

Annex 11 – Case study: London Borough of Camden

Greg Lawrence

Building Research Establishment Ltd, UK

August 2004

Contents

Summary

PART 1: INTRODUCTION

- 1 Terms of reference
- 2 The criminology of COPS
- 3 The study area
- 4 Major findings

PART 2: THE COPS PROFILE

- 5 Macro preventive measures
 - 5.1 Issue – matters of policy
 - 5.2 Issue – fear of crime measurements
 - 5.3 Issue – litter
 - 5.4 Issue – graffiti, fly posting, fly sticking
- 6 The COPS Analysis – Section 1
- 7 The COPS Analysis – Section 2
- 8 Conclusions
- 9 End notes

SUMMARY

The project surveyed a number of previously identified crime hot spots and priority areas using an approach pioneered locally by the Authority and the Metropolitan Police Service. This is known as '**Crime Opportunity Profiling of Streets**' or COPS. Using this approach, the Project's goals were to:

- Identify the specifics of each individual problem
- Identify the crime generators that are causing the problems
- Recommend a package of realistic, innovative and radical solutions to remove or reduce these problems.

The report begins by discussing the principles on which the COPS process is based, including:

- Routine activities theory
- Defensible space
- The 'broken windows' syndrome
- Fear avoidance cycles.

In brief, the main findings of the survey were that the area had the potential for a range of crimes and disorder including:

- Burglary
- Arson
- Robbery
- Criminal damage
- Drunkenness
- Drug dealing
- Drug abuse
- Prostitution
- General anti-social behaviour.

The analysis suggests that this potential is caused for a number of reasons including:

- Poor design
- Because most of the trouble spots are dirty, strewn with litter and heavily graffitied
- Because much of the street furniture is dirty, vandalised and defaced
- Because there is a lack of 'ownership', either of spaces or problems
- Because there are insufficient 'capable guardians'
- As a result of these issues, a 'fear avoidance cycle' is under way.

In response to these problems, the Report makes a series of recommendations, both at the macro and individual levels, ranging from adopting a policy of prosecuting all offenders, through to cleaning up spaces and keeping them clean; re-designing layouts; increasing supervision and shutting areas during certain times. Each problem is well illustrated with colour photographs and the analysis follows an identical format of:

- **Location** – where the issue is occurring
- **Identified problems** – what the issue actually is
- **Causes** – the detailed analysis of each problem
- **Potential solutions** – a range of innovative solutions to address both symptoms and causes.

The Report concludes by recommending that the priority areas for action should be:

- First – Tolmer's Square and the gardens at the Friends Meeting House
- Second – The areas around the junctions of Euston Road/Hampstead Road, and Euston Road/Gower Street.

PART 1: INTRODUCTION

1. TERMS OF REFERENCE

This study was carried out as a result of rising concerns about crime, disorder and the fear of crime within the London Borough of Camden.

In response to these concerns, the project surveyed and analysed a number of previously identified crime hot spots and priority areasⁱ, using the principles of Crime Prevention through Environmental Design (CPTED).

The analysis used an approach to CPTED pioneered locally by the London Borough of Camden in collaboration with the Metropolitan Police, known as Crime Opportunity Profiling of Streets or COPS. Using this approach, the project's goals were to:

- Identify the specifics of each individual problem.
- Identify the crime generators that are causing the problems.
- Recommend a package of realistic, innovative and radical solutions to remove or reduce these problems.

2. THE CRIMINOLOGY OF COPS

COPS is the systematic and detailed study of a street and the situational, social, and environmental influences which facilitate the crime and disorder which occurs there, or has the potential to occur there, with particularⁱⁱ reference to the spatial and environmental influences.

This form of analysis has its basis in a number of crime prevention theories including:

Routine activities

- 'Routine activity theory'ⁱⁱⁱ suggests that for a crime to take place, three elements "must converge in time and space during the course of people carrying out their routine activities".^{iv} These elements are:
 - A motivated offender.
 - A suitable victim.
 - The absence of a 'capable guardian'. (At its simplest, a 'capable guardian' is someone who on a balance of probabilities will take some form of preventive action^v if they see a crime or offence taking place.)

Defensible space

In the context of this analysis, 'defensible space', 'territorial influence' or 'territoriality' are terms used to indicate situations where the occupiers of space extend their influence from their totally private space outwards into the public domain, or in some cases vice versa.^{vi}

'Broken windows' syndrome

- Where streets and other environments are allowed to become dirty, litter strewn and covered in graffiti, this gives rise to the perception that since no one really cares about this area, anti-social behaviour is acceptable. This feeling tends to lead to ever worse behaviour and to minor crimes, which in turn lead to ever more serious offences in a gradual deterioration of the whole area.
- This is the so-called 'broken windows' syndrome made famous by Professor George Kelling of Harvard University.^{vii} This theory, and the methodology based on it, is credited with many of the major reductions in crime that took place in New York in the 1990s, and which turned that city from one of the most dangerous in the USA to one of the least dangerous.^{viii}

Fear avoidance cycles

- Closely associated with the "broken windows" theory, these cycles, which operate in much the same way as an urban decay cycle, very often start off because of 'broken windows' incidents such as litter, graffiti and minor damage. A failure to correct these minor problems immediately leads to a perception that the unpleasant appearance is probably an indicator of danger. The *perception* of danger then leads to avoidance by people with choice,^{ix} leading to a still greater perception of danger and to even more avoidance.

- The more the area is avoided, the greater becomes the perception of danger and the more the avoidance, each element growing exponentially and feeding the other. Eventually the perception of danger becomes reality because the area is specifically targeted by anti-social elements; because avoidance by the general population means that anti-social elements can behave badly without fear of censure.

An example of how a COPS analysis brings together all of these ideas can be illustrated in an illegal drugs market. Here the COPS system would identify those features within the built environment that offer opportunities for both the drug seller and the buyer:

- To conduct their business out of sight of any 'capable guardians'.
- In places over which they could exercise 'territorial influence' to the disadvantage of ordinary users of the space.
- In places where no one is likely to take very much interest in what is happening, (in most cases because they 'don't want to get involved.'
- In places to which legitimate members of the public would be unwilling to go if they didn't have to. Those that have no choice in visiting such areas are less likely to intervene, even if they do see something illegal going on. In effect, such people would not be acting as capable guardians'.

Having identified those elements, situational environmental and social, that help to create the conditions for an illegal drugs market, a COPS analysis would then go on to suggest a range of practical measures to reduce or prevent the harm caused by a drugs market.

It can therefore be seen that a COPS analysis is an holistic tool concerned with both the causes and the symptoms of crime and disorder. In particular, it is concerned with the 'climate' in which crime and disorder is likely to flourish, and by influencing this as well as concentrating on the actual offences themselves, it is suggested that even the worst environments can be turned around.

3. THE STUDY AREA

For convenience, the study area was divided into two parts, although where the researchers felt there were features of interest just outside these areas, these were included as well.^x

Section 1

- **Northern boundary** – south side of Euston Road between the junctions with Melton Street and Hampstead Road.
- **Southern boundary** – north side of Gower Place between the junctions with Endsleigh Street and Gower Street.
- **Eastern boundary** – the garden of the Friends' Meeting House between Euston Road and Endsleigh Gardens.
- **Western boundary** – east side of Gower Street between the junctions with Gower Place and Euston Road.

Section 2

- **Northern boundary** – Drummond Street between the junctions with Hampstead Road and Melton Street.
- **Southern boundary** – north side of Euston Road between junctions with Hampstead Road and Melton Street.
- **Eastern boundary** – west side of Melton Street between junctions with Drummond Street and Euston Road.
- **Western boundary** – east side of Hampstead Road between junctions with Drummond Street and Euston Road.

The study area has a range of diverse uses including:

- A main line railway station
- Two Underground stations
- A variety of housing types including those owned privately and by Registered Social Landlords and the local authority
- A variety of businesses: large commercial companies, independent shops, hotels, and premises owned or leased by University College London (UCL) including University College Hospital.

In the main, premises within this study area are owned or leased by:

- University College London (UCL)
- The Religious Society of Friends (Quakers).
- Transport for London (London Underground).
- With the exception of Tolmer's Square, there is limited residential accommodation in the study area.

N.B. This area of Camden is undergoing significant regeneration. As a result, a considerable amount of construction work is underway.

4. MAJOR FINDINGS

In brief, the main findings of the survey were as follows:

1. Most of the trouble spots/potential trouble spots are dirty, strewn with litter and heavily graffitied. Very clearly, these are the ingredients of a 'broken windows' situation.
2. Much of the street furniture in the study area is dirty, vandalised and defaced with posters and stickers. Some items of street furniture have been treated with anti-graffiti and anti-sticker surfaces, and although many of these are dirty, they appear to have fulfilled their purpose. However, in a number of cases, these finishes have become degraded and cracked and where this has happened it is adding to and reinforcing the 'broken windows' effect.
3. Because each of these 'broken windows' issues is felt to be too small to bother about, they have all been left. Unfortunately, they have grown until cumulatively, they have developed into something which is potentially and actually far more serious, with drug abuse, drug dealing, crime and anti-social behaviour becoming the norm.
4. Many of the study area's problems have been caused by a lack of 'ownership', either of the spaces where problems have arisen, or of the subsequent problems that occur there. In effect, there are very few official capable guardians, and those members of the general public who might have been expected to act as un-official guardians 'don't want to know'.
5. As a result, hardly anyone appears to be taking or is willing to take any responsibility for what is happening and the anti-social elements seem to have a virtually free hand. And even if this is not actually the case, that is certainly the impression that is given. It is suggested that in due course, this is liable to lead to a 'fear avoidance cycle'.
6. It is believed by the researchers that fear avoidance cycles are already happening in some parts of the study area, and this is discussed at some length, as are measures to combat them.
7. Design and layout are also critical in a number of cases, in particular where through route movement generators are causing unacceptably high levels of anonymity, for example in the Garden of the Friends' Meeting House, and in Tolmer's Square. Radical measures to deal with this are discussed at length.
8. During the whole time that researchers were visiting this area, no police officers, police community support officers or community wardens were seen patrolling on foot. By contrast, a large number of police vehicles of all descriptions drove past, almost always very fast with their sirens blaring. Once again,^{xi} adding to the perception that this is a dangerous area.

PART 2: THE COPS PROFILE

5. MACRO PREVENTIVE MEASURES

Throughout the survey area, a number of similar problems such as litter and graffiti occur continually. Since these need to be dealt with universally as well as at individual sites, these are discussed as macro issues in the next section.

