, where possible, clear glass is used on all street elevations; and
- reduce the number of entry points to a minimum.

Recesses

Recesses

Set-backs in the line of building frontages.

9.18 Recesses, including recessed doorways, can provide the opportunity for anti-social behaviour and can have an impact on crime and the perception of crime.

9.19 In consultation with our Building Control Service and the Fire Authority, opportunities can be taken to reduce the number of emergency exit doors within recesses or minimise their impact. Bringing the doors forward should be investigated when schemes are being designed, by:

- allowing the doors to open inwards, where there are 60 users or less of emergency exit doors and it is not a licensed premises;
- allowing the door to continue to open outwards if there is a private forecourt which it can open onto. Measures must be put in place to divert pedestrians away from the opening arc of the doors; and
- allowing for the outward opening of the door where there are 60 or more users and the footway is very wide.

9.20 Where bringing the doors forward is deemed unacceptable, it should be ensured that:

- the recess is no deeper than 600mm or no greater than required for the opening of the door within the recess;
- the edges of the recess are angled to improve visibility;
- transparent elements are incorporated into the door;
- the recess is widened so that it does not create hidden spaces; and
- where appropriate and if the building is unoccupied for periods of time, open-weave grille shutters or collapsible gates are installed, to be opened when the building is occupied.

9.21 In all circumstances, overlooking of the recess should be maximised where possible by considering replacing the emergency exit door with an all glazed or top half glazed door with thick laminated glass. An open

weave grille can be installed internally for additional security. Further guidance is contained within chapter 7 Shopfronts, in this guidance.

Walls and fences

- 9.22 Careful consideration should be given to walls and fences, or other boundary treatments. If boundary walls are used in certain locations, where anti-social behaviour is identified as a problem, they should not have a flat horizontal top, which is inviting to sit on. Angled tops could be used to avoid the wall being used as an informal seat. Further guidance is contained within chapter 6 Landscape design and trees, in this guidance.

Public realm and street furniture

Street furniture

A collective term for objects and pieces of equipment installed on streets and roads, including benches, bollards, post boxes, phone boxes, streetlamps, traffic lights, traffic signs, bus stops etc

- 9.23 Well designed street furniture and public art in streets and public places can contribute to a safe and distinctive urban environment. Street furniture should not obstruct pedestrian views or movement or be positioned to encourage anti social behaviour.
- 9.24 All features within public space and elements of street furniture should be designed to make a positive contribution to community safety and discourage anti-social behaviour. Careful consideration should therefore be given to their location and detailed design.

Cash machine boxes

- 9.25 Cash Machine boxes are stand-alone structures located on the footway, which house Automatic Teller Machines (ATMs). We will refuse the siting of these in areas of high crime. Permission will only be granted where the police designing out crime advisors believe that it would not act encourage crime or interrupt important sightlines. Where they are allowed, the design should ensure maximum visibility into and through the proposed structure. Please see chapter 7 Shopfronts, in this guidance for further information.

Telephone boxes

- 9.26 Although we have only limited and discretionary control over the siting and appearance of public call boxes, we are consulted on the siting of new telephone boxes on the public highway. In all cases we will request that the provider demonstrates the need for the siting of the new facility. In certain areas of the Borough, public call boxes can be seen as crime generators and in these areas we will consider whether the proposed location will have an impact on crime levels.

- 9.27 All new phone boxes should have a limited impact on the sightlines of the footway. The size of the box or other supporting structure that the phone box is in should be minimised to limit its impact on the streetscene and to decrease the opportunities for crime and anti-social behaviour. There should be a minimum footway width of 2m adjacent to the phone box. Designs which are dominated by advertising space are not acceptable. Any advertising should not be placed where it significantly reduces natural surveillance or CCTV coverage of, or into, the call box. Designs should seek to maximise views into and through the phone box and along the footway.

