

# **SECURED BY DESIGN LICENSED PREMISES**

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## 1 INTRODUCTION

- 1.1 The purpose of this guidance is to establish and maintain a safe and secure environment in licensed premises within the hospitality industry. Primarily these will be public houses, bars, restaurants, clubs and music venues. It is aimed at helping all those involved in the design and development (or refurbishment) of such licensed premises. The recommendations that follow should be interpreted appropriately to meet relevant risks associated with each type of licensed venue. The primary objective is to reduce opportunities for crime and anti-social behaviour both in and around licensed premises, and in so doing enhance the safety of both customers and staff and the security of the building and facilities.
- 1.2 It is emphasised that this guidance seeks to address the design and refurbishment of such premises only and does not address issues around subsequent management of such premises. Responsible management, however, is crucial to delivering a safe environment in and around licensed premises and applicants for the Secured By Design award are actively encouraged to seek guidance from both Police and local authorities and join/form local partnerships aimed at reducing opportunities for crime and anti-social behaviour.
- 1.3 The guidance supports the aims of the national Alcohol Harm Reduction Strategy and the government {ODPM} strategy in respects of Urban Renaissance. It seeks to build on the knowledge base established in the ODPM publication “Good Practice in Managing the Evening and Late Night Economy” and to complement the implementation of the Licensing Act 2003.
- 1.4 This guidance also provides a system of self-assessment that enables premises to be measured against the template requirements of the ‘Secured by Design’ scheme.

**NB Developers/architects should liaise at the earliest opportunity with the ALO / CPDA, who can provide useful advice from the outset in respect of Secured By Design – Licensed Premises and can help in establishing the appropriate Secured By Design requirements for a particular style of licensed premises.**

## 2 ‘SECURED BY DESIGN’ GUIDANCE AIMED AT REDUCING CRIMINAL & ANTI-SOCIAL OPPORTUNITY

- 2.1 There is general acceptance that the design of buildings and their surroundings are major factors affecting crime and, in particular, alcohol-related disorder. It is recognised that certain elements in the design of licensed premises can promote or dissuade criminal behaviour at or near premises and also assist the ability of a licensee to exercise control over their premises. ‘Designing out crime’ principles seek to reduce or eliminate risks through the design or redesign of a licensed premises and the immediate surrounding area
- 2.2 Good design can make a major contribution to both the prevention of crime and the reduction of fear of crime and must be the aim of all those involved in the development process.

- 2.3 'Secured by Design' (SBD) aims to achieve security for the building shell and to introduce appropriate internal and external design features that facilitate natural surveillance and create a sense of ownership and responsibility, in order to deter criminal and anti-social behaviour within the curtilage of the business.
- 2.4 Incorporating reasonable and realistic security measures during the design, build or refurbishment of a licensed venue, combined with good management practices, indisputably reduces levels of crime, fear of crime and disorder. The aim of the police service is to assist in the design process to achieve a safe and secure environment for customers and staff, without creating a 'fortress environment'. Experience shows that including security measures at the design stage to address anticipated and predictable problems resulting from usage are both cost effective and more aesthetically pleasing than retrofit solutions.

### **3 ROLE OF THE ARCHITECTURAL LIAISON OFFICER (ALO) / CRIME PREVENTION DESIGN ADVISER (CPDA)**

- 3.1 Police forces throughout the country employ Architectural Liaison Officers (ALOs) or Crime Prevention Design Advisers (CPDAs) to advise on designing out opportunities for crime to occur during the design process. The main mechanism for delivery is the *Secured By Design* award scheme, which combines the principles of crime prevention through environmental design (CPTED) and appropriate physical security measures to achieve the required elements of the award.

### **4 THE CONCEPT OF 'SECURED BY DESIGN'**

- 4.1 One of the Government's key objectives for planning is to secure quality, sustainable environments where people choose to live, work and play. To achieve this, more emphasis needs to be placed on design and on the need to encourage higher standards. Designing for community safety is a central part of this.
- 4.2 'Secured by Design' (SBD) is a police initiative to encourage the building industry to adopt crime prevention measures in development design to assist in reducing the opportunity for crime and the fear of crime, creating a safer and more secure environment. 'Secured by Design' is endorsed by the Association of Chief Police Officers (ACPO), and has the backing of the Home Office Crime Reduction Unit. It was drawn up in consultation with the former Department of Transport, Local Government and the Regions (DTLR), Minister (ODPM).
- 4.3 Subsequently the ODPM has published "Good Practice in Managing the Evening and Late Night Economy", a document that sheds more light on the environmental perspective with regard to this subject (published September 2004).  
[www.odpm.gov.uk/stellent/groups/odpm\\_urbanpolicy/documents/downloadable/odpm\\_urbpol\\_032242.pdf](http://www.odpm.gov.uk/stellent/groups/odpm_urbanpolicy/documents/downloadable/odpm_urbpol_032242.pdf)