5.1 Issue – matters of policy

Identified problems

- a. In order to deal with the 'broken windows' syndrome there is a need for rigorous enforcement at both ends of the criminal calendar, particularly the lower end.^{xii} It is therefore recommended that:

Potential solutions

Prosecution policy:

- i. Where offenders are detected committing any offence for which there is sufficient evidence to obtain a conviction, they should be rigorously pursued to the full extent of the law, including prosecution for all offences disclosed.
- ii. It is strongly suggested that cautions or other forms of warning are unlikely to work in this context.
- iii. Where there is insufficient evidence to support a formal prosecution, evidence should be gathered for future ASBO^{xiii} proceedings.
- iv. No offence should be considered too trivial for action, whether for prosecution or the ASBO procedure, and this applies in particular to vagrants, beggars and others committing low level street nuisances.
- v. It is vital to ensure that the community is made aware of the Prosecution Policy.
- vi. To assist in facilitating this policy, it is strongly suggested that the Chief Crown Prosecutor for the area is invited to join any local partnership(s) set up to deal with the project area.^{xiv}

Publicity policy:

- vii. An integral part of this project, particularly the prosecution policy is that the local community are made fully aware, not only of what is happening, but also the reasons why. However, bearing in mind that fear of crime can be raised as well as reduced by the press:
 - Consideration should be given to drawing up a publicity policy for this project, and appointing a named individual to liaise with local media, both electronic and written.
 - Consideration could also be given to inviting the editor of the local paper to be a member of the appropriate policy group.

5.2 Issue – fear of crime measurements

Identified problems

- a. To accurately deal with fear of crime, there is a need to accurately measure it in order to understand whether or not measures are working or not. It is therefore recommended that:

Potential solutions

Regular measurement:

- i. Fear of crime measurements should be carried out on a regular basis.
- ii. Fear of crime should be benchmarked against the actual picture, as provided by police and other statistical evidence.
- iii. The model questionnaire contained in the Home Office's 1994 publication, *Tackling fear of crime – a starter kit*^{xv} is recommended as an excellent, user-friendly measurement tool. It also enables benchmarking comparisons to be made.

5.3 Issue – litter

Identified problems

- a. Using the ‘broken windows’ principle as a *raison d’être*, there is an urgent need to tidy the whole area up. It is therefore recommended that:

Potential solutions

Strategy:

- i. An anti-litter strategy should be implemented. This should be holistic and should include:
 - Remedial action.
 - Preventive action.
 - Enforcement.

A major clean up:

- ii. A ‘**once and for all**’ major clean up of all litter in the project area should be organised involving the Council, local traders^{xvi}, community groups, religious groups etc. and the local Crime and Disorder Partnership.
- iii. This clean up is of particular importance in those areas where litter has been allowed to accumulate and decay. N.B. It is hard to overemphasise the importance of this measure.^{xvii}

Keeping it clean:

- iv. Following on from the major clean up, all litter should be routinely and regularly cleared away and removed from the project area.

Litter bins:

- v. There needs to be considerably more vandal and fire resistant litter bins around the area.
- vi. These bins need to be treated with anti-vandal finishes.
- vii. These bins need to be placed at strategic locations and regularly and frequently emptied.
- viii. The possibility of local traders sponsoring bins should be considered.

Education:

- ix. Local schools, community groups, religious leaders, the Crime and Disorder Partnership and others should all be encouraged to institute anti-litter campaigns and education, stressing the ‘broken windows’ theory and the cause and effect relationship of litter to crime and disorder.
- x. Based on the principle of ‘broken windows’ the Crime and Disorder Partnership should be encouraged to:
 - Make litter a priority objective in its own right.
 - Make litter a ‘golden thread’ running through all its other activities.

Enforcement:

- xi. After a publicity campaign to raise awareness, litter droppers should be rigorously pursued and where necessary prosecuted. This is considered to be an absolute necessity in the effort to improve this area.
- xii. Consideration should also be given to employing community, anti-litter wardens^{xviii} to issue fixed penalty notices. Perhaps this could be an additional duty of parking enforcement wardens?

5.4 Issue – graffiti, fly posting, fly sticking

Identified problems

- a. In the context of this project, graffiti and fly posting should be viewed as ‘broken windows’, and dealt with in the same light as litter dropping. The following solutions are therefore recommended.

Potential solutions

Strategy:

- i. As an integral part of the clean up campaign, an anti-graffiti and anti-fly posting strategy should be implemented.
- ii. As with the anti-litter campaign, this should be holistic and should include:
 - Remedial action.

- Preventive action.
- Enforcement.

A major clean up:

- iii. Another 'once and for all' major clear up, this time of all graffiti and fly posters in the area is badly needed. This should be organised on the same lines (and potentially as a part of) the anti-litter campaign discussed above.
- iv. All street furniture, including lamp standards, CCTV posts, street signposts etc. to be treated with anti-graffiti and anti-fly posting finishes.^{xix}

Routine removal of graffiti:

- v. Following on from the major clear up, all graffiti should be routinely and regularly cleaned off.
- vi. Consideration should be given to involving major DIY chains and paint manufacturers as partners in this problem.

Education:

- vii. Local schools, community groups, religious leaders and others should all be encouraged to institute anti-graffiti campaigns and education, stressing the 'broken windows' theory and the cause and effect relationship of graffiti to crime and disorder.

Enforcement:

- viii. After a publicity campaign to raise awareness, graffiti 'artists' should be rigorously pursued and prosecuted in accordance with the prosecution policy discussed earlier. **N.B.** As with litter, this is considered to be an absolutely essential part of this project.
- ix. This could be an additional duty for the community enforcement wardens.

6. THE COPS ANALYSIS – SECTION 1

6.1 Location – Friends' House Gardens in Euston Road

Identified problems

- a. Surfaces have been graffitied and the gardens are dirty and vandalised, including damage to the flowers.
- b. Many of the plants, shrubs etc. in the garden are in poor condition and the flowerbeds require weeding.
- c. The whole area is litter strewn and displays a series of very poor environmental cues which includes evidence of:
 - drug abuse
 - use by vagrants
 - use as an alternative toilet, i.e. presence of urine and human faeces/soiled paper abandoned.
- d. Although these gardens 'belong' to the Friends Meeting House and are maintained by them, it is clear that few if any people from the house are exerting any territorial influence or 'territoriality' over the gardens. The result is a perception that no one is going to intervene to prevent anti-social behaviour and therefore 'anything goes'. In effect legitimate users take the view that, "if the owners don't care, why should I?"
- e. It is therefore highly probable that this area will be vulnerable to a number of offences including:
 - robbery
 - assault on and by vagrants
 - drug offences
 - criminal damage
 - general anti-social behaviour.

Causes

- a. There is a footpath through the gardens linking Euston Road and Endsleigh Gardens. This 'through route movement generator' is used as a shortcut and is therefore a significant source of anonymity. It also provides alternative escape routes. (Figs 1–3)



Fig 4: Sunken nature of the gardens.



Fig 5: Overgrown plants (and litter).



Fig 6: Overgrown plants (and litter) also showing badly placed re-cycling bins.



Fig 7: The hedge boundary fronting Euston Road.

- I. It is also probable that a 'fear avoidance cycle' is underway in the gardens. For example, at midday^{xxi} when other parks in the area were crowded with people eating lunch alfresco, there were only two people present in this park, one of whom was drinking from a can of strong lager. In this case, it is suggested that the cycle of deterioration has been created by a chain of events which has operated as follows:
 - The hiding places have created the ability for vagrants, drug abusers etc. to sit and drink etc. without initially being noticed. (See Fig 8)
 - These people have then dropped litter, empty beer cans, needles etc.
 - Other litter has been dropped by people using the 'through route movement generator' as a shortcut.
 - A failure to correct these minor problems immediately has led to a perception that the unpleasant appearance is probably an indicator of danger.
 - The perception of danger has led to a fear avoidance cycle.
 - It is suggested that without 'treatment', this fear avoidance cycle can be expected to accelerate, and the gardens could well become a 'honeypot' for other anti-social elements.

Potential solutions

- i. The gardens should be thoroughly tidied and cleaned up. In particular, all the drugs paraphernalia and litter should be removed.
- ii. Once tidy, the space should be kept tidy.
- iii. The re-cycling area should be moved to a less sensitive area.
- iv. All litter bins should be emptied at least once a day, and more frequently if required. Additional fire resistant litter bins should be provided.
- v. All graffiti should be removed, and surfaces painted over with anti-graffiti finishes.
- vi. Any damaged benches should be repaired.

- vii. The gardens should be weeded and the overgrown plants should be trimmed.
- viii. The open basement area should be fitted with lids similar to those used elsewhere in this part of London to prevent the dropping of litter. (See Fig 9) N.B. It should be borne in mind that any basement lid, window sill etc. is a potential resting place for a terrorist's improvised explosive device. As a result, this lid, and any others recommended in this analysis should be fitted on an incline to reduce the possibility of such an attack.^{xxii}



Fig 8: Opportunities for anonymity.

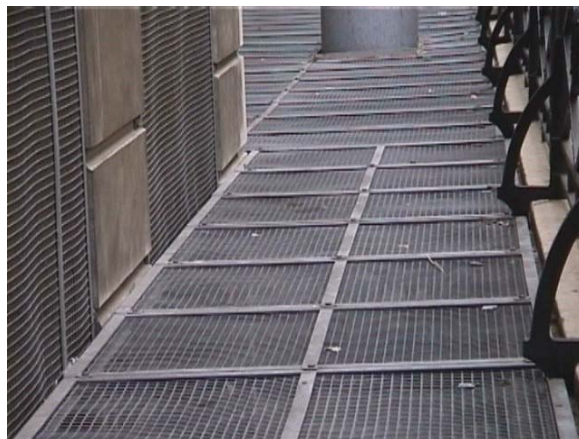


Fig 9: A typical basement 'lid'.

- ix. To encourage territoriality by the owners, and to reduce anonymity, the shortcut through the Gardens should be permanently closed off at the Endsleigh Gardens end to create a virtual cul de sac.^{xxiii} Ideally, this should be done by continuing the existing wall to fill the gap.
- x. The existing wall and any additional length at the Endsleigh Gardens end should be significantly raised by fitting substantial, vandal resistant ornamental railings flush with the edge of the wall on the Endsleigh Gardens side. The recommended additional height would be at least 1.5 metres above its present level.
- xi. The railings/hedge on the Euston Road side of the gardens should also be raised significantly, and a new, higher gate should be fitted. This gate should be the same height as the raised railings, and there should be no way to squeeze through between the hedge and the gate.
- xii. The inner face of this barrier should be fitted with thin gauge mesh to prevent rubbish being thrown underneath.
- xiii. The existing hedge should be trimmed, particularly at its base to enable rubbish to be cleared more easily.
- xiv. It is suggested that both the gardens and the footpath should be closed off completely after about 6 pm in the summer, and earlier in the winter.
- xv. All those parts of the garden that provide hiding places should be redesigned to prevent their use for anti-social behaviour. For example by:
 - Removing foliage from the garden side of the walkway and landscaping to open up the view.
 - Placing concrete planters with hard convex surfaces in recesses.
 - Thinning out/removing bushes and replacing with lower rise shrubs, both to improve surveillance and make litter collection easier.
 - Using tactile surfaces to prevent people standing or sitting in inappropriate places.
 - Re-positioning benches to places where they can be seen from the footpath.
- xvi. Consider installing CCTV in the gardens to cover the hiding places in the sunken areas. This should be recorded at reception in the Friends' Meeting House.
- xvii. Consider a partnership arrangement between the Society of Friends, UCL, the local CDRP, the Police and Camden Council for additional capable guardians to 'patrol' this area.
- xviii. Consider a policy of no tolerance of any bad behaviour, and any vagrants, drug abusers etc. to be evicted from the gardens.
- xix. Consider enforcement action by all appropriate agencies.
- xx. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.
- xxi. Consider a partnership project to find alternative accommodation for rough sleepers, vagrants etc.