Lighting

- 9.28 Good lighting can have a number of benefits, including:
- enhancing the built environment by increasing the potential for natural surveillance;
 - reducing the opportunity for criminal activity to take place;
 - where crime does occur, increasing the likelihood of it being challenged and/or reported; and
 - ensuring that CCTV footage is of sufficient quality to assist in the detection of crime.
- 9.29 Where used inappropriately, however, it can result in light pollution which is intrusive and can have an impact on residential amenity. It can also result in pooling of light which means that pedestrians walk from areas well lit to those with little light. This impacts on their perceptions of their own safety and can influence the way in which they use their environment.
- 9.30 We will seek to encourage good quality lighting provision in all developments to use metal halide lamps or the equivalent and high quality refractors where appropriate to maximise the perception of colour and increase the controllability of where light falls. This will encourage uniformity of light provision. Uniformity of light is very important in people's perception of how well an environment is lit and has a greater impact than absolute lighting levels. It is also necessary for people with sight impairments, whose eyes adjust to different light levels more slowly than fully sighted people. Lighting should be designed so as to minimise glare and reflection problems.
- Metal halide lamp**
A type of light source used in a variety of applications which produces a large amount of quality light without being a huge, bulky light bulb.
- 9.31 Where lighting is provided to increase on-site security, this should not have an adverse effect on the perception of lighting levels in areas adjacent to the site and where possible should enhance this provision.
- 9.32 Mounting of lighting should be considered to ensure that it is resistant to vandalism and does not act as a climbing aid.

Landscaping

- 9.33 Where landscaping is created it can be important to consider sightlines as the landscaping matures. There may be a requirement for a maintenance agreement to ensure that planting as it matures does not impact on sightlines or CCTV coverage.

Maintenance

- 9.34 How an area is maintained can have a major impact on people's perceptions of crime and anti-social behaviour. Where a development creates public space we may seek to agree a management and maintenance plan with the applicant.

Car parks

- 9.35 Applications for car parks should demonstrate that they are well lit and secured in order to discourage anti-social behaviour. Underground car parks in particular should be securely designed and access limited to users.

Anti-terrorism

- 9.36 Terrorism can pose a very real threat in some areas of the borough. It is beyond the scope of this document to deal with these threats in detail but we will work with counter terrorism security advisors (CTSAs) on a case by case basis. Where appropriate the principles of the Government guidance, Crowded Places: The Planning System and CounterTerrorism should be applied.

Conservation Areas and Listed Buildings

- 9.37 Incorporating designing out crime features into a development should complement other key design considerations such as the character and appearance of conservation areas and listed buildings. Measures for designing out crime will require careful consideration in these often more sensitive settings and some may not be considered appropriate within conservation areas or within the setting of a listed building. In these cases imagination should be used to come to a sensitive alternative solution.

Design and access statements

- 9.38 In situations where crime and anti-social behaviour is a concern, applicants should demonstrate within Design and Access Statements their understanding of the local issues relating to crime, and how the design will address them. In these situations, Design and Access statements should outline:
- Current levels of crime and anti-social behaviour in the immediate area;

- Activity levels in the streets and public spaces at all times of the day and night;
- The extent of natural surveillance of neighbouring properties, streets and public spaces; and
- Any other relevant local characteristics. **Further information**

9.39 For further guidance on designing against crime:

- Safer Places: The Planning System and Crime Prevention, ODPM, 2004.

8 Streets and public spaces

KEY MESSAGES

- New development should contribute to the creation of attractive, clean and well-maintained public places
- All new pedestrian areas and footpaths are required to be constructed to a standard that is considered appropriate for adoption by the relevant Highway Authority.

- 8.1 This section provides guidance on the design and layout of streets and public spaces. It aims to ensure that a good quality pedestrian environment and good pedestrian access are provided. This includes ensuring that development is accessible to all members of the community, including all disability groups.
- 8.2 The guidance relates to Camden Core Strategy Policy CS11 - *Promoting sustainable and efficient travel* and policies DP16 - *The transport implications of development* and DP17 - *Walking, cycling and public transport* and DP21 - *Development connecting to the highway network* in Camden Development Policies.

Public realm

All areas to which the public has open access.

Legible London scheme

A new signage scheme which aims simplify pedestrian movement around London.



- 8.3 This section includes guidance for the design and layout of streets and public spaces including:
- quality of the public realm;
 - ease of pedestrian movement;
 - street furniture;
 - footpaths that are not alongside roads,
 - our approach to shared surfaces; and
 - information on the Legible London scheme.

When does this apply?

