

Annex 9 – Juggling with Tools: two CPTED approaches for newly built and existing estates

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Summary of presentation in Munster, Germany, September 2004

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- Senior (communication-) consultant;
- Edoca/SVOB member;
- Started career as project manager for the development of the Dutch Police Label of Safe Housing;
- Works almost 5 years at DSP-groep;
- Is mainly concerned with projects concerning the so-called Safety Effects Reports;
- Mostly process manager for this kind of project.

Some Dutch tools that DSP-groep uses to increase safety and prevent crime

- **Police Label** was developed in 1990s as result of Designing out Crime in the UK.
- **ENV 14383-2** – European standard to increase safety in the built environment and is a process instrument. Describes a process that you can use to bring safety in newly built or existing states. More information is at www.e-doca.net.
- **Safety Effects Report** – based upon the European Standard.
 - Instrument that can be used by order of the local government to show the community that they take safety seriously.
 - Also a process instrument in which you work together with all stakeholders of a certain area to research the risks and come up with solutions to improve safety e.g. crime, annoyance, fear of crime, graffiti and drugs litter, safety risks concerning traffic or external risks.
 - Labels for safe shopping areas and entertainment – areas can be compared to the VER, but then only for designated areas, and with very active participation of shop owners
- Label for safe shopping areas
- Label for safe 'nightlife/entertainment'-areas
- Tools for safe schools (VIOS)

Other very practical tools that can be used in existing and newly built areas and projects

- Kids & Space
- Stickers to Safety
- Crime assessment (Safety Effects Report)
- Virtual reality tool/Visibility Calculator

Kids & Space

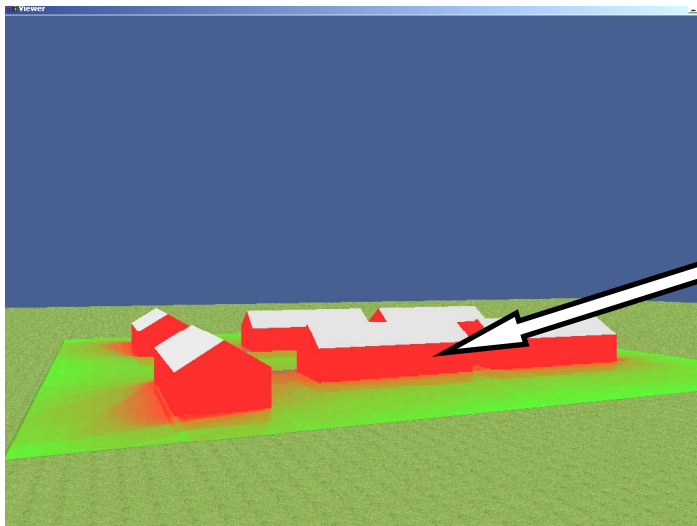
Getting kids involved in their own environment or neighbourhood by letting them research and visualize their own preferred public space, including skate ramps, benches etc.



- Making a programme for public space with (problem) kids, appealing to their sense of architecture
- Parallel with urban plan for a new neighbourhood
- Making models and choosing their equipment for public space (game)