6.2 Location – South side of Endsleigh Gardens

Identified problems

- a. A number of the terraced houses lining the south side of Endsleigh Gardens are dirty and in a poor state of repair, in some cases bordering on dereliction. All these houses have open basement areas which have had assorted litter dumped in them. The environmental cues here are poor and include graffiti, litter and minor damage. (See Figs 10–12)
- b. Many of the items of street furniture have stickers and graffiti on them; where anti-vandal/anti-fly posting finishes have been applied, many are cracked and damaged.
- c. All of the basements have security bars at their windows, and it is highly probable that this area will be vulnerable to:
 - burglary
 - robbery
 - criminal damage
 - assault on and by vagrants
 - drug offences.

Causes

- a. Many of the houses appear to have been divided into flats whose tenants probably include students from the nearby campus of University College. This will create high levels of anonymity and a lack of territoriality.
- b. The poor state of this area has created a classic 'broken windows' scenario.
- c. The proximity of the Gardens discussed above, and the presence of vagrants, drug abusers etc. will influence the general 'climate', making it more favourable for crime and disorder than it would otherwise be.



Fig 10: South side of Endsleigh Gardens.



Fig 11: Close up view of Endsleigh Gardens, showing poor environmental cues.



Fig 12: Close up view of Endsleigh Gardens, showing poor environmental cues.

Potential solutions

- i. The area needs to be thoroughly tidied and cleaned up.
- ii. Once tidy, the space should be kept tidy.
- iii. Provide fire resistant litter bins and empty them on a regular basis.^{xxiv}
- iv. All graffiti should be removed, and surfaces painted over with anti-graffiti finishes.
- v. All street furniture should be cleaned up and stickers etc. should be removed. Anti-fly sticker finishes should be applied. N.B. Throughout the study area, the majority of items of street furniture are in a similar state as the ones discussed here. These recommended solutions should therefore be applied to all street furniture.
- vi. Consider 'lids' for the basements to reduce the dumping of litter.
- vii. Landlords should be asked/required to renovate their properties; perhaps influence could be brought through the University.
- viii. Consider dealing with anonymity through community schemes, for example by forming:
 - A residents' association.
 - A neighbourhood watch group.
- ix. Consider sympathetic target hardening of individual properties.
- x. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.

6.3 Location – North side of Endsleigh Gardens

Identified problems

- a. Generally, these are as per this street's south side.
- b. In addition, on the other (north) side of the road, the wall along the frontage of the Friends' Meeting House is low enough to allow litter etc. to be thrown over. Litter and graffiti are commonplace, and the environmental cues are as per the south side of the street.
- c. In addition to street furniture in a poor state of repair as above, there are parking ticket machines throughout the study area. On the north side of Endsleigh Gardens, the machine faces inwards towards the wall of the Friends' Meeting House. This would allow thieves to attack the machine in relative anonymity.
- d. It is highly probable that this area will be vulnerable to:
 - theft
 - burglary
 - robbery
 - theft of and from motor vehicles
 - criminal damage
 - assault on and by vagrants
 - drug offences.

Causes^{xxv}

- a. This is a through route in an area of student accommodation. This has:
 - Created a lack of ownership of the street.
 - Created a failure to exercise territoriality.
 - Provided anonymity and a lack of community cohesion.
- b. 'Broken windows' syndrome.
- c. Anonymity; freedom from surveillance; alternative escape routes.

Potential solutions

- i. Raise the height of the wall by installing ornamental railings on top, fitted flush with the front of the wall to both raise its height, and prevent people sitting on it.
- ii. Install cellar lids.
- iii. Rotate the ticket machine through 180° degrees.

6.4 Location – BT telephone box, junction of Gordon Street and Euston Road

Identified problems

- a. The telephone box here, in keeping with many other boxes in this area is being used for a variety of unintended purposes. (See Fig 13) For example:
 - As an alternative lavatory.
 - To dump the detritus of fast food.
 - To advertise sex services.
 - Possibly to sell/abuse drugs.

Causes

- a. The location of the box in an area that is already suffering from a variety of litter and graffiti problems means that such problems are commonplace and therefore tend to be ignored. "No one else bothers, so why should I?" A classic 'broken windows' situation.
- b. The large, legal advertisements placed on the windows of the box by the telephone company have obscured the inside giving freedom to carry out illegal acts.
- c. This has created both anonymity and freedom from surveillance, both of which influence the criminal 'climate' of the area.
- d. The box lies on a direct route between the West End and Euston Station, and there are very few public lavatories open in this area.

Potential solutions

- i. The telephone box is acting as a catalyst for crime, and if it were removed it could well have a positive influence on the rest of the area. Ideally therefore, (in order of preference) the telephone box should be:
 - Removed.
 - Replaced with an open fronted box. (See Fig 14)
 - Replaced with a 'motorway' style box (with only an acoustic hood)
- ii. Whether or not the existing box is removed or replaced, the following should be implemented both here and in any other telephone box in the study area:
 - All rubbish should be removed and the box should be thoroughly cleaned and disinfected.
 - When cleaned, the box should be kept clean.



Fig 13: Existing BT telephone box showing lack of visibility.



Fig 14: Alternative BT telephone box.

- The large advertisements should be permanently removed.
 - The sex cards should be removed on a daily basis.
 - Consider treating the inside surfaces of the box with dimpled finishes to resist cards being stuck on them.
 - Consider filling in all cracks in surfaces that could be used to 'insert' a card of any kind.
- iii. Consider installing public conveniences in the area.
 - iv. Consider enforcement action by all the interested agencies.
 - v. Consider a partnership arrangement between landlords, Network Rail, UCL, the Police and Camden Council for additional capable guardians to 'patrol' this area'.
 - vi. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.

6.5 Location – Gower Place

Identified problems

- a. This part of the study area is part of the large-scale construction project that is taking place locally.
- b. There is a menacing feel to this area.
- c. There is widespread litter, graffiti and fly-posting/sticking in the area.
- d. When entering into the construction area from the Gordon Street end, it is difficult to see all the way through to the Gower Street end because of the 'tunnel effect' created by the works. (See Figs 15 and 16)
- e. Lighting is an issue, because as pedestrians walk along this road, they move from areas of light into pools of relative darkness and back to light etc. It is suggested that it is this alternating effect rather than the overall levels of brightness that appear to be at least part of the cause of the 'menacing' feel of this area.
- f. This area is a classic 'fear generator', and it is suggested that if it has not already happened, a fear avoidance cycle will develop here after dark.
- g. It is highly probable that this area will be vulnerable to:
 - assaults
 - sexual assaults
 - criminal damage
 - robbery
 - drunkenness
 - drug offences.

Causes

- a. This is a short cut movement generator between the West End and many of the University's student accommodation (and the Student Union bar). It provides all three of Newman's crime generators, i.e. anonymity, freedom from surveillance and alternative escape routes.
- b. On the left of the road when walking towards Tottenham Court Road, the University is on the left and the construction is on the right. As a result, there is no ownership of the street and a corresponding lack of territoriality.



Fig 15: Construction work in Gower Place, showing tunnel effect.



Fig 16: Close up of Fig. 15.

- c. This is a classic 'broken windows' situation.
- d. Poor lighting.
- e. Proximity to the Student Union bar.

Potential solutions

- i. The area needs to be thoroughly tidied and cleaned up. This is particularly the case behind the temporary barriers erected to enclose the construction work.
- ii. Once tidy, the space should be kept tidy.
- iii. All graffiti should be removed, and surfaces painted over with anti-graffiti finishes.
- iv. All street furniture should be cleaned up and stickers etc. should be removed. Anti-fly sticker finishes should be applied.
- v. Additional temporary lighting needs to be installed to produce an even spread of light with no pools of darkness.
- vi. Temporarily (while the construction processes are under way) convert Gower Place from a through route into two virtual culs de sac for pedestrians. (This already applies to vehicles.) The idea is to make it possible to enter from either end, and for all addresses that are currently accessible to remain so but not from both ends. In effect you will have to leave by the way you entered.
- vii. Consider gating off either end during the hours of darkness while construction is in progress.
- viii. Consider fitting 'lids' to accessible basements to reduce the dumping of litter. Where these are already fitted, all rubbish and litter that has been deposited to be regularly removed.
- ix. Consider additional CCTV during the construction process.
- x. Consider a partnership arrangement between UCL, the Student Union, the Police, the contractors and Camden Council for additional capable guardians to 'patrol' this area'.

6.6 Location – Gower Place indented doorway at Gower Street end

Identified problems

- a. At the Gower Street end of Gower Place on the left hand side looking towards Tottenham Court Road, there is an indented doorway with a walkway over a basement. (See Figs 17 and 18)
- b. This is a classic place for rough sleepers to sleep, for drug abusers to misuse drugs and for use as an alternative lavatory etc.



Fig 17: Indented doorway.



Fig 18: Close up of Fig. 17.

Causes

- a. The doorway is accessible and provides freedom from surveillance.
- b. The doorway is in an area that is already suffering from a 'broken windows' syndrome so 'who cares'?
- c. The lighting in the area is poor.
- d. There are few public lavatories in this area.

Potential solutions

- i. Clean up the doorway and keep it clean.
- ii. Install a lockable gate flush with the footpath.

- iii. Consider installing tactile pavement surfaces to reduce the amount of time intruders will want to remain in the area.

6.7 Location – Gower Street, the area between the junction with Gower Place and the junction of Euston Road

Identified problems

- a. There is large-scale construction in this area, and hoardings have been erected to enclose the works. In places, these hoardings have been significantly fly posted.
- b. The whole area is dirty, there is widespread litter and graffiti and street furniture is giving off poor environmental cues. (See Fig 19)



Fig 19: Badly defaced hoarding giving off poor environmental cues.

