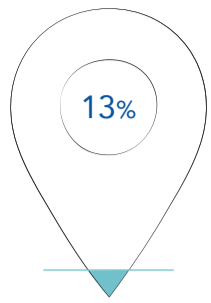


# 0 RESEARCH

BRIEF Design a way to encourage harmony on public transport after hours.

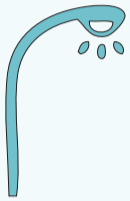


level of concern in London on public transport<sup>1</sup>



## DOC DESIGNING OUT CRIME

BROKEN WINDOWS THEORY



Adequate lighting puts people at ease, improves visibility of potential victim, perpetrator and aid.



Natural Policing - using "eyes on the street" to self police community.



Maintenance and repair linked to reduction of low level crime escalating to more serious crimes.



Don't restrict people, use positive reinforcement.



Encourage a community where people feel responsible for the area.

Secured by Design Principles, Gov.uk (2004)

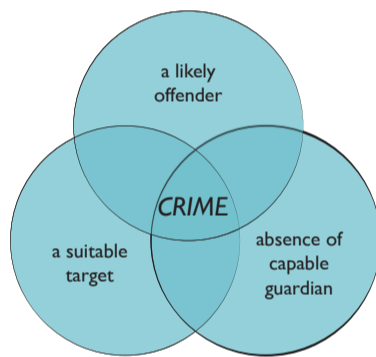
## THEORY ROUTINE ACTIVITY

Used by Police for crime prevention/reduction strategies

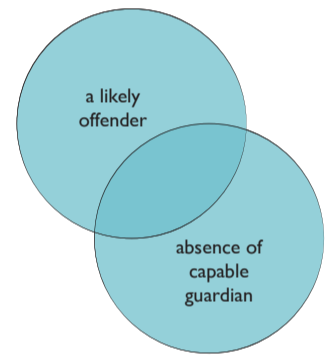
Three elements needed for crime to occur.

If perception of the user as a target is reduced, then crime is less likely to result.

Increase guardianship.



CRIME



## CURRENT ISSUES



drunk people



theft



violence



sexual offence



verbal abuse



the dark

There are 10 principles of crime reduction used by the Police to target crime.

1. Target Hardening more difficult for perpetrator
2. Target Removal
3. Remove the means to Commit a Crime
4. Reduce the Chase render the object worthless
5. Access Control reduce/limit access
6. Visibility & Surveillance crime = less likely in busy area
7. Environmental Design e.g. barbed wire, fencing & CCTV
8. Rule Setting limitation of entry
9. Increase Chance of being Caught traps e.g. smart water
10. Deflecting the Offender e.g. ASBO or injunction

Kevin, 31 years experience in Metropolitan Police (2014)



After hours ASB and violence often start near late night businesses. Between groups, security guards and perpetrator, passer's by.

Matt, Director of Programmes at Dfuse Charity No. 1126125 (2014)



Not all crimes are reported, particularly sexual offences. Typical reasons cited, 'too trivial', 'police couldn't help', 'embarrassing'.

An Overview of Sexual Offending in England & Wales, Gov.uk (2013)



Not all problems are actually crimes. 10,410 cases of ASB were reported on buses, 2.54 times the crime rate.

TfL Crime Statistics Bulletin 2014/15, 2014

## MOTIVES FOR ASB OR VIOLENT BEHAVIOUR

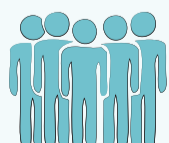
"Criminals are animals of change; they cross pollinate types of crime".



Alcohol



Drugs



Group Vs. Group



Poverty



Peer Pressure



Greed



Racism

\*Kevin, 31 years experience in Metropolitan Police (2014)

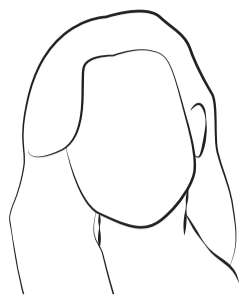


This follows an approved University Ethics protocol and all people photographed have given prior consent for publication of images, names and quotes.