- 8.4 This guidance applies to planning applications that involve a change in the way that pedestrians access a site or move in and around the site, and also applications that change vehicle movements in a way that will affect pedestrians.
- 8.5 It should guide arrangements for pedestrians that arrive by car, public transport or bicycle, as well as those arriving on foot.

The design and layout of streets and public spaces

CAMDEN STREETSCAPE DESIGN MANUAL (2005)

Provides useful guidance for those who are planning the design and layout of streets and public spaces. The manual sets out the Council's detailed expectations for street works in the borough, addressing issues such as responding to local character, footway design and materials, and street furniture.

General principles

- 8.6 We will seek improvements to streets and spaces to ensure good quality access and circulation arrangements for all. This includes improvement to existing routes and footways that will serve the development. Key considerations informing the design streets and public spaces include the following:
- Camden Streetscape Design Manual;
 - ensuring the safety of vulnerable road users, including children, elderly people and people with mobility difficulties, sight impairments, and other disabilities;
 - maximising pedestrian accessibility and minimising journey times;
 - providing stretches of continuous public footways without public highway crossings;
 - linking to, maintaining, extending and improving the network of pedestrian pathways;
 - maximising pedestrian safety by providing adequate lighting and overlooking from adjacent buildings;
 - taking account of surrounding context and character of area

- providing a high quality environment in terms of appearance, design and construction, paying attention to Conservation Areas, and using traditional materials (such as natural stone or granite setts) where appropriate,
- use of paving surfaces which enhance ease of movement for vulnerable road users; and
- avoiding street clutter and minimising the risk of pedestrian routes being obstructed or narrowed, e.g. by pavement parking or by street furniture.

Ensuring high quality public spaces

- 8.7 The Core Strategy seeks to ensure that new development contributes to the creation of attractive, clean and well-maintained public places (see Policy CS14). It is essential that new streets and public spaces integrate with surrounding spaces and links, and are designed and built to a high standard, including through the use of good quality materials. The government's Manual for Streets provides useful guidance on achieving successful public spaces, and Camden's Streetscape Design Manual sets out guidance on how to ensure works contribute to local character and distinctiveness.
- 8.8 Where developments generate the need for works to road, highways and adopted public spaces, these should be funded by the developer (see CPG8 Planning obligations for transport provision) but carried out by the council in order to ensure consistent high standards of implementation and materials in streets and public spaces. In line with policy DP21 of the Camden Development Policies, all new pedestrian areas and footpaths are required to be constructed to a standard that is considered appropriate for adoption by the relevant Highway Authority.

Street clutter

Excessive use of road signs, bollards and lampposts leading to an untidy street environment.

Ease of pedestrian movement

- 8.9 Footways should be wide enough for two people using wheelchairs, or prams, to pass each other. We seek to maximise the width of footways wherever possible. The Camden Streetscape Design Manual sets out minimum widths for different kinds of footways.

Wayfinding

The process of navigating or defining a path through an environment.

- 8.10 Policy DP21 of the Camden Development Policies document states that we will expect works affecting highways to avoid unnecessary street clutter. Design of footways should not include projections into the footway, unnecessary and cluttered street furniture or other obstructions. Any minimum standards for footway widths should not be used to justify the provision of unnecessary street clutter or reduction in footway width.

The Council will generally resist proposals that involve the opening of doors into footways as they raise safety concerns, and can obstruct pedestrians.

- 8.11 Footways should be designed with frequent and convenient road crossing points for pedestrians. The detailed design of edges, crossings and gradients should take into account the need for the maintenance of minimum pavement widths, ease of movement and wayfinding, and appropriate measures for those with visual impairments and mobility difficulties. The Camden Streetscape Design Manual and DETR 'Guidance on the use of Tactile Paving Surfaces 1998' provide useful guidance which should be used to inform the design of edges, crossings and gradients.

Tables and chairs

- 8.12 The Council will sometimes licence the placing of tables and chairs on the footway in association with adjacent cafes and similar uses. The area where tables and chairs may be placed must be designated and must not interrupt the area of footway for pedestrian movement. The licence will specify permitted hours, after which the removal of tables and chairs will generally be required. Further guidance on tables and chairs is provided in CPG5 Town centres, retail and employment.