- c. The area gives the impression that no one is taking responsibility for it.
- d. It is highly probable that this area will be vulnerable to:
 - assaults
 - robbery
 - drunkenness
 - criminal damage
 - drug offences
 - general anti-social behaviour.

Causes

- a. Wear and tear during the construction process.
- b. 'Broken windows' syndrome.
- c. A lack of territoriality.

Potential solutions

- i. Establish who is responsible for the various hoardings and ensure that they are made aware of their contractual obligations.
- ii. Consider enforcement action by appropriate agencies.
- iii. Clean up the area and keep it clean.
- iv. Paint the hoardings on a regular basis.
- v. Clean all street furniture and treat/re-treat with anti-fly sticker finishes.
- vi. Consider a partnership arrangement between UCL, the Police, the contractors and Camden Council for additional capable guardians to 'patrol' this area'.
- vii. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.

6.8 Location – Grafton Way, junction with Gower Street

Identified problems

- a. The corner of University College Hospital (UCH) has a number of indented areas, and the walls in this area have been painted with graffiti. (See Fig 20)
- b. The area is dirty and litter strewn.
- c. This is clearly an area where there is a potential for a range of anti-social behaviour including:
 - assaults
 - robbery
 - drug offences
 - drunkenness
 - criminal damage
 - general anti-social behaviour.



Fig 20: Indented areas.

Causes

- a. Anonymity, freedom from surveillance and alternative escape routes.
- b. 'Broken windows' syndrome.
- c. A lack of community cohesion. This is an area of student accommodation and university campus buildings, and so there is no recognisable community with a territorial interest in the neighbourhood.

Potential solutions

- i. Clean up the area and keep it clean.
- ii. Remove all graffiti and consider treating with an anti-graffiti finish.
- iii. Install tactile pavement surfaces alongside those areas that are graffitied, to move offenders away from the walls.
- iv. Alternatively, consider filling these spaces with large un-breakable objects such as planters etc.

6.9 Location – Grafton Way, University College Hospital Accident & Emergency entrance

Identified problems

- a. On either side of the A & E entrance to UCH is a wall in front of basements. They are currently covered with steel mesh, but this is dirty and has rubbish including empty beer cans dumped on it. (See Figs 21 and 22)
- b. This is a smokers' area for the A & E Department of UCH and people cluster around the entrance sitting on the low wall. As with other A & E departments this area is likely to be a flash point for aggressive anti-social behaviour, particularly on Friday and Saturday nights, and therefore there is a need to reduce clustering on the street. (See Figs 23 and 24)
- c. This is clearly an area where there is a potential for a range of anti-social behaviour including:
 - assaults
 - robbery
 - drunkenness
 - drug offences
 - criminal damage.



Fig 21: Entrance to the A & E Department of UCH.



Fig 22: A & E Department from opposite side of entrance.



Fig 23: Clustering around the entrance of the A & E Dept.



Fig 24: Clustering around the entrance of the A & E Dept

Causes

- a. A lack of community cohesion. This is an area of student accommodation and university campus buildings, and so there is no recognisable community with a territorial interest in the neighbourhood.
- b. There is too much anonymity, too many alternative escape routes.
- c. This is a broken windows area.
- d. Stressed relatives and friends who are often the worse for drink, hanging around and making things difficult.
- e. The lack of a designated smoking area.

Potential solutions

- i. Clean up the area and remove all bottles cans etc.
- ii. Keep the area clean.
- iii. Provide fire resistant litter bins and empty them on a regular basis.
- iv. Reduce the 'clustering' effect by:
 - Installing tactile pavement surfaces on the inside of the footpath abutting the wall.
 - Installing ornamental railings on top of the wall flush with its front surface, to both raise its height and prevent people sitting on it.
- v. In partnership with UCH, consider creating a smoking area away from the A & E entrance.
- vi. If this is not already the case, consider making this an alcohol-free zone.
- vii. Install/improve street CCTV to remove anonymity.
- viii. Consider a partnership arrangement between UCL, UCH, the Police and Camden Council for additional capable guardians to 'patrol' this area'.
- ix. Consider enforcement where appropriate.

6.10 Location – Grafton Way, covered forecourts

Identified problems

- a. Along Grafton Way, there are a number of building/office forecourts. (See Fig 25) These are very wide, deep and significantly, they all have substantial canopies, all of which make them ideal for:
 - rough sleepers
 - alternative urinals
 - clustering points for drunks/vagrants
 - arson.



Fig 25: Deeply recessed building front:

Causes

- a. These places all provide shelter, and a dry place to gather, to sit/sleep etc.
- b. There is already a broken windows syndrome operating in this area, giving rise to the perception that no one really cares what happens here.
- c. There is a lack of community cohesion because of the proximity to the campus of UCL, the hospital and the West End.

Potential solutions

- i. Clean up and disinfect the entire area.
- ii. Consider fitting brighter lights under the canopies.
- iii. Consider:
 - Fitting convex shapes against all the right angles between the floor and the walls to move undesirables out of the corners into the middle of the forecourts. This makes them feel vulnerable and so they move elsewhere.
 - And/or fit tactile paving surfaces in conjunction with the convex shapes to make it uncomfortable for rough sleepers.

7. THE COPS ANALYSIS – SECTION 2

7.1 Location – Euston Road, junction with Melton Street, DSS office

Identified problems

- a. This is a main office for the payment of a variety of different benefits and is regularly visited by vagrants and street drinkers.
- b. Observations suggest that a proportion of the clientele are under the influence of alcohol, and this is borne out by the beer cans etc. abandoned in the nearby basement.
- c. There is minor graffiti, damage and the area is dirty and litter strewn. The railings outside the office are in need of repair and re-decoration. (See Fig 26)
- d. Inside the main entrance the building is dirty and there is evidence of litter and graffiti much of which appears to be fairly old.



Fig 26: Poor state of repair of railings etc. (Poor environmental cues.)

- e. The proximity of these premises to Euston Station suggests that this is an area with potential for a range of anti-social behaviour including:
- assaults
 - robbery
 - drunkenness
 - drug offences
 - criminal damage
 - aggressive begging
 - general anti-social behaviour.

Causes

- a. The nature of the office, its business, its location and its clientele.
- b. This is in a 'broken windows' area.
- c. This office is on a direct route between Euston Mainline Station and Euston Square Underground station.
- d. Neglect of the fabric of the building by the landlords of the DSS office.
- e. The management of these offices are the Department for Work and Pensions (DWP). It is noted that they do not allow food or alcoholic (or any other) drinks on their premises. This creates a situation where alcoholic vagrants have to finish their strong beer/cider before entering the office, and so they drink it quickly and then throw their cans away.
- f. There appears to be an expectation that there will be anti-social behaviour in this area, and so a high degree of anonymity is created by passers by who perhaps understandably, 'don't want to get involved'. This attitude was seen by researchers who observed 'normal' ^{xxvi} members of the public walking quickly past the queues outside this office. This behaviour was also observed elsewhere in the study area.

Potential solutions

- i. Clean up and disinfect the entire area.
- ii. Remove all graffiti.
- iii. Keep the area clean.
- iv. Consider fitting brighter lights in the office's entrance.
- v. Fit lids to the basement.
- vi. Repair and re-decorate the railings.
- vii. Gate off the entrance when the office is closed.
- viii. Install fire resistant litter bins by the door, and empty them at least once a day
- ix. Consider entering into a partnership with the DWP, Network Rail, the British Transport Police, the Metropolitan Police and Camden Council for additional capable guardians to 'patrol' this area.
- x. If this is not already the case, consider a street drinking ban in this area, coupled with enforcement action against the off licenses in the area that sell to drunken people etc.
- xi. Consider a street drinkers project.
- xii. Consider moving payment of street drinkers etc. to a less sensitive location.

- xiii. Consider enforcement action by appropriate action.
- xiv. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.

7.2 Location – 1 Melton Street, DSS office

Identified problems

- a. This building is part of the DSS office discussed above, and appears to be largely unoccupied. The whole building is very dirty, particularly its windows, and it is giving off very poor environmental cues.
- b. The building has an exposed basement that is dirty and has litter in it.
- c. Nearby street furniture is dirty and has fly stickers.
- d. The street itself is dirty and litter strewn.
- e. Paving slabs are uneven, cracked and dirty.
- f. The pedestrian safety fence along the road side of the junction is dirty and is leaning outwards.
- g. The concrete wall into which the railings surrounding the basement have been fixed is dirty, has rust stains and has moss/algae growing on it. (See Figs 27 and 28)



Fig 27: Rust stains and general decay.



Fig 28: Continuation of view in Fig 27.

- h. Railings, gates etc. are in need of renovation all along this elevation of the office.
- i. It is therefore highly probable that this area will be vulnerable to a number of offences including:
 - robbery
 - assault on and by vagrants
 - drunkenness
 - drug offences
 - criminal damage
 - general anti-social behaviour
 - prostitution.

Causes

- a. The building is apparently unoccupied; no one is exercising territorial influence, so there is a lack of 'ownership' of the street that creates a 'climate' in which anything goes. A classic broken windows scenario.
- b. Because this is a broken windows area, it is 'the done thing' to drop litter^{xxvii}.
- c. This is a busy thoroughfare between the Mainline and Underground stations, i.e. it is a 'through route movement generator, creating anonymity.
- d. Neglect of the fabric of the building by the landlords of the DSS office.
- e. Neglect of the footpath and other street furniture.
- f. N.B. It is noted that this is not in the major area of construction.

Potential solutions

- i. The **long-term** solution is to have the building re-occupied. This would not only solve many of the problems here, it would help to achieve the same in the rest of the area^{xxviii}.

- ii. Irrespective of re-occupation: the area needs to be cleaned up and kept clean.
- iii. Any areas showing signs of vomit, urine etc. to be thoroughly disinfected.
- iv. Remove all graffiti.
- v. Clean up the building itself particularly the windows, and keep them clean.
- vi. Remove all moss etc. and paint the wall.
- vii. Repair and re-decorate the railings/pedestrian safety fence.
- viii. Deal with the street furniture as discussed above.
- ix. Repair/re-surface the footpath.
- x. Consider entering into a partnership with the DWP, Network Rail, British Transport Police, Metropolitan Police and Camden Council for additional capable guardians to 'patrol' the area.
- xi. Consider forming a neighbourhood watch type residents' association to encourage community cohesion and street 'ownership'.
- xii. If this is not already the case, consider a street drinking ban in this area, coupled with enforcement action against the off licenses in the area that sell to drunken people etc.
- xiii. Consider a street drinkers' project.
- xiv. Consider enforcement by appropriate agencies.
- xv. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.