Visibility Calculator

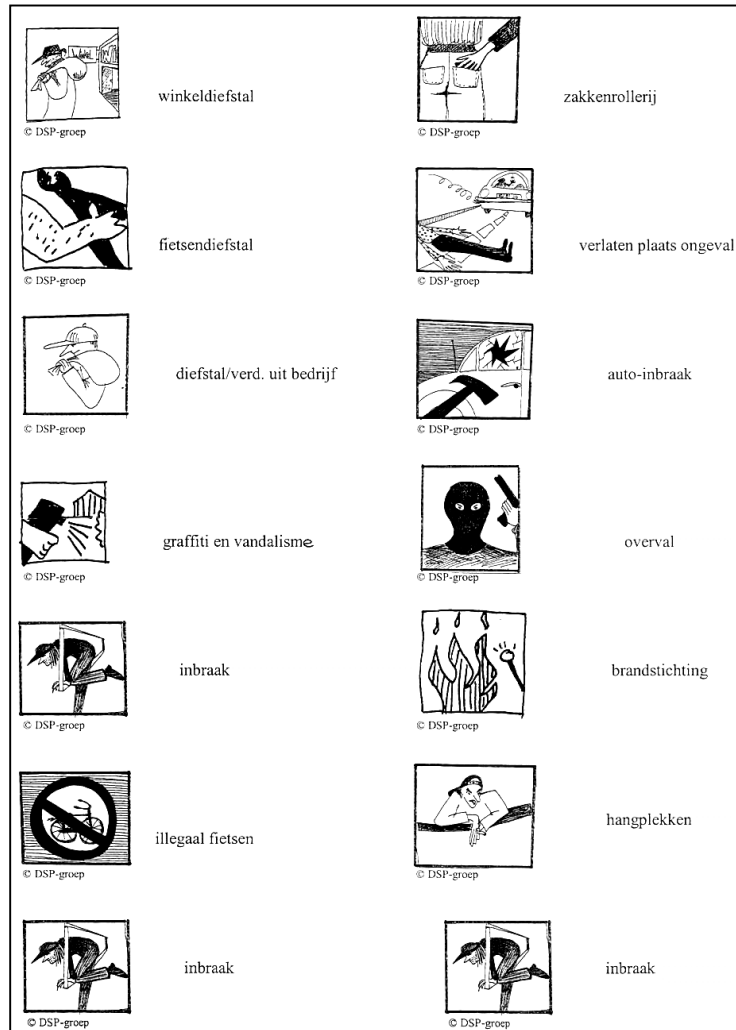
Using a 3D computer simulation of an area to assess CPTED qualities, using the viewpoint of a person wandering through the area.



- Measuring objects between nodes in the grid
- Eye-height varies
- Shadows arrowed (red) are potential problematic zones

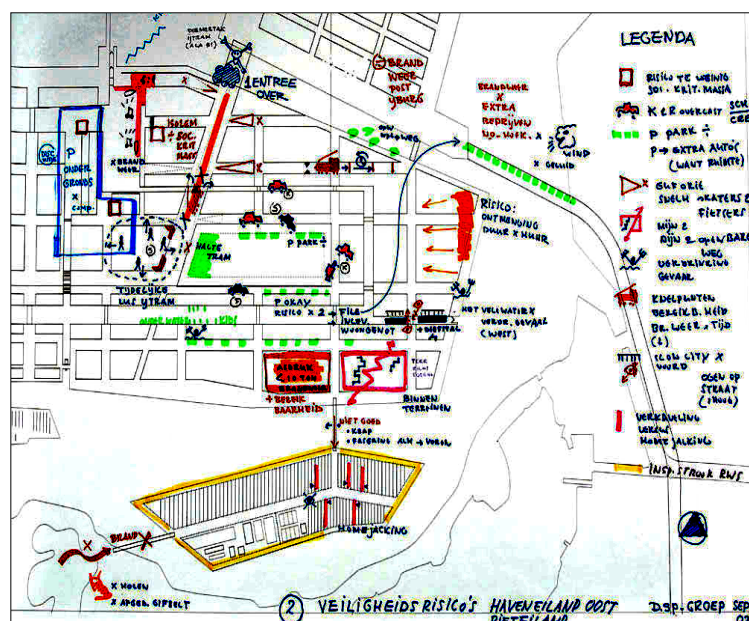
Stickers for safety

Stickers (with graphic display of offences) are used by workshop participants to pinpoint crime hot spots on a map of the area. Used in combination with an inspection of the area.



Originally had stickers for numerous problems now summarized so have stickers for 14 problems or groups of problems e.g.

- Graffiti and vandalism;
- Pickpockets;
- Theft from houses, shops or cars;
- Robbery
- Burglary
- Places where people 'hang around';
- Real Dutch problem: illegal placing of bikes.
- Drug dealers and users.