- 4.4 Once a development has been completed, the main opportunity to incorporate crime prevention measures has gone. It should be the responsibility of the client to instruct the architectural practice or developer to liaise with the ALO/CPDA, preferably at the sketch stage of the pre-planning process. This will allow the designer to incorporate advice at the earliest opportunity, rather than make adjustments at the planning application stage, which often results in delays and additional unnecessary expense

## **5 THE RELEVANCE OF THE 'SECURED BY DESIGN' CONCEPT TO ALCOHOL RETAILING LICENSED PREMISES**

- 5.1 There is now no doubt that poorly designed and managed licensed premises act as generators of crime and anti-social behaviour both within premises and in the local environment.

- 5.2 The media all too frequently report the findings of research undertaken by the Home Office and numerous academic institutions highlighting the link between alcohol consumption and crime.

- 5.3 These are some of the known facts about alcohol related crime:

- Many studies have shown that drinking in bars is associated with greater violence or aggressive behaviour than in other drinking settings e.g. private clubs or restaurants.
- Research indicates that a small percentage of licensed premises are directly or indirectly linked with crime and disorder. Analysis shows that these are most frequently located in a small, distinct entertainment area of a town or city with customers travelling from outskirt areas.
- As with many other offences and issues, the local environment and the physical layout of the premises will affect the type and level of offences committed.
- Research indicates that badly designed, poorly maintained, unattractive premises can lead to aggressive behaviour.
- The sudden increase in numbers of people emptying onto the streets at closing time and the increased demand for hot food outlets and at public transport and taxi locations all contribute to the likely occurrence of crime and disorder.
- Typically, over 50% of arrests for alcohol-related crime and disorder in any one week period occur between 11pm and 2am on Friday and Saturday nights.
- The attitude and behaviour of door staff and bar staff heavily influences the levels of violence within licensed premises by setting the tone for the social environment.
- Poorly managed bars where swearing, racial harassment and breaches of the licensing laws take place and are tolerated, increase the potential for crime and disorder.
- The British Crime Survey 2000 indicates that 19% of all violent incidents occur in or around pubs or clubs. This rises to 33% for violent incidents where the offender is a stranger.
- Encouraging excessive drinking through special promotions of high alcohol drinks, "happy hours" or illegally selling more alcohol to already intoxicated drinkers may foster aggression.

(Source of facts: [www.crimereduction.gov.uk](http://www.crimereduction.gov.uk) Home Office Crime Reduction website)

- 5.4 Crime takes place both inside and outside premises. Pubs, bars, nightclubs, music venues, **their staff and customers** are all at risk from crimes such as assaults, robberies, burglaries, thefts of personal property and drug dealing. Poorly designed premises often allow criminal activity to occur. Good planning and design can enhance the business at little, if any, additional cost and make it more difficult for criminal and anti-social behaviour to occur.
- 5.5 'Secured By Design' seeks to minimise these negative effects and sets down requirements that will ensure good design and facilitate responsible management of licensed premises for the enhanced safety of customers, local residents and workers in the night time economy.

## **6 LICENSED PREMISES- ASSESSMENT GUIDANCE**

### **6.1 Site & building layout**

- 6.2 Building sight lines should be kept as simple as possible. Complex building shapes create hiding places, which reduce both natural surveillance and the effectiveness of CCTV systems. Recesses create congregation points, which are a focal point for crime and anti-social behaviour, potentially leading to littering, graffiti, vandalism, arson and drug dealing.
- 6.3 Where possible, buildings should be orientated to maximise natural and formal surveillance opportunities.

### **6.4 External Areas**

- 6.5 It is advisable to provide secure storage areas for outside furniture, beer kegs, waste storage, any external freezers, etc. Where exterior structures are present, they should be detached from main building, sited where they do not act as a climbing aid.
- 6.6 'Wheelie' bins or other items should be locked away so they cannot be used as a climbing aid.
- 6.7 External areas should be kept clean and tidy, to discourage vandalism and promote a culture of respect and care. An unkempt site suggests a casual attitude and can promote vandalism and anti social behaviour.