7.3 Location – Melton Street opposite Grant Thornton House

Identified problems

- a. Along the outside of the pavement outside Grant Thornton House, there are five wooden bollards, with a sixth broken off. It is hard to see what function these bollards are performing as they are: (*See Fig 29*)
 - Not strong enough to withstand a vehicle hitting them.
 - Too far apart to prevent pedestrians from crossing at this point.
- b. The broken bollard has a jagged edge that is both dangerous and aesthetically displeasing, giving rise to a 'broken windows' impression.
- c. The pavement in this area is cracked.
- d. Street furniture is dirty etc.



Fig 29: Wooden bollards.

Causes

- a. Probably as the result of a collision with a motor vehicle, but could also be vandalism.
- b. A lack of 'ownership' of the street.
- c. A busy thoroughfare so anonymity is high.
- d. Few if any capable guardians.
- e. Poor maintenance of the footpath.

Potential solutions

- i. Remove the broken bollard.

- ii. Repair the pavement.
- iii. Consider removing all the other wooden bollards, or at least ensure that they are safe.
- iv. Clean up the area and keep it clean.
- v. Remove all graffiti.
- vi. Treat street furniture as already discussed.

7.4 Location – 9 Melton Street

Identified problems

- a. The railings at the front of this address are in a poor state of repair.
- b. The basement is full of litter.

Causes

- a. Neglect of the fabric of the building by the landlord.
- b. A lack of 'ownership' of the street.
- c. No litter bins.
- d. 'Broken windows' syndrome so litter is the norm.
- e. A busy thoroughfare, so anonymity is high.

Potential solutions

- i. Clean the area up and keep it clean.
- ii. Repair and redecorate the railings and other ironwork.
- iii. Install fire resistant litter bins and empty them regularly.
- iv. Consider entering into a partnership with the DWP, Network Rail, British Transport Police, Metropolitan Police and Camden Council for additional capable guardians to 'patrol' the area.
- v. Consider forming a neighbourhood watch type residents' association to encourage community cohesion.
- vi. Consider enforcement action by appropriate agencies.

7.5 Location – 10 Melton Street, junction with Euston Street

Identified problems

- a. The basement of this building is dirty but significantly less so than the surrounding buildings. (This is the headquarters of the Transport Salaried Staffs Association.)
- b. There is litter in the basement, but again, not as much as elsewhere in this area.
- c. Outside the building there is a 'smokers' corner' ^{xxix} in an indented corner of the building.
- d. A litter bin close to this indentation has graffiti on it. (See Fig 30)
- e. The 'feel' of this end of Melton Street is very different from that at the other (Euston Road) end. Here it is much better and considerably less threatening. ^{xxx}



Fig 30: Graffitied litter bin and 'smokers' corner.

Causes

- a. A lack of 'ownership' of the street, ensuring a degree of anonymity, but less so than at the Euston Road end.
- b. The buildings in this part of Melton Street are occupied, whereas those at the Euston Road end are not. Thus there is greater 'ownership' here than there.
- c. The smokers' corner has a large number of cigarette ends dropped in it, so whereas most of this immediate ^{xxxi} area is non-threatening, this effect is reduced by the litter just here. It is not surprising that the nearby litter bin is graffitied.
- d. There are no surveillance opportunities over this indented area, so it is easy for smokers and others to scribble graffiti.

Potential solutions

- i. Clean the area up and keep it clean.
- ii. Remove all the litter from the basement and repeat on a regular basis. It is worth noting that for the minor cost of regular clear ups more serious and therefore more expensive damage can probably be avoided.
- iii. Remove all graffiti and treat with anti-graffiti finishes, particularly in the area of the smokers' corner.
- iv. Remove the existing litter bin, and replace it with a vandal/graffiti/fire resistant model. The new bin to fill the indented space currently used by smokers.
- v. Fit tactile surfaces to deter people lingering in the indented areas.
- vi. Create a smokers' area in a less vulnerable position, for example in the rear yard of the building within the walled area, and provide fire resistant receptacles for cigarette ends.
- vii. At the very least, arrange for the smokers to regularly clean up their 'dog ends'.

7.6 Location – 11–13 Melton Street, (the other side of the junction with Euston Street)

Identified problems

- a. This building is on the opposite (north) side of the junction of Melton Street and Euston Street, and extends around the corner and up Euston Street. It is clearly unoccupied, and is showing signs of dereliction, including graffiti and peeling paintwork. (See Fig 31)
- b. The railings outside this building are rusty and showing signs of dereliction. (See Fig 32)
- c. The basement here is full of litter and rubbish, much of it looking as though it has been there for some time. (See Fig 33)
- d. The Melton Street entrance to these premises has a short ramp that is full of accumulated litter and other filth.
- e. A closed roller shutter in Euston Street has been graffitied, and the overall appearance is in very sharp contrast to virtually the rest of Euston Street, where the houses and other buildings are in a reasonable state of repair, with hanging baskets etc. (See Figs 34 and 35)
- f. This building marks another change in the appearance of Melton Street, which starts to decline again towards the junction with Drummond Street.
- g. It is therefore highly probable that this area will be vulnerable to offences including:
 - burglary by vagrants seeking to get into the building
 - robbery
 - assault on and by vagrants
 - drunkenness
 - drug offences
 - criminal damage
 - general anti-social behaviour
 - prostitution.



Fig 31: Unoccupied building.



Fig 32: The poor state of the railings' repair.



Fig 33: Accumulation of litter.



Fig 34: Permanently closed roller shutter and graffiti.



Fig 35: Contrast between bottom and top ends of Euston St.

Causes

- a. The all-important environmental cues here are clearly indicating that 'no one cares' about this area so anything goes. A classic 'broken windows' situation.
- b. The contrast between the area immediately surrounding 10 Melton Street on one side of the junction with Euston Street, and that around Nos 11/13 on the other side is stark. The main difference is that the occupants of No. 10 are (albeit sub-consciously) exerting territorial influence, whereas **no one** is exercising it around Nos 11/13. Thus two of Newman's three major crime generators, freedom from surveillance, and anonymity are present.

- c. The second main difference is that No. 10 is opposite a main entrance to Euston Station, indeed there is a pedestrian crossing linking the two, so producing passing surveillance, whereas Nos 11/13 are opposite a blank wall, which produces two of Newman's crime generators, which are freedom from surveillance and alternative escape routes.

Potential solutions

- i. The **long-term** solution is to have the building re-occupied to bring this part of the street up to the same standard as 10 Melton Street.
- ii. Irrespective of re-occupation: the area needs to be cleaned up and kept clean.
- iii. Remove all the litter from the basement and around the entrance.
- iv. Fit a 'lid' over the basement.
- v. Remove all graffiti and treat with anti-graffiti finishes.
- vi. Repair and re-paint the railings.
- vii. Re-paint the roller shutter with an anti-graffiti finish.
- viii. Re-paint areas that are peeling.
- ix. Clean the building itself and keep it clean, particularly the windows.
- x. Consider enforcement action by appropriate agencies.
- xi. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.

7.7 Location – Melton Street, junction with Drummond Street – Disused Underground Station

Identified problems

- a. This old Underground station is disused, semi derelict, and is giving off very poor environmental cues. (See Fig 36)
- b. The building is dirty, daubed with graffiti and has been extensively covered with fly posters.
- c. The steel doors are rusty, and a nearby litter bin has been daubed with graffiti.



Fig 36: Abandoned Underground Station.

Causes

- a. Once again, the environmental cues are clearly indicating that 'no one cares' about this area so anything goes. A classic 'broken windows' situation.
- b. This dirty, disused building (which is a classic London Transport station facia and possibly a listed building) is continuing the decline in appearance started at 11/13 Melton Street.
- c. Once again, as at Nos 11/13 no one is exercising territorial influence in and around this area making it highly susceptible to fear, decline and crime.
- d. This building is opposite the rear entrance to Euston Mainline Station, which produces a lack of surveillance opportunities. Being on the corner also produces alternative escape routes.

Potential solutions

- i. The long-term solution is to have the building re-occupied.
- ii. Irrespective of re-occupation: the area needs to be cleaned up and kept clean.
- iii. Remove all graffiti and treat with anti-graffiti finishes.

- iv. Remove all posters.
- v. Repair and re-paint the steel doors.
- vi. Clean the building itself and keep it clean, particularly the windows.
- vii. Install a fire resistant litter bin and empty it regularly.
- viii. Consider entering into a partnership with Network Rail, the British Transport Police, Transport for London, the Metropolitan Police and Camden Council for additional capable guardians to 'patrol' this area.
- ix. Consider forming a neighbourhood watch type residents'/traders' association to encourage community cohesion.
- x. Consider enforcement action by appropriate agencies.
- xi. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions

7.8 Location – Drummond Street, beyond the junction with Cobourg Street

Identified problems

- a. Many of the walls are daubed with graffiti.
- b. Many of the shops have roller shutters that have been graffitied. (See Fig 37)
- c. A number of neon signs have been broken, and appear to have been so for some time.
- d. There are a large number of restaurants in this area, and there is evidence of people regularly urinating and vomiting in the street. (See Fig 38)
- e. There are fly posters on most of the BT junction boxes. (See Fig 39)
- f. The large Royal Mail letterbox on the junction of Drummond Street and North Gower Street has damaged paintwork^{xxxii} and has been fly posted. (See Fig 40)
- g. Some of the street furniture has stickers; some have anti-sticker finishes some have not.



Fig 37: Graffitied roller shutter.



Fig 38: Restaurants etc.



Fig 39: BT junction box with graffiti and posters.



Fig 40: Badly defaced Royal Mail letterbox.

- h. It is therefore highly probable that this area will be vulnerable to a number of offences including:
- robbery
 - assaults
 - drunkenness
 - drug offences
 - criminal damage
 - general anti-social behaviour.

Causes

- a. Once again, the environmental cues are clearly indicating that ‘no one cares’ about this area so anything goes. A classic ‘broken windows’ situation.
- b. The nature of the businesses in this area means that there are very few possibilities to exercise territoriality.
- c. There are a variety of directions in which offenders could escape after an offence.
- d. It was not possible to ascertain the precise levels of lighting in this area, but it will probably be poor on the footpath, with pools of darkness in which offenders could hide, once again adding to the feeling of danger.

Potential solutions

- i. The area needs to be cleaned up and kept clean.
- ii. Remove all graffiti and treat with anti-graffiti finishes where this is possible.
- iii. Remove all posters.
- iv. Repair and re-paint the Royal Mail post box.
- v. Repair and re-paint the BT junction boxes.
- vi. Install fire resistant litter bins and empty them regularly.
- vii. Clean up and treat all street furniture
- viii. Consider entering into a partnership with Network Rail, the traders, the Metropolitan Police and Camden Council for additional capable guardians to ‘patrol’ this area.
- ix. Consider forming a neighbourhood watch type residents’/traders’ association to encourage community cohesion.
- x. Consider a street drinking ban.
- xi. Consider enforcement action against breaches of licensing laws.
- xii. Consider enforcement action by appropriate agencies.
- xiii. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions

7.9 Location – Drummond Street, derelict building next door to No. 124

Identified problems

- a. This unoccupied building is semi-derelict. It is dirty, daubed with graffiti and has illegal posters stuck to it. It appears to have been like this for some time. (See Figs 41 and 42)



Fig 41: Apparently derelict building, showing fly posting etc.



