

A photograph of a modern restaurant interior. In the foreground, there are several dark wood tables and chairs. In the background, there is a bar counter with a television screen mounted on the wall. The ceiling is high and features recessed lighting. The overall atmosphere is clean and contemporary.

Safer bars and restaurants

A guide to Crime Prevention through Environmental Design

Disclaimer

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Safer bars and restaurants:

A guide to Crime Prevention through Environmental Design

Who is this guide for?

This guide is for licensees of pubs, taverns, hotels, bars, restaurants, cafés and clubs. It will also be useful for anyone working in these premises including duty managers and staff.

How will this guide help you?

This guide will help you use Crime Prevention through Environmental Design (CPTED) to:

- reduce crime and alcohol-related harm at your premises
- keep your staff and customers safe
- meet your responsibilities as a licensee.

Having good safety practices is part of having a great business. And, depending on what you're already doing to keep people healthy and safe, it's not as hard, expensive or time consuming as you might think.

What does this guide cover?

The first part of the guide provides information about the types of crime that commonly occur in bars and restaurants and how using CPTED can help you prevent and respond to them. It covers:

- Crime in bars and restaurants
- Your responsibilities as a licensee
- What CPTED is and how it can help you

The second part of the guide shows you how to use CPTED to make your premises safer. It covers:

- CPTED for bars and restaurants
- Examples of CPTED layouts for bars and restaurants
- CPTED checklist for licensees and duty managers

What do we mean by bars and restaurants?

In this guide we use the term **'bars'** to refer to bars/pubs/ taverns/hotels – these are licensed premises that mainly provide alcohol (although there must also be food available).

We use **'restaurants'** to include restaurants and cafés – these are licensed premises that mainly provide meals.



1. Crime in bars and restaurants

By understanding more about the types of crime that can occur in bars and restaurants, you can take action to keep yourself, your staff and your customers safe.

In this section:

- Types of crime in bars and restaurants
- The characteristics of offenders who target bars
- The characteristics of offenders who target restaurants

Types of crime in bars and restaurants

Aggravated robbery is the most serious crime that can occur in bars and restaurants, and it has the greatest potential for harm. It is robbery that involves a weapon, or more than one person, or results in grievous bodily harm. Offenders committing aggravated robbery are usually seeking cash.

The other crimes that can occur in bars and restaurants are:

- theft – taking property, including the belongings of staff and customers
- burglary – entering a building with the intention of committing an offence (mostly breaking and entering and committing theft)
- aggravated burglary – having a weapon while committing a burglary
- robbery – theft accompanied by threats of violence
- assault with intent to rob – assault involving a weapon; or by more than one person; or where grievous bodily harm results
- wilful damage – property damage
- assault and sexual assault.

The characteristics of offenders who target bars

In the 18 months from April 2017 to September 2018 there were 65 aggravated robberies in bars.¹

Police data² suggests that, compared with bottle stores (and other retail types), offenders targeting bars are typically:

- motivated by cash, rather than alcohol or tobacco – money was taken in 95% of aggravated robberies in bars
- older and more likely to have a longer offending history – their average age was 28 and their average number of prior offences was 35
- less likely to be identified and caught – offenders are older, more experienced criminals. They wear gloves, don't leave property, avoid cameras, and wear masks or clothing over their faces etc. As a result, they are less likely to be apprehended. The resolution rate for aggravated robbery in bars was 29% (compared with 64% for bottle stores)
- likely to act alone or in small groups – around 20% of offences involved three or more offenders
- more likely to use firearms – the weapons used in aggravated robberies were: firearms in 66%; bladed weapons in 23%; tools (eg screwdrivers) in 15%; striking weapons (eg hammers) in 8%; and no weapon in 8%
- less likely to cause serious injury – in this period there were 65 aggravated robberies in bars but no serious injuries.

¹ 30 aggravated robberies from January to September 2018, down 14% from 35 in April to December 2017.

² All figures are for the 18 months from 1 April 2017 to 30 September 2018.