### **6.8 Parking Areas**

- 6.9 The necessary standard for parking areas specific to licensed premises is that required for the Safer Parking Award Scheme. This is an initiative of the Association of Chief Police Officers managed by the British Parking Association. Further details of the scheme can be found at [www.britishparking.co.uk/pages/secure/secure1.htm](http://www.britishparking.co.uk/pages/secure/secure1.htm)

## **6.10 Windows**

- 6.11 All ground floor and accessible windows should be independently certificated to BS 7950 *Windows of Enhanced Security* as well as the relevant performance standard i.e. BS 644 for timber windows, BS 4873 for aluminium, BS 7412 for PVC U or BS 6510 for steel windows. All ground floor and vulnerable windows should use minimum 6.8mm laminated glazing.
- 6.12 Sills should be steeply angled to prevent them being used as climbing aids, seats or litter points.

## **6.13 Perimeter Doors**

- 6.14 The suitable security standard for the external doors of licensed premises is LPS 1175 SR 2. The key point in assessing doors is independent testing and certification to the relevant security standard. All glazing to doors shall be laminated to a minimum 7.5mm thickness and certificated to BS 6206.
- 6.15 Styles of doors not currently tested or certificated should be sufficiently robust and fit for purpose. Emergency escape doors and frames should be manufactured from steel and designed without visible external ironmongery.

## **6.16 Roller Shutters**

- 6.17 In some exceptional instances, such as vulnerable unobserved rear areas, roller shutters may be deemed appropriate. Roller shutters must comply with LPS 1175 SR 1/2. Locks may be applied internally where possible; otherwise a close-shackled padlock should be used, to EN standard 12320. All shutters should have contacts fitted and be linked to the alarm system.

## **6.18 Lighting - General**

- 6.19 The objective of security lighting is to deny criminals the advantage of being able to operate unobserved. Note, however, that if an area cannot be overlooked or viewed AT NIGHT, then lighting will only help a criminal see what they are doing, not deter them. Other security measures will be required. Ensure that light levels are appropriate for the users, activities and tasks of an area. Higher lighting levels may be required for vulnerable areas.

## **6.20 Internal lighting**

- 6.21 Use internal lighting to create the right atmosphere. Strike a balance - lighting which is too dim prevents the staff from seeing all that is going on allowing criminal behaviour to go unheeded, but bright glaring light is cold, and unwelcoming.
- 6.22 Lighting should be controlled from behind the bar, away from public access. If this is not possible, use tamper proof light switches.

- 6.23 Consider installing zoned dimmers, to increase your control of areas from the bar.
- 6.24 Ensure lighting controls are clearly labelled.
- 6.25 An override is required, within easy reach of bar staff, so that if an incident occurs the lighting level can be raised. High-level house lighting is an important element of control. This will also help at the end of trading so that staff can see to clear up, and patrons have no doubt that its closing time.
- 6.26 The lighting override can also be linked to music controls so that, in the event of an incident, music can be turned off immediately as well as lighting increased.

### **6.27 External lighting**

- 6.28 Adequate, uniform lighting should cover the entire property. The emphasis should be on installing low glare/high uniformity lighting levels in line with British Standard 5489-1 of 2003.
- 6.29 Preferred external lighting should be of a 'white light' source. Note that low-pressure sodium 'orange' lighting is not compatible with quality CCTV systems.
- 6.30 All lighting sources should be compatible with requirements of any CCTV system installed.
- 6.31 Lighting to all external doors and common entrances should be operated by photoelectric cell.
- 6.32 Insure adequate lighting of external storage areas, such as barrel stores.

### **6.33 Monitored Security System**

- 6.34 In most instances, premises should be equipped with a monitored security system with a signal terminating at a recognised Alarm Receiving Centre (ARC). The system should comply with the current version of the EN 50131-1 standard and be eligible for a Police response as defined by the ACPO Policy on Police Response to Security Systems, Level 1 status.
- 6.35 This should incorporate personal attack buttons for the use of staff in identified locations such as behind bar areas.

### **6.36 Entrances and Exits**

- 6.37 Consideration given to the citing and number of entry and exit points is an important part of reducing opportunities for crime. It allows owners, management and staff to monitor who is entering and leaving premises.