Fig 42: Close up of Fig 41.

- b. Many of the windows are broken, some have been boarded up, and some have not.
- c. The building has scaffolding erected to its front that makes it highly vulnerable to unauthorised occupation.
- d. It is highly probable that the building has been occupied by vagrants, drinkers and drug abusers.
- e. It is therefore highly probable that this area will be vulnerable to a number of offences including:
 - burglary by rough sleepers
 - arson
 - robbery
 - drunkenness
 - drug offences
 - criminal damage
 - general anti-social behaviour.

Causes

- a. The environmental cues given off by this building are particularly bad and they are making an already difficult situation very much worse than it need be.
- b. The scaffolding and a general failure to secure the building has provided a range of opportunities for vagrants, rough sleepers, drug abusers etc. to get into the building with all the risks of infestation and a major arson.
- c. The result of all this is that de facto, this building has 'legitimised' the presence of vagrants and other undesirables in a street that already has very high levels of anonymity within it. Where such people should be exceptional, their presence has become the norm, and as a result the few opportunities for exercising territoriality in this area are virtually reduced to nil.
- d. If a major arson were to occur here, it would endanger a large part of the buildings on this side of the street.
- e. It is manifestly obvious that no one really cares about this area, and so it has the potential for escalating into a very serious problem indeed. A classic 'broken windows' situation.

Potential solutions

- i. The long-term solution is to have this building re-occupied.
- ii. In the meantime, the building needs to be checked. All rubbish, particularly anything that is flammable should be removed, any infestation should be dealt with; vagrants, rough sleepers etc should be evicted and the building should be securely boarded up.
- iii. The scaffolding needs to be removed as soon as possible.
- iv. Irrespective of any other actions, re-occupation etc., the building needs to be cleaned up and kept clean. In particular the windows need to be securely boarded up.
- v. All graffiti should be removed and surfaces treated with anti-graffiti finishes where possible.
- vi. All posters should be removed.
- vii. Consider enforcement action against owners.
- viii. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions

7.10 Location – Euston Street, junction with Stephenson Way, rear of 10 Melton Street

Identified problems

- a. Walking from Euston Street, the rear wall of 10 Melton Street (in Stephenson Way) has graffiti on it, as has the surrounding boundary wall. (*See Fig 43*)
- b. This wall is too low to give adequate security, and has been fitted with rotating, (broken) anti-climb cacti. (*See Fig 44*)
- c. Street *furniture* here is in the usual (for the project area) state of disrepair with stickers etc. In addition, anti-climb collars have been fitted to lamp posts to discourage intruders from climbing over the wall into 10 Melton Street.
- d. An old refrigerator had been abandoned on the pavement close to the wall. This would provide an excellent climbing aid over the wall of number 10 Melton Street.
- e. The way some cars had been parked would assist intruders to gain access to the wall.



Fig 43: Rear wall of 10 Melton Street showing graffiti.



Fig 44: (Broken) anti-climb cacti.

- f. It is *therefore* highly probable that this area will be vulnerable to a number of offences including:
- rough sleepers
 - arson
 - robbery
 - drunkenness
 - drug offences
 - criminal damage
 - general anti-social behaviour.

Causes

- a. The wall is too low. If it were higher, all the aggressive anti-climb devices could (and should) be removed.
- b. There are very few surveillance opportunities in this street.
- c. These premises are across the road from, and virtually opposite, Wolfson House, which belongs to UCL. As a result there is very little community cohesion or street 'ownership' by the student population, ensuring high levels of anonymity.
- d. This is a 'broken windows' area.
- e. Unlike many other parts of the study area, this is not a particularly busy thoroughfare, but because there are so few people using the street, there is also a very low level of ad hoc capable guardianship. De facto, too few people can be as problematic as too many.

Potential solutions

- i. Remove the anti-climb cacti and raise the wall by at least 2 metres, either by increasing the brickwork, or by placing ornamental railings on top.
- ii. Once the wall has been raised, the rotating cacti and anti-climb collars can (and should) be removed, and the position of parked cars should be less problematic.
- iii. Clean up the area and keep it clean.
- iv. Remove all graffiti and paint the walls.
- v. Remove the abandoned refrigerator.
- vi. Consider including this area in a street CCTV scheme.
- vii. Consider entering into a partnership with UCL, the DWP, TSSA, Network Rail, the British Transport Police, the Metropolitan Police and Camden Council for additional capable guardians to 'patrol' this area.
- viii. Consider forming a neighbourhood watch type residents' association to encourage community cohesion.
- ix. Consider enforcement action by appropriate agencies.
- x. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions

7.11 Location – Stephenson Way

Identified problems

- a. The rear of the DSS office whose frontage/side is on Euston Road has a number of broken windows that appear to have been like this for some time.
- b. The area is dirty, and the windows that are intact do not appear to have been cleaned for a very long time.
- c. Throughout this area, there are a number of exposed window sills on which a terrorist's improvised explosive device could be planted.

Causes

- a. The design of the window sills.
- b. No community cohesion.
- c. There is very clearly no 'ownership' of the street so anonymity is high.
- d. This is very clearly a 'broken windows' situation.

Potential solutions

- i. Repair all the windows.
- ii. Fit downward-sloping window sills to deter the placing of explosive devices.
- iii. Clean up the area and keep it clean.
- iv. Consider including this area in a CCTV scheme.
- v. Consider entering into a partnership with the UCL, DWP, TSSA, Network Rail, the British Transport Police, the Metropolitan Police and Camden Council for additional capable guardians to 'patrol' this area.
- vi. Consider forming a neighbourhood watch type residents' association to encourage community cohesion.
- vii. Consider enforcement action by appropriate agencies.
- viii. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions

7.12 Location – Stephenson Way, Wolfson House

Identified problems

- a. This building that is part of UCL is in a poor state of repair, is dirty, has graffiti on its walls, and gives off a powerful feeling of menace.
- b. There is a raised patio with tables and chairs at the front of the building that seems to be some form of terrace for a student bar. It was noted that both the area and the tables in the area were dirty, strewn with litter and as far as could be seen, appeared to be a very unpleasant area. (See Figs 45–47)



Fig 45: Entrance to Wolfson House.



Fig 46: Wolfson House, further round from view in Fig 45. Note where arrow is pointing.



Fig 47: Close up of arrow (Fig. 46), showing closed off rear of Wolfson House.

- c. These observations were made in bright sunlight, and although the lights were on in the patio, the area was still relatively dark, and the lighting was poor with alternating pools of light and dark.
- d. The building has steps up to the patio level and this area has an access control device on a door leading into the University building. This whole area is enclosed with broad gauge wire mesh and gates at the top of the steps, but this configuration would allow vagrants and rough sleepers to sleep on the steps.
- e. It is therefore highly probable that this area will be vulnerable to a number of offences including:
 - rough sleepers
 - arson
 - robbery
 - drunkenness
 - drug offences
 - criminal damage
 - general anti-social behaviour.

Causes

- a. The design of the patio.
- b. No community cohesion.
- c. There is very clearly no 'ownership' of the street so anonymity is high.
- d. This is very clearly a 'broken windows' situation.

Potential solutions

- i. Re-position the gates at the foot of the stairs, flush with the walls of the building.
- ii. Clean up the area and keep it clean.
- iii. Consider including this area in a CCTV scheme.
- iv. Consider entering into a partnership with UCL, the DWP, TSSA, Network Rail, the British Transport Police, the Metropolitan Police and Camden Council for additional capable guardians to 'patrol' this area.
- v. Consider forming a neighbourhood watch type residents' association to encourage community cohesion.
- vi. Consider enforcement action by appropriate agencies.
- vii. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.

7.13 Location – Euston Road, junction with North Gower Street

Identified problems

- a. This area is filthy, graffiti daubed and inundated with rotting litter.
- b. There are three telephone boxes against a large brick planter on the inner apex of the corner: (See Fig 48)
 - Two belong to BT but the owner of the third is unknown.
 - The non-BT box is damaged with a window missing.

- All three are dirty and show obvious signs of being used as alternative lavatories.
 - All have advertising cards for sexual services illegally on display.
 - All have illegally pasted posters on display.
 - Information suggests that they are also used for drug dealing.
 - All three boxes display legal advertisements that are obscuring vision of the inside of the boxes.
 - All three boxes appear to be out of the range of the street lighting.
- c. There are two distinct brick planters on this junction close to the corner of the building at 250 Euston Road. The smaller, lower of the two is full of rubbish, its trees and foliage are in very poor condition, and information suggests that it is used for hiding drugs. (Fig 49)



Fig 48: Damaged and misused telephone boxes.



Fig 49: Vandalised etc. brick planter. Note graffiti on nearby walls.

- d. The larger of the planters is in a similar state to the smaller one.
- e. Nearby is the main entrance to 250 Euston Road. It is up some steps and obscured by bushes. This is an enormous building with hundreds of mirror finish, very dirty, windows. (See Figs 50 and 51)
- f. Nearby bus shelters have been daubed in graffiti, as has the pre-boarding ticket machine.
- g. It is therefore highly probable that this area will be vulnerable to a number of offences including:
- rough sleepers
 - robbery
 - drunkenness
 - drug offences
 - criminal damage
 - general anti-social behaviour
 - prostitution.



Fig 50: Entrance to 250 Euston Road.



Fig 51: 250 Euston Road, further round from view in Fig 50.

Causes

- a. The mirror finish of the windows of 250 Euston Road that dominates this entire area, mean that even those parts of this vast building that are occupied^{xxxiii} cannot take 'ownership' of the area or exert any territorial influence.
- b. This whole area is a main thoroughfare and is a through route movement generator. As a result of both this and the mirror windows of 250 Euston Road, anonymity is very high in this area.
- c. By definition, this is an area with many alternative escape routes.
- d. Although this area presents a traditional 'streetscape', Euston Road is a busy, fast dual carriageway whose drivers, passengers etc. take very little interest in what is going on alongside them on the pavement. As a result of the poor lighting and lack of capable guardians, this area is, de facto, free from surveillance.
- e. The dying/damaged foliage, litter, graffiti dirt and damage in this area clearly indicate that no one cares what happens here. Passers by 'mind their own business', there is no community to be cohesive and the disgusting state of the area is taken as a norm, creating yet another 'broken windows' situation.
- f. It is probable that the combination of all these issues has led, or will lead in the future to a fear avoidance cycle.