The characteristics of offenders who target restaurants

In the 18 months from April 2017 to September 2018 there were 77 aggravated robberies in restaurants.³

Police data⁴ suggests that, compared with bottle stores (and other retail types), offenders targeting restaurants are typically:

- motivated by cash, rather than alcohol or tobacco – money was taken in 86% of aggravated robberies in restaurants
- younger – their average age was 19 and their average number of prior offences was 23
- likely to act alone or in small groups – around 30% of offences involved three or more offenders
- more likely to use bladed weapons – the weapons used in aggravated robberies in restaurants were: bladed weapons in 39%; striking weapons (eg hammers) in 23%; tools (eg screwdrivers) in 19%; firearms in 17%; and no weapon in 9%
- less likely to cause serious injury – in this period there were 77 aggravated robberies in restaurants but no serious injuries.



³ 33 aggravated robberies for January to September 2018, down 25% from 44 in April to December 2017.

⁴ All figures are for the 18 months from 1 April 2017 to 30 September 2018.

2. Your responsibilities as a licensee

If you are a licensee, you need to consider how your bar or restaurant could affect the 'amenity and good order' of the local area. The decision makers will take this into account when deciding whether or not to grant your application for a licence. You are not required to use CPTED under the law; however, it is a useful tool that can help you meet your responsibilities as a licensee.

In this section:

- Consider your impact on the local community
- Keeping safe is good business practice too

Consider your impact on the local community

When you apply for a licence you need to demonstrate that your licence, if granted, would have little or no negative effect on the 'amenity and good order' of the local area. This is an assessment of how 'pleasant and agreeable' the area is now and the effect your premises may have on that.

Noise, litter, anti-social behaviour, congestion and crime around licensed premises can all be concerning for the community and have negative effects on the neighbourhood.

When deciding whether to grant a licence under the Act, the decision makers (the District Licensing Committee or the Alcohol Regulatory Licensing Authority) must consider a number of criteria. These include the layout and design of the premises and the potential impact on the surrounding neighbourhood. It will be helpful to your application if you can show that your layout will contribute to reduced harm and crime – both in and around your premises.

Keeping safe is good business practice too

Making your premises safe is good business practice.

As well as responsibilities under the Sale and Supply of Alcohol Act 2012, licensees also have responsibilities under the Health and Safety at Work Act 2015 to keep their employees safe.

Apart from obvious benefits such as worker wellbeing, a focus on health and safety also helps:

- increase productivity
- reduce worker absenteeism
- give your business a strong image and reputation
- bring peace of mind to workers and owners
- fulfil your legal responsibilities
- keep customers happy.

Find out more about your general duty of care from WorkSafe [worksafe.govt.nz](https://www.worksafe.govt.nz), or health and safety for businesses from the Ministry of Business, Innovation and Employment [business.govt.nz](https://www.business.govt.nz).



3. What CPTED is and how it can help you

CPTED stands for Crime Prevention through Environmental Design. The fundamental idea of CPTED is that good design and use of the built environment can reduce crime and the fear of crime.

While crime occurs for many reasons and cannot be prevented by design alone, CPTED can make a difference. It has been shown to reduce opportunities for crime and anti-social behaviour and is used around the world. CPTED helps improve planning and design decisions and provides communities with practical crime prevention tools.

In this section:

- [How can CPTED help you?](#)
- [How does CPTED work?](#)
- [The three CPTED approaches](#)
- [Using CPTED: what you need to know](#)

How can CPTED help you?

Using CPTED in your premises can help you:

- keep your staff and customers safe
- reduce the risk of robbery and its financial impact
- reduce your risk of being targeted for other crimes
- make your premises more inviting for customers.

How does CPTED work?

CPTED is based on one simple idea: that crime results partly from the opportunities presented by the physical environment. This means that by changing the physical environment we can reduce the chances of crime occurring.

While it may not seem so, offenders often operate in a rational fashion. They prefer

to commit crimes that require the least effort, provide the highest rewards and pose the lowest risks. Offenders may decide whether or not to commit a crime in a location by considering:

- How easy will it be to enter the area?
- Can I see the things I want to steal?
- Will it be easy to steal them?
- What are the chances of being seen?
- If I am seen, will the people in the area do something about it?
- Is there a quick, direct route to leave after the crime is committed?

The three CPTED approaches

CPTED has three approaches to managing the physical environment in ways that will reduce the opportunity for crime:

Natural approaches involve crime prevention as part of the design of a built environment. Natural approaches affect the behaviour of staff, customers and the public so that crime is less likely to occur. For example, if bar staff can see what is happening throughout the premises from behind the bar, then they are able to intervene if problems occur.