Crime assessment maps

- Can be used in relation with stickers for safety, but has a bigger scale.
- Not only meant to pinpoint crime hotspots, but also to pinpoint e.g. potential dangerous or unlit routes etc.

What can be done with these tools?

- All four can be used to start a discussion about crime and fear of crime.
- All four can be used to create agreement on problems and solutions dealing with crime.
- All four can make visible what can be improved about architectural designs.
- They are practical instruments that do not need a lot of preparation (except for the visibility calculator).

Using the tools/differences

- **Kids & Space** is specially focussed on kids; the main goal is to teach them something. It can be used to get kids actively involved with their own environment. Not really necessary to have a prominent crime problem; can also use this tool from the point of view of youth participation.
- **Visibility Calculator**: useful to 'assist' but not an instrument that can be used in a group. It can be very handy when you have a lot of new projects.
- **Stickers for Safety**: can be used in an existing area to get people involved – a very practical way of pinpointing the problem areas.
- **Crime assessment**: mainly used in newly built areas, together with e.g. town planners. Can be used in combination with stickers to safety, but also separately. More useful with professionals as they have a more abstract way of looking at new plans.

When you want to 'do something' about safety...

- Involve stakeholders as much as possible.
- Get them involved on their own 'level'.
- Work from abstract towards practical.
- Come up with realistic solutions and quick successes to keep people enthusiastic.

Juggling – to 'create' two new tools, one for existing areas, one for new projects

A different angle on the earlier four tools, from the instrument or area viewpoint.

1. Quick safety-scan of existing areas

- More difficult or costly to change the environment.
- Already information about crime and fear of crime available.
- Important to get occupants/citizens involved in the process.
- Because of this it is necessary to keep activities simple and practical.
- Occupants and stakeholders of an existing area are very important – they can tell a great deal about their fear of crime – an important element of crime prevention approach in Holland.

How does it work?

- Organize an inspection of the neighbourhood with occupants, police officers, social workers and local authorities.
- Organize a workshop with the participants.
- In that workshop people have to visualize their inspection results with stickers for safety.
- Participants in small groups are invited to discuss where they want to put the stickers (good for team building) or make their own decisions (more opportunity for individuals to state their case with stickers).
- Maps are compared and discussed by facilitator.
- Agreement is sought on hotspots and problems by facilitator.
- Discussion on causes and possible solutions by facilitator.
- Inspections – focus on different subjects or different areas.
- Form groups that walk around the neighbourhood with pen and paper, a small map of the area and list of subjects that are important.
- For workshops a large map of the area and Stickers for Safety are needed.

Results

- Map with crime hotspots
- Shared awareness to problems in areas
- Agreement on priorities and possible solutions
- Commitment to solutions

Tools used

- Organized inspection
- Stickers to Safety
- Kids & Space

2. Crime assessment for new areas

Haveneiland Oost (eastern Harbor-island) is a new area east of Amsterdam in the IJ. Nine islands include housing for 45,00 people, with schools, commercial and welfare facilities.



- The city council pays a lot of attention to the subject of safety, and wanted to start a process to ensure maximum effort to make Haveneiland and IJburg as a whole a safe area to live in.
- DSP were asked to participate, both as experts on the aspects of social security and as process manager to involve all relevant stakeholders.



Tools used: Crime assessment maps. Also possible to use the Visibility Calculator.

Stakeholders: city council, police, fire department, social and welfare organizations, urban planners, architect.

How does it work?

- Desk research and interviews with stakeholders
- Workshops with architects, town planners and with local government, police and fire department.
 - Discussion of the CPTED-problems that researchers have found
 - Using large maps of the area to discuss problems
- Possible to use the visibility calculator for a second check.

Results

- Stakeholders on safety share vision
- Better design of the estate in terms of safety
- Results can be used to get people on a more practical level enthusiastic to think about safety.



Conclusions

By combining tools you can:

- The tools can 'intensify/strengthen' each other;
- Get more people involved, each on their own level;
- Learn more about the safety problems in an area;
- Make them more appropriate for new or existing estates.