Potential solutions

- i. The telephone boxes are acting as catalysts for crime, and if they were removed, this could well have a positive influence on the rest of the area. Ideally therefore, (in order of preference) the telephone boxes should be:
 - Removed.
 - Replaced with an open fronted box and relocated to the edge of the footpath on the Euston Road side.
 - Replaced with a 'motorway' style box (with only an acoustic hood) relocated as above.
- ii. Whether or not the existing boxes are removed or replaced, the following should be implemented:
 - All rubbish should be removed and the boxes should be thoroughly cleaned.
 - When clean, the boxes should be kept clean.
 - The large advertisements should be permanently removed.
 - The sex cards should be removed on a daily basis.
 - Consider prosecuting anyone placing sex cards.
 - Consider treating the inside surfaces of the box with dimpled surfaces to resist cards being stuck on them.
 - Consider filling in all surfaces that could be used to 'insert' a card of any kind.
- iii. Consider installing public conveniences in the area.
- iv. Remove the smaller of the two planters.
- v. Re-design the remaining planters by filling them in with hard, convex surfaces. The convex surfaces should go to ground level and there should be no edges etc. on which a person could sit. Nor should there be any soft areas where drugs could be hidden for later retrieval.
- vi. Above the existing level, the hard convex surfaces should be such that no one can sit on them.
- vii. Tactile pavement surfaces should be installed around these planters to push pedestrians away from them bringing them more towards the Euston Road edge.
- viii. The whole area should be cleaned up and kept clean.
- ix. Graffiti should be cleaned off and anti-graffiti finishes should be considered.
- x. All advertising should be removed from the bus shelters.
- xi. Consider replacing the glazing in the bus shelters with scratch-resistant, anti-graffiti finishes.
- xii. Fire resistant litter bins should be installed and regularly emptied.
- xiii. Ideally, 250 Euston Road should be fully occupied. This is because the building occupies such a dominant position that remaining empty will continue to exert a powerful message about the whole area and its overall viability. As long as this key building remains only partly occupied a 'broken windows' situation will be likely to continue.
- xiv. Irrespective of occupancy, the exterior of 250 Euston Road should be cleaned, particularly the windows.
- xv. The lower stories of 250 Euston Road should be re-glazed with 'see through' glass to:
 - Increase the ability of occupants to exercise both surveillance and territoriality.
 - Reduce the feeling of menace.

- xvi. Consider a partnership arrangement between BT, Transport for London, the Prudential^{xxxiv}, Network Rail, Police and Camden Council for additional capable guardians to 'patrol' the area.
- xvii. Consider enforcement action by appropriate agencies.
- xviii. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.

7.14 Location – Euston Road, junction with Hampstead Road

Identified problems

- a. This area, which is a continuation of Euston Road and of number 250 is equally as filthy, graffiti daubed and inundated with rotting litter as under the last heading. (See Fig 52)
- b. The basement at this end of 250 Euston Road is fitted with mesh, but litter has been deposited on top of it. (See Fig 53)
- c. Further on round into Hampstead Road the basement of 250 is much wider. There is no mesh 'lid', and it is full of old rubbish. (See Figs 54 and 55)
- d. The old entrance to the Underground at the apex of the junction has been used as a litter dump. (See Fig 56)
- e. The telephone box close to the old Underground entrance is in a similar state to those previously described. (See Fig 57)
- f. As elsewhere, the mirror finish windows of 250 Euston Road are dirty and reducing the ability to exercise surveillance and territoriality.
- g. Potential offences as per the previous heading.

Causes

- a. The causes of the problems here are identical to those listed in 7.13.

Potential solutions

- i. The solutions for this area are the same as those set out in 7.13 plus the following additions.
- ii. The disused entrance to the Underground should be removed and levelled to remove the convenient angles for both litter and drug dealers.
- iii. The basement at 250 Euston Road should be cleaned out, and the safety railings around the public side be raised by about two metres. They should also be filled in with aesthetically pleasing mesh to reduce the probability of rubbish being dumped.
- iv. Consider enforcement action by appropriate agencies.
- v. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.



Fig 52: Continuation of 250 Euston Road.



Fig 53: Mesh 'lid' with litter deposited on it.



Fig 54: Litter in basement area of 250 Euston Road.



Fig 55: Litter in basement area of 250 Euston Road.



Fig 56: Rear of the old Underground station at the junction of Hampstead Road and Euston Road.



Fig 57: Telephone box and the front of the old Underground station.

7.15 Location – Hampstead Road from the junction with Euston Road to the junction with Drummond Street

Identified problems

- a. This area is as filthy, graffiti-daubed and inundated with rotting litter as the last one.
- b. The entrance to Joy's shop is inset and this together with its location next to the entrance to the old people's flats has created problems. (See Figs 58 and 59)
- c. The entrances to the flats at numbers 46, 48, 54 and 56 Hampstead Road have inset steps that have clearly been used as alternative lavatories. This also makes them vulnerable to burglary. (See Figs 60 and 61)
- d. It is therefore highly probable that this area will be vulnerable to a number of offences including:
 - rough sleepers
 - robbery
 - drunkenness
 - drug offences
 - criminal damage
 - general anti-social behaviour
 - prostitution.

Causes

- a. This is a main thoroughfare on the main road from the West End towards Hampstead. As a result, levels of anonymity are high.
- b. This is a classic 'broken windows' area.



Fig 58: Entrance to Joy's shop showing graffiti.



Fig 59: Same shot from a slightly different angle. Arrow marks the entrance to flats.



Fig 60: Inset fronts of flats in Hampstead Road.



Fig 61: View to the left of Fig 60.

- c. Because the fronts of the flats open directly onto the public footpath in an area of such high anonymity in a 'broken windows' area, the space is not defensible.
- d. The frontage of the Camden People's Theatre is dirty; graffiti daubed and presents a somewhat unpleasant, threatening image. This will avoidably, be raising the fear of crime and contributing to the 'broken windows' situation.

Potential solutions

- i. The whole area needs to be cleaned up and kept clean.
- ii. Graffiti needs to be removed and surfaces treated with graffiti resistant finishes. This is particularly the case with the Camden People's Theatre.
- iii. The entrances to the flats should be gated off with aesthetically pleasing gates and railings.
- iv. The front of Joy's shop should be brought forward to be flush with the building line. A separate entrance should be constructed for the old people's flats.
- v. Consider enforcement action by appropriate agencies.
- vi. Consider if Section 17 Crime and Disorder Act 1998 will assist in any of these actions.

7.16 Location – Tolmer's Square

Identified problems

- a. This is a mixed area with residential accommodation in close proximity to a pub, a number of small businesses, and the backs of businesses whose frontages are in both Drummond Street and Hampstead Road.

- b. The rear of the large office complex, whose frontage is at the junction of Euston Road and Melton Street (250 Euston Road), forms a part of the interior landscape of this square.
- c. The Square is close to the derelict building in Drummond Street discussed earlier and is undoubtedly being influenced by the problems identified there. In turn, this area is itself exercising an undue situational influence over the general area. (See Fig 62)
- d. The entrance into the square off Drummond Street has a metal vehicle barrier, but even when closed, this would not stop pedestrians entering the square. It would in fact create what amounts to a 'leaking cul de sac', recognised as a particularly crime-prone design set. (See Figs 63 and 64)



Fig 62: The area of Drummond Street close to the Tolmer's Square entrance.



Fig 63: Entrance to Tolmer's Square off Drummond Street. The arrow marks the barrier.



Fig 64: Same view of entrance from further into Tolmer's Square. Showing graffiti and illustrating the hostile atmosphere of the area.

- e. Other entrances and exits into the Square are equally badly designed and are not only creating complete permeability, through the Square in most directions, but are also creating the impression of entering a hostile environment. (See Figs 65–67)
- f. The external condition of the domestic residences in the square varies and shows signs, not only of neglect, but also of clear criminal damage. Some front doors are clean with intact paintwork, whilst others (believed to be mainly common doors to upstairs maisonettes) are defaced with graffiti, have peeling paintwork, are damaged in some way and are badly in need of renovation. (See Fig 68)
- g. Many of the wooden slats surrounding domestic bin stores at the front of the dwellings have been damaged and most are badly in need of renovation or re-placement. (See Fig 69)
- h. The fronts of the majority of the dwellings are very close to the walled garden, reducing the levels of territoriality which residents are able to exert over their environment. (See Fig 70)
- i. What lighting there is in the square is inadequate in terms of crime prevention.
- j. In the centre of the square is a garden area with trees and bushes, many of which are overgrown. All the foliage in the area appears to be neglected,^{xxxv} as does the brickwork surrounding the garden. (See Figs 71 and 72)



Fig 65: Entrance to a dwelling situated along the movement generator entrance into the Square, with graffiti litter etc.



Fig 66: Close up of Fig. 65.



Fig 67: The fronts of the maisonettes.

Fig 68: A dwelling entrance close to the Joy's shop entrance into The Square. Note the inset nature and the ease with which offenders could hide.



Fig 69: Close up showing damaged woodwork.



Fig 70: Fronts of dwellings showing proximity of the walled garden (on the left).



Fig 71: The walled garden from one of the entrances.



Fig 72: Walled garden from a different angle.



Fig 73: The pub and its outdoor tables and chairs.

- k. The garden area has significant amounts of litter in it.
- l. The pub has a large amount of outdoor tables and chairs between itself and the garden, and clearly when the pub is trading, the noise would be disturbing to the residents in the surrounding dwellings. (See Fig 73)
- m. The newsagent's frontage is heavily graffitied, with lockable shutters that are never opened, as are the shutters of a number of other premises around the square. It was noted that debris from the old people's flats above the newsagent's was lying on the roof of the shop. Allegedly, this has been there for some time. The exterior of the newsagent is in urgent need of renovation. (See Figs 74–76)



Fig 74: The newsagent's roller shutters with graffiti.



Fig 75: Newsagent's from a different angle.

- n. The whole area is neglected and is very dirty with litter, graffiti and broken glass in large quantities all over. In some cases, the broken glass has been deposited deliberately, allegedly to deter drug addicts and dealers. (See Figs 77–79)



Fig 76: View to the right of the newsagent.



Fig 77: Accumulation of broken glass.



Fig 78: Broken glass has been deliberately put out, allegedly to prevent drug addicts from using this planter as an alternative lavatory.



Fig 79: Close up of Fig. 78.

- o. Throughout the Square, many of the paving slabs are uneven and cracked. (See Fig 80)
- p. The mirror finish windows at the rear of 250 Euston Road are all very dirty giving the whole area an appearance of neglect and semi dereliction. (See Fig 81)
- q. There is evidence of arson in a number of places, allegedly caused by drug addicts.
- r. There are a number of brick built planters with evidence of having been used as alternative lavatories, barbeques etc.
- s. This is a major problem area with potential for very serious crime and disorder including:
- burglary
 - arson
 - robbery
 - criminal damage
 - drunkenness
 - drug dealing
 - drug abuse
 - prostitution
 - general anti-social behaviour.



