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English Version

**Prevention of crime - Urban planning and design - Part 4: Shops
and offices**

Prévention de la malveillance - Urbanisme et conception
des bâtiments - Partie 4: Commerces et bureaux

Vorbeugende Kriminalitätsbekämpfung - Stadt- und
Gebäudeplanung - Teil 4: Laden und Bürogebäude

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Foreword

This document (CEN/TS 14383-4:2006) has been prepared by Technical Committee CEN/TC 325 "Prevention of crime by urban planning and building design", the secretariat of which is held by SNV.

The status of Technical Specification was proposed to give all countries the opportunity to compare experiences and to harmonize procedures.

This Technical Specification is one of a series for « *Prevention of crime - Urban planning and design* », that consists of the following parts:

Part 1 – Definition of specific terms

Part 2 – Urban planning

Part 3 – Dwellings

Part 4 – Shops and offices

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to announce this CEN Technical Specification: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Introduction

The nature, cost and scale of crime against retailers and other businesses can be hard to quantify and many factors can influence whether or not an offence is committed. For the purpose of this document three basic criminological approaches are adopted:

Rational Choice

This approach assumes that potential offenders undertake their own risk assessment before deciding to commit a crime. They consider the chances of being seen, the ease of entry and the chance of escape without detection.

Routine Activities

This theory assumes that for an offence to take place there needs to be three factors present; a motivated offender, a suitable target or victim and a lack of capable guardian. To affect the potential for crime, it is necessary to consider each of these factors. An offender can be deterred by increasing surveillance or making access more difficult. A target can be made less attractive by increasing the security or removing escape routes. The presence or influence of a capable guardian, either real or implied, can be improved by office and shop design and the location of staff.

Defensible space

This approach applies to the different levels of acceptance that exist for people to be legitimately in different types of space. Anyone has a right to be in a public space, for example a street, but not in a private space such as the rear yard of a shop or office storeroom.

Understanding these three principles can affect the desire and ability to commit a crime. The majority of property crimes are committed because offenders have been given opportunities. Easy access to a shop or office, concealed areas, no demarcation between public and private space, poor lighting or landscaping features can all assist the potential offender. All of these features can be designed to benefit legitimate users and not potential offenders.

By helping to understand the thinking of the offender and balancing this against both symbolic and real design features, combined with specific physical security measures, the document aims to assist designers, planners, shop and office owners or managers and crime prevention practitioners. In the most simple of terms, the more vulnerable and at risk a potential offender feels, the less inclined they are to commit a crime.

1 Scope

This document provides guidance and a recommended strategy for combating burglary, theft, arson and other crimes committed against retailers and other businesses. It applies to both new and existing shops and offices.

Recommended levels of security for commodities stocked in retail outlets are given in Annex A.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 14383-1:2006, *Prevention of crime - Urban planning and building design - Part 1: Definition of specific terms*

3 Terms and definitions

For the purposes of this Technical Specification, the terms and definitions given in EN 14383-1:2006 and the following apply.

3.1

Burglar resistance

Property of door, window or shutter assembly that enables it to resist attempts at forced entry into a protected room or area.

4 Planning and design

4.1 General

Building security can broadly be defined as the use of the site layout, fabric and form of a building to protect the occupants and their possessions from harm. Key design factors include physical layout, location of doors and windows, control of access and movement, formal and informal human surveillance. Manipulating these elements of architectural design with an awareness of their impact on security at the design stage, can achieve significant gains in controlling crime and nuisance behaviour.

Professionals with appropriate crime prevention expertise should be included in the design team (see 4.2) and should be involved to ensure that crime prevention factors are included in the design.

4.2 Designing to include safety and security

The design team should consider the various factors that can influence the opportunity to commit crime. Amongst the most important of these are:

- a) ownership;
- b) human presence;
- c) conflict minimisation.

It is essential that the design of public space be such that people begin to regard it as their own and take responsibility for it. If this can be achieved, crime and antisocial behaviour are less likely to occur, or continue without the public reacting to it.