- 6.38 Ensure that entrances are easily viewed from behind the bar, reception or serving area, including emergency exits. CCTV should be used if this is not possible.
- 6.39 Minimise the number of entrances (one is preferable, although not always possible).
- 6.40 The main doors should incorporate a facility (i.e. a spy-hole) so that you can see who is outside, particularly outside of licensed hours.
- 6.41 Emergency exits should be alarmed so that staff will be immediately notified if the door is opened or tampered with. Signs to this effect should be placed on emergency exit doors.
- 6.42 Fire exit doors should not have external door furniture.
- 6.43 Design out or compensate for the crime and anti-social behaviour problems associated with recessed emergency exit doors. The 'Recessed Pest' guidance, which can be found at <http://www.crimereduction.gov.uk/securedesign19.pdf> details these problems and offers solutions to a range of scenarios.
- 6.44 Where door supervisors are to be used, make sure that a space is designed into the building for them, so as to avoid congestion in the doorway. Preferably, this area should be covered and well lit.
- 6.45 Fireproof letterboxes should be installed to accept mail. Licensed premises have been identified as more susceptible to arson by attacks on letterboxes than other commercial premises. This is particularly important, as staff are frequently resident on premises. The degree of associated risk will determine whether means extinguishment or containment is appropriate.

#### **6.46 Bar Area**

- 6.47 Raise the floor area behind the bar to maximise staff visibility. This has the effect of raising staff above customers, making them appear more imposing and in control.
- 6.48 Maximise viewing from the bar by not closing down the space with glass racks, low canopies, screens or pillars.
- 6.49 Make the counter top as high and wide as possible, to dissuade customers from attempting to reach across. Such provision must, nonetheless, accommodate service for the disabled.
- 6.50 Position tills away from customers' reach. Tills fronting customers are preferable as they enable staff to maintain vision of the serving area and beyond. (Ideally fit tills below the bar or protect with screening to prevent snatches). If tills are placed rear facing, mirrors should be installed to facilitate staff monitoring.
- 6.51 The counter should be provided with a lockable hatch with gate below.

- 6.52 Consider a chute deposit safe (to LPS 1183) behind the servery to reduce cash amounts held in tills during busy periods.

### **6.53 Internal Layout**

- 6.54 Avoid designing in to a development or refurbishment areas that are not clearly visible from the bar. Alcoves or a separate room, such as a games room without supervision, should be avoided.
- 6.55 If alcoves are to be used, consider having them at 90° angles to the bar in order to maximise visibility.
- 6.56 If screens are to be used, incorporate transparent screens that improve visibility.
- 6.57 Consider raising areas, which are some distance from the bar in order to improve visibility.
- 6.58 Have a clear policy regarding seating and/or standing of customers. For example, standing can obstruct visibility from the bar, but ambience must be taken into consideration and other measures can be taken to improve visibility (raised areas for example).
- 6.59 Incorporate mirrors into the design to improve visibility of awkward areas (remember safety glass).
- 6.60 If separate rooms or mezzanine floors are provided, the use of CCTV is essential.
- 6.61 Research shows that bars that are primarily dedicated to 'vertical' (i.e. stand up) drinking are more likely to generate problems of drunkenness and assaults. An imbalance of standing areas over seating areas is therefore discouraged.

### **6.62 Stores and Cellar Security**

- 6.63 Stores and cellars not only provide easy access into the rest of the premises but also provide opportunities for stock theft. Cellars and ramps to 'below surface' storage should be secured with internally mounted locks. In some cases it may be prudent to further secure these opening with grilles or shutters to minimum LPS 1175 SR2.
- 6.64 Stores and cellars should be incorporated into the areas protected by an Intruder alarm security system.

### **6.65 Toilets**

- 6.66 Toilet facility entrances should be clearly visible from the bar. In 'new build' licensed premises, the placing of toilets either upstairs or downstairs to maximise drinking space on the floor level (usually ground) of the bar is actively discouraged. Where it is not feasible in refurbishments to place toilets

on the same floor as the bar, compensatory factors such as CCTV will need to be incorporated.