Fig 80: Broken paving slabs.



Fig 81: Mirror finish windows plus graffiti

Causes

- a. In terms of CPTED, this square is amongst the worst designed areas I have ever come across. The centre is surrounded by very tall buildings creating a 'canyon' effect that makes the whole area feel very claustrophobic and uncomfortable. This also reduces surveillance of other parts of the Square from the dwellings.
- b. The mix of domestic dwellings and businesses cannot help but create tensions leading to the probable 'withdrawal' of residents into their own homes/businesses leading to a failure to exert territorial influence or ownership over the public spaces beyond the private space of either the businesses or dwellings.
- c. The litter, dirt and graffiti, together with all the other elements have combined to make this a classic 'broken windows' area.
- d. The dirty, mirror finish windows of the rear of 250 Euston Road add to the aura of neglect, and it is clear that this huge building is virtually empty, adding still more to the feeling of abandonment.
- e. Many of the dwellings have step up entrances that are allegedly being used openly by both drug dealers and drug addicts.
- f. Residents and traders talk of drug addicts defecating, vomiting and urinating in the entrances to their premises, in the brick planters and in the gardens.
- g. Perhaps above all, the problems experienced here are being situationally caused by the facts that:
 - The area is fully permeable from end to end and from side to side. It is a shortcut^{xxxvi} between Euston Road and Hampstead Road and as a result of this, and of the pub and the need to visit the rear of the Drummond Street and Hampstead Road premises, there is an excuse for virtually anyone to be in the area, and so there is almost total anonymity.
 - The entire area has been pedestrianised with the result that there is no change in the nature of the space outside the fully private walls of the buildings. Outside the buildings, the space is all fully public with no barriers of intermediate space in between. As a result, it is very difficult if not impossible to exercise territorial influence over public spaces.
- h. In addition to anonymity, the permeability has provided a variety of escape routes, and the design of the area has provided almost total freedom from surveillance because of:
 - overgrown trees and bushes.
 - garden walls.
 - internal walls and planters.
 - the backs of businesses rather than the fronts.
 - lighting.
 - raised/sunken planters.

Thus it can be seen that Newman's three major crime generators are all present in almost their pure form this area.

Potential solutions

- i. In the long term, this whole area should be re-designed on a major and radical scale in a project that fully involves the community. It is strongly suggested that if radical changes are not made, the potential for an eventual escalation of problems up to and beyond a 'tipping point', (or the point at which an environment is no longer capable of sustaining itself) is highly probable.
- ii. It is suggested that Section 17 of the Crime and Disorder Act 1998 could be an issue here.
- iii. In the shorter term, the following measures would all contribute to a reduction in problems here.
- iv. Subject to the approval of the London Fire Brigade, reduce the permeability of the square by dividing it into a number of self-contained areas that prevent it being used as a shortcut. As suggested with Gower Place, it should be possible to access all parts of the Square, but not from any other part.
- v. N.B. This is a highly complex issue and the details will require careful consideration. For this reason, only the outline details and principles are given here.
- vi. Consider separating the domestic properties from the businesses, each with their own dedicated entrance that should also be their exits.
- vii. The business only entrance should be gated with access control strictly limited. It should not be possible to get from this area into any of the other areas.
- viii. The domestic dwelling area should be gated, both for vehicles and pedestrians with limited access control. Ideally there should be only one entrance/exit, and the other should be closed off. It should not be possible to progress from this area into any of the other areas. This area should not be accessible from the pub.
- ix. The only area with un-restricted access should be the pub, but again it should not be possible to progress from the pub into any of the other areas.
- x. The entire area should be under the surveillance of a comprehensive CCTV system. In particular, there should be cameras at all the entrances/exits to provide surveillance over everyone entering and leaving the square.
- xi. All brick planters should be filled in with hard, convex surfaces. The convex surfaces should go to ground level and there should be no edges etc. on which a person could sit. Nor should there be any soft areas where drugs could be hidden for later retrieval.
- xii. Tactile pavement surfaces should be installed around these planters to push pedestrians away from them.
- xiii. Consider reducing the amount of fully public space by getting rid of the walled garden and extending the gardens of each of the dwellings to give each their own 'garden gate'.
- xiv. Consider replacing most of the existing greenery with new, easily maintainable planting along the new boundaries.
- xv. The entire area should be cleaned up, re-decorated and kept clean.
- xvi. All graffiti should be removed and anti-graffiti finishes should be installed.
- xvii. The lighting should be improved.
- xviii. The newsagent should be encouraged to remove his security shutters when the shop is open.
- xix. Ideally, as suggested elsewhere, in the longer term, 250 Euston Road should be taken back into full occupancy. However, in the meantime the windows need to be cleaned and any damaged surfaces need to be repaired.
- xx. Re-glazing the bottom floors should be considered very seriously indeed as a method of reducing the claustrophobic effect in the Square, and of increasing surveillance opportunities.
- xxi. Consider entering into a partnership with the brewery, the Prudential, the Metropolitan Police, the residents/businesses and Camden Council for additional capable guardians to 'patrol' this area. It is suggested that this would be an ideal area to assign to a dedicated community warden/ housing officer/anti-social behaviour officer, who would not be moved away from the area.
- xxii. Consider forming a neighbourhood watch type residents'/business association to encourage community cohesion.
- xxiii. Consider enforcement action across a range of agencies.
- xxiv. Consider including Tolmer's Square as a priority area in the forthcoming statutory audit/ strategy required under the Crime and Disorder Act 1998, (as amended by Section 97, Police Reform Act 2002).

8. CONCLUSIONS

1. In any detailed analysis of this nature, it is very often the case that a number of clear themes become obvious, and that has been the situation here. In the main, these themes are connected with:
 - Litter, graffiti and a lack of civic pride, leading to serious fear of crime and a severe 'broken windows' syndrome.
 - Failures in the provision of either official or un-official capable guardianship.
2. It is therefore my very strong recommendation that these issues are dealt with as matters of urgency. Interestingly these were some of the main issues that when addressed in New York, led to the impressive turn around in that city's crime and fear of crime rates.
3. In addition to the issues that require attention, it is my opinion that the areas requiring the most urgent 'treatment' (because they are having the greatest negative affect on the area) are:
 - Tolmer's Square and the gardens at the Friends' Meeting House.
 - The areas around the junctions of Euston Road/Hampstead Road, and Euston Road/Gower Street.
4. It is my very strong recommendation that these are dealt with as priority areas in conjunction with the issues set out above.
5. In conclusion, it is my opinion that although there are serious problems in this part of Camden, they have not yet reached the state where they are 'un-treatable'. That said, parts of the area certainly give the impression that they are deteriorating rapidly and if left un-treated could well reach a 'tipping point' beyond which regeneration would be all but impossible, certainly without massive cost implications.
6. To avoid reaching this 'tipping point', the measures set out in this COPS analysis are believed to be reasonable, realistic and risk commensurate, and their implementation is strongly recommended.

END NOTES

ⁱ Also known as 'cluster points', or a geographical location in which larger than average accumulations of incidents of crime/anti-social behaviour etc. regularly occur.

ⁱⁱ But not exclusive.

ⁱⁱⁱ See Cohen & Felson 1979, quoted in 'CCTV in Town Centres: Three case studies', Crime Detection & Prevention series Paper 68, by Brown, London, Home Office 1995.

^{iv} Ibid.

^v For example reporting the matter to the police, or intervening to stop the incident.

^{vi} See Oscar Newman, quoted in Alice Coleman's, 'Utopia on Trial', and published by Hilary Shipman, London, 1985. Although some observers have subsequently become sceptical of Coleman's work, her précis of Newman's three principle crime generators of anonymity; freedom from surveillance and alternative escape routes in chapter 2 of her book, remains an excellent summary of Newman's ideas. It is suggested that these basic ideas, broadened by subsequent research and experience, for example by Tim Pascoe and Greg. Lawrence holds the key to understanding many geographically based crime problems.

^{vii} See Professor George Kelling, quoted in 'Urban Environment Today', 26 June 1997. See also 'Report of the Working Party on the Fear of Crime (The Grade Report)', published by the Home Office 1989.

^{viii} From the point of view of crime and fear of crime, and not counting the terrorist actions of '9/11'. Anecdotally, New York is now thought by many to be less dangerous than London in terms of fear of crime.

^{ix} In most fear avoidance cycles, choice is always an important issue.

^x For example, the A & E entrance to University College Hospital and the roofed over forecourts in Grafton Way.

^{xi} Rightly or wrongly.

^{xii} It is noted that carrying out this form of strong enforcement on the New York Subway System is reputed to have been a central plank of their successful 'broken windows' actions.

^{xiii} Anti-social Behaviour Orders

^{xiv} See section 6 post.

^{xv} This was produced by Police Sergeant Clive Griffiths as part of the Home Office's Police Research Award Scheme, and at the time it was published received critical acclaim from both academics and practitioners.

^{xvi} Particularly those operating fast food take away outlets.

^{xvii} As Kelling says, "...if you want to deal with serious crime, focus on the small things". See Kelling reported in 'Urban Environment Today', issue 23, 26th June 1997.

^{xviii} It is understood that these are employed with success in other local authority areas.

^{xix} It is noted that at present, some street furniture has been treated and some has not. Treated surfaces appear to have been largely left alone.

^{xx} See endnote vii above.

^{xxi} Observed during research for this report.

^{xxii} Further advice on methods of preventing the placing of explosive devices should be obtained from the Police.

^{xxiii} The 'through route movement generator' is considered to be one of, if not THE primary causes of problems in these gardens.

^{xxiv} Emptying bins on a frequent and regular basis is essential. If they are not emptied they could well become counter productive.

^{xxv} In the following paragraphs, where an issue has been discussed at length previously, just the generic headings are entered here.

^{xxvi} The term 'normal' is used ironically here to indicate the vast majority of pedestrians who are well dressed, are clearly not vagrants, who are not homeless, and are not drinking strong beer or cider from cans in the street.

^{xxvii} "After all, what's one more bit of litter in such a dirty area"?

^{xxviii} The significance of this measure cannot be over emphasised.

^{xxix} Smokers were observed during the site visits. When they had finished their cigarettes, the smokers all dropped their butt ends on the pavement.

^{xxx} But see remarks about numbers 11–13 Melton Street, below.

^{xxxi} That is to say outside 10 Melton Street.

^{xxxii} It looks as though someone has used paint stripper on it.

^{xxxiii} Most are not.

^{xxxiv} Believed to be the owners of 250 Euston Road.

^{xxxv} With the clear exceptions of some newly planted trees close to the hairdressers' shop that appear to be looked after. (According to the hairdresser by him.)

^{xxxvi} A 'through route movement generator'.