Lighting, signage and street furniture

- 8.13 Footways should be well lit and well signed, but with care to avoid light pollution and obstructions. Wherever possible, lighting and signs should be placed on buildings or existing street furniture to minimise footway clutter. Please also see paragraphs 7.17 to 7.22 on Legible London below.
- 8.14 The installation of seating, bus shelters, litter bins and cycle parking is encouraged in association with new footways provided that it will improve the pedestrian environment, and the use of sustainable modes of transport. However, they should be positioned so they do not interrupt the minimum area of footway designated for pedestrians. If possible, cycle stands (and cycles parked at them) should be wholly clear of the footway.

Footpaths that are not alongside roads

- 8.15 Footpaths independent of roads can be beneficial in terms of directly following the most direct routes for pedestrians and creating pleasant environments. However, great care is needed to provide security for pedestrians and discourage anti-social behaviour. Designs should consider:
- lighting;
 - natural overlooking from adjacent buildings;
 - maintaining visibility over the full stretch of the route between roads;
 - the appropriateness of planting; and

- avoiding features that could conceal assailants.

Pedestrian and vehicle shared surfaces

- 8.16 Policy DP17 of the Camden Development Policies states that we will seek shared surfaces in appropriate circumstances and where it will be safe for all users. Safety and accessibility for all will be examined thoroughly in any shared surface proposal.

Shared surface

A highway where distinction between pedestrian and vehicle areas has been removed or reduced and sends a strong signal that the whole of the highway space is open equally to all users.

- 8.17 Where shared surfaces are used, a combination of other traffic management measures should also be used to reduce vehicle speeds to 5-10 mph. Measures to reduce vehicle speeds should not limit visibility for pedestrians and vehicles, and must not prejudice safety. Further measures to promote safety include
- the removal of parked vehicles from the shared surface to avoid potential conflicts with children at play; and
 - provision of clear routes and surface textures to assist orientation of people with visual impairments.

Legible London wayfinding signage

- 8.18 Legible London was set up by Transport for London (TfL) in partnership with London boroughs to create a standard pedestrian wayfinding and signage system for central and inner London. It is a map-based system which gives users a good understanding of the surrounding area and encourages them to choose their own route to a specific destination.
- 8.19 Legible London signage is supported in Camden's Core Strategy Policy CS11 as a key element of Camden's approach to promoting walking in the borough. It has also been adopted by other London boroughs and thus provides consistent pedestrian signage across central and inner London.
- 8.20 The Legible London standard has been adopted by Camden and all new signs on the public highway should be of a Legible London type. The Council will also seek Legible London signage on private land, where appropriate.
- 8.21 TfL's Legible London programme currently covers the Central London area and we will extend the Legible London scheme throughout the borough, prioritising key destinations and busier areas, such as our town centres (see Core Strategy Policy CS11 paragraph 11.11). We will seek on-site provision of Legible London signage in these areas as appropriate, and on developments that contain:
- key routes to or through the site;

- decision points, arrival points and places where pedestrians are likely to gather;
 - complex spaces and areas outside civic spaces and public buildings.
- 8.22 Where relevant, sign types and quantities should tie into any relevant area strategies produced by the Council, in partnership with TfL.
- 8.23 As well as on-site provision, developments will also be expected to provide contributions to the Legible London in other locations, where appropriate, in order to mitigate the increased level of activity their development generates (see transport section of CPG8 Planning obligations).

Highway authority approval

- 8.24 Works to streets and public spaces also require separate approval from the relevant highway authority (usually Camden council). You are advised to contact our Highways department as soon as possible to discuss the approach to and proposed works to streets and public spaces.

Further information

- 8.25 In addition to Camden's Core Strategy, Development Policies, the Camden Streetscape Design Manual and other sections in this guidance, reference should be made to the following guidance:
- Manual for Streets, DfT, 2007
 - Residential roads and footpaths: layout considerations – DfT Design bulletin 32 (2nd edition), HMSO 1992
 - Guidance on the use of tactile paving surfaces, DETR 1998 - this can be viewed on the 'transport infrastructure, pedestrians, wheelchair and scooter users' pages in the 'access for disabled people' section of: www.dft.gov.uk