- 6.67 Toilet entrances should be away from main entrances to the premises, and inside the building.
- 6.68 Entrances should also be away from other at risk areas, such as accommodation or kitchen entrances.
- 6.69 There are three types of toilet entrance: totally separate male and female facilities; entrance to male and female facilities next to each other; and shared entrance with separate doors to each facility behind the first entrance. The third type is most difficult to control.
- 6.70 Consider CCTV coverage of entrances and lobby areas. (See CCTV guidance).
- 6.71 The correct use of lighting must be installed to avoid improper use of the facilities and should be discussed with the ALO / CPDA on a site-specific basis. Inappropriate or poorly planned lighting could affect the effectiveness of any CCTV used, therefore both must be considered jointly.
- 6.72 Avoid areas where items such as drug paraphernalia can be hidden. Suspended ceilings, for example, should be avoided. Fittings should be flush, to avoid tampering. Concealed cisterns, pipe work, etc. should be used. Services where possible should be accessed from outside the facility.
- 6.73 Graffiti and vandal resistant materials, such as stainless steel, laminates and plastics should be considered.
- 6.74 Consider hanging cubicle doors as outward opening. This aids gaining access to collapsed persons. Opaque panels have been used to great effect to ensure no persons are collapsed inside but preserve some privacy. This measure discourages drug taking and facilitates staff checks. An alternative measure is to reduce toilet doors in size by a minimum of 20 centimetres from the floor and to reduce the top height.
- 6.75 Consider the safety of vending machines. Cash boxes can be tampered with, consider fitting them with alarms.
- 6.76 Provide hooks high up on the back of cubicle doors or partitions for bags and coats.
- 6.77 Separate staff toilet and changing facilities should be provided, with sloping topped or built in lockers (to prevent items being left on top and insecure).
- 6.78 Consider setting out a rota and putting notices in toilet facilities that make customers aware that regular checks will be carried out. A built in visited/checked chart should be provided.

## **7 CASH/MANAGEMENT OFFICE**

- 7.1 The office should be separate from staff residential accommodation.

- 7.2 Position the office away from access points and common areas, where it is more vulnerable.
- 7.3 Provide appropriate door security (LPS 1175 SR2) including provision of visibility from the office to outside area.
- 7.4 The office should be incorporated into an intruder alarm security system and where a CCTV system is present, it should include coverage of the office area.
- 7.5 A safe providing adequate capacity and overnight cover should be installed with a deposit facility, certified to LPS 1183. The correct size and category of safe should be determined by an assessment of prospective takings and meet insurance requirements.
- 7.6 In premises located in areas of high illegal drug use, the installation of a 'drug' safe may be deemed appropriate. This should have two keys; one held by Police and one by the premises supervisor. Both are needed to empty the safe and deposits can be made without a key. A formal protocol between operators and Police will need to be put in place to manage this facility.

## **8 GAMING & VENDING MACHINES**

- 8.1 Careful attention to the practicalities of machine citing should be made before making application for their licensing. This may necessitate the creation of specifically tailored recesses to house machines or in situations of greater risk, machines may need to be housed in purpose built security casing.
- 8.2 To help avoid tampering, ensure all machines containing cash are clearly visible from the bar.
- 8.3 Ensure machines do not block visibility from the bar to other areas.

## **9 CLOSED CIRCUIT TELEVISION**

- 9.1 CCTV provides an important tool not only in improving the perception of safety within premises but allows for the proper monitoring of the whole premises. It also, if properly set up, will provide evidence if a crime is committed.
- 9.2 Premises should be assessed to establish whether a CCTV system is appropriate or required. An operational requirement should be put in place: see the following web link to assist in establishing one, [www.homeoffice.gov.uk/docs/or\\_manual.pdf](http://www.homeoffice.gov.uk/docs/or_manual.pdf)
- 9.3 Ascertain the need for registration with the Information Commissioner. Basic functions do not require registration but more details functions such as monitoring of staff do. For more information see: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)
- 9.4 Recording equipment should be stored in a secure area (i.e. management office) with access restricted to authorised staff only.

9.5 The CCTV system should record clear images that will serve as valid evidence in a court of law. The Home Office Police Scientific Development Branch will publish in early 2005 guidance entitled 'UK Police Requirements for Digital CCTV Systems'. The ALO/CPDA dealing with an application will be able to access this document and offer guidance based on it.

**NB Developers/architects should liaise at the earliest opportunity with the ALO / CPDA, who can provide useful advice from the outset in respect of Secured By Design – Licensed Premises and can help in establishing the appropriate Secured By Design requirements for a particular style of licensed premises.**

### **Appendix:**

#### **Plans to accompany each SBD application form:**

Location Plan to minimum 1:2500 scale.  
Site Layout to minimum 1:200 scale.  
Elevations & floor plans.  
External lighting layout and specification.  
Landscape and boundary details.  
Schedule of security fittings as appropriate.

#### **Footnote.**

The selection of the most appropriate measures will depend on:

- Perceived hazard, risk and likelihood of incidents arising.
- Who is at risk and the value of property at risk.
- Cost of installing measures.
- Likely reduction in risk.

It should be noted that the standards discussed in this document are a minimum level required to obtain Secured By design accreditation and are flexible dependent on the particular style of licensed premises. High-risk sites may require additional measures to be implemented.