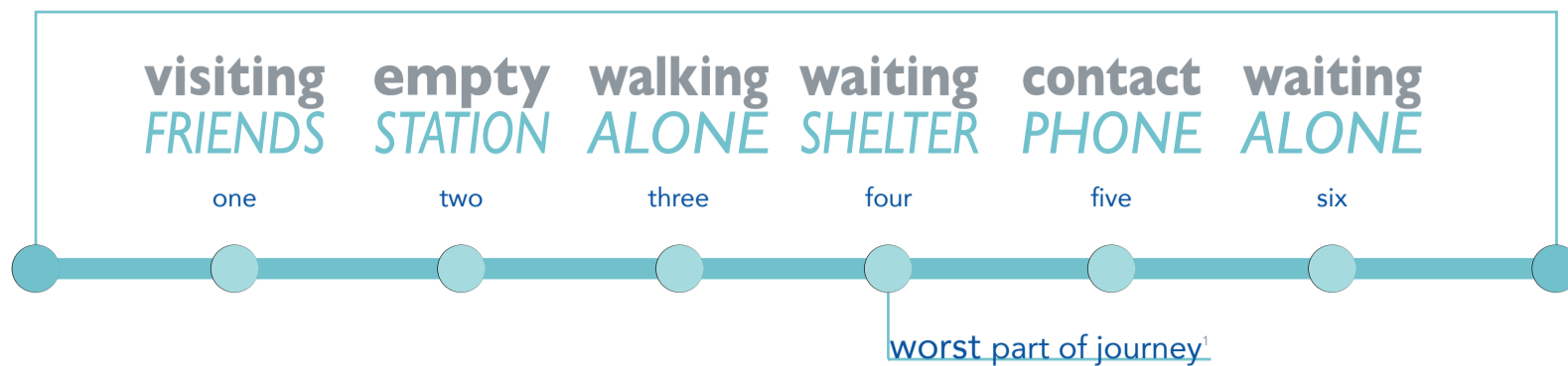
<sup>1</sup>PassengerFocus, 2014

<sup>2</sup>TfL Crime Statistics Bulletin 2014/15, 2014

<sup>3</sup>Newton, Andrew D; Crime on Public Transport, 2014



"one of the most terrifying experiences of my life" Alice



## SCENARIO ROLE PLAY

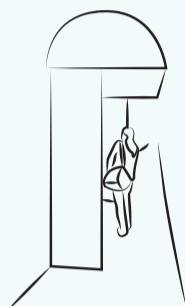
Alice is visiting friends outside of London but doesn't drive



Arrives at empty station at 23:30  
Unsure where to go next.  
Uses GPS on her phone.



Walking to bus stop with heavy bag and phone in hand.  
'Alarming' very few people around.



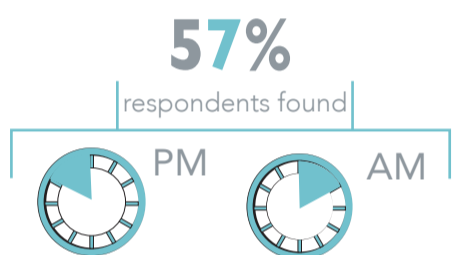
Dark, bus timetable is unclear. Has the last bus gone already?  
Increasingly nervous.  
Phone battery died.



Pay phone down the street.  
Never used one before.  
Unpleasant, creepy, can't see out of the box whilst calling.



Waiting alone for her friend.  
Reassured help is on the way.  
Feels vulnerable like a sitting duck.



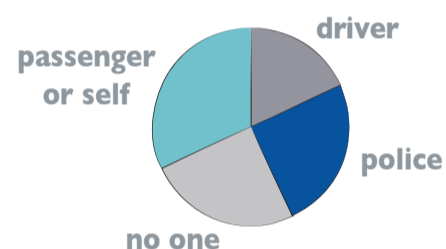
least harmonious



rated waiting for transport within top 2 worst parts of journey

**violence**  
**ALCOHOL RELATED**  
anti-social behaviour

top 3 most common experiences



who defused the situation

According to 50 respondents from Survey Monkey (2004)

## USER

Often has to remove herself from the situation but didn't do anything wrong.  
She thinks this is better than getting involved.



female

16-19<sup>2</sup>  
& up to 26<sup>3</sup>  
years old

young



most scared at stations



frequent traveller



uncomfortable



is it monitored?

## KEY INSIGHTS



Removing the target (physically or the perception of) can reduce crime.

Routine Activity Theory; Matt, Director of Programmes at Dfuse; Keri, London Tramlink.



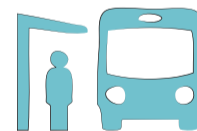
Defusing a situation by acting appropriately can significantly reduce more serious crimes.

Matt, Director of Programmes at Dfuse; 'Street Angels' in Halifax saw violent crime etc. reduced by 42%.



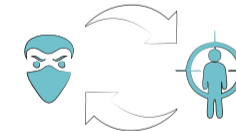
Visibility and adequate lighting are vital and reassuring. Perpetrators cannot hide and target is visible to aid.

Primary research and expert opinions all emphasised this.



Waiting (at a train station) is the least secure despite presence of staff before & after the first & last trains.

London TravelWatch: What Consumers Think, 2014; TfL Crime Statistics Bulletin Q1 2014/15



Victims can inadvertently make a situation worse if dealt with inappropriately. They can also become a perpetrator.

Primary research with Matt from Dfuse; news articles & experiences.

## PROPOSITION STATEMENT



Perception of safety after hours when waiting for transport.

People feel vulnerable, targeted and apprehensive of dealing with a situation.



If people feel at ease, confident and have the necessary skills to defuse a situation, violent crimes could be reduced significantly.



Design a product service system that ensures users feel comfortable throughout the whole journey, particularly while waiting.

This can be achieved by addressing both environmental issues and personal competency skills.



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<sup>1</sup>50 respondents from Survey Monkey, 2014  
<sup>3</sup>ASB Report, PassengerFocus, 2010

<sup>2</sup>An Overview of Sexual Offending in England & Wales, Gov.uk, 2013