Organised approaches involve things like security guards, community patrols, or Police who can act as guardians of a business or a public space.

Mechanical approaches include the use of items like closed circuit television (CCTV), counter barriers, roller doors, and alarms – things that many people associate with crime prevention. While some are simple and low cost, others are expensive and beyond the budget of owner-operated premises.



Use natural approaches first if you can. More expensive organised and mechanical strategies should be considered when you have exhausted the natural approaches or they are unsuitable.

Using CPTED: what you need to know

CPTED works best when it involves a combination of prevention measures

CPTED is a broad approach to crime prevention. There is no one correct way to ‘do’ CPTED – it works best when it involves several prevention measures. CPTED is about more than CCTV or a roller door. While you may use CCTV, for example, it will only be effective in reducing crime if you are doing other things as well.

You can use CPTED in new or existing premises

Ideally, it would be great to incorporate CPTED into the design of new premises from the beginning. But you don’t have to be starting from scratch to use CPTED. You can build CPTED ideas into a refit of your premises. You can also use CPTED in your existing premises. Think about how CPTED applies in your own situation.

CPTED is about preventing crime rather than catching offenders

CPTED is about crime prevention rather than apprehension and punishment. It focuses on designing environments to make them less attractive to potential offenders, and less likely to be targets of crime. While some CPTED approaches (such as CCTV) can help identify offenders, the overall purpose of CPTED is to prevent crimes from occurring in the first place.

4. CPTED for bars and restaurants

This section shows you how you can apply CPTED directly to your premises to keep them safer.

In this section:

- Design affects behaviour
- CPTED principles – some questions for bars and restaurants
- CPTED approaches for bars and restaurants
- Keeping safe with gambling machines
- Keeping safe during a crime

Design affects behaviour

It is well accepted that design can affect behaviour, either positively or negatively.

Good design contributes to good behaviour

A well-designed bar reduces opportunities for conflict and aggression and makes it easier to monitor and manage patrons' behaviour. An attractive and well-maintained bar suggests to patrons that the owners care about their property and will not tolerate disorderly and violent conduct that might destroy it.

Poor design contributes to poor behaviour

Poor design can increase the risk of violence. For example, crowding increases the chance of accidental contact. As alcohol makes it harder for people to deal with this contact appropriately, it can lead to aggression and violence.

Crowding can also obscure unacceptable behaviour (aggression, theft, intoxication) as it makes it more difficult for staff to see what patrons are doing. People may be more likely to behave inappropriately if they think staff are not going to see them.



Good design and management that promote positive behaviour include:**Specific factors linked to a higher likelihood of aggression in licensed premises include:**

✓ Good visibility throughout the premises that allows staff to see what is happening	✗ Bar workers who do not practise responsible serving
✓ Good layout that allows staff and customers to move around easily	✗ Poor bar layout that makes it hard for staff and customers to move around
✓ Big enough bar and serving areas	✗ Aggression or intimidation by door and security staff
✓ Easy access to bar and serving areas	✗ Difficult bar access
✓ Enough seating (more seating than standing areas)	✗ Not enough seating (more standing areas than seating)
✓ Good quality furnishings and fittings	✗ Unclean conditions
✓ Good lighting	✗ Poor lighting
✓ A well-maintained and attractive area outside the bar	✗ Patrons with a history of aggression and who binge drink
✓ Compliance with maximum number of patrons	✗ Discount drinks and promotions that encourage excessive consumption (eg happy hours)
✓ Good ventilation and temperature	✗ Bad ventilation or being too hot or cold
✓ Enough space for queuing, and active queue management	✗ Crowding
✓ Well-defined and well-managed outdoor drinking areas	✗ Staff ignoring anti-social behaviour
✓ Regular clearing and cleaning of tables	✗ Not enough food
✓ Regular checking and cleaning of toilet areas	✗ Noise
✓ Use of CCTV cameras that are appropriately placed, in good working order and monitored	✗ Use of CCTV cameras that do not work, are not monitored or are placed in inappropriate places (such as bathrooms)

CPTED principles – some questions for bars and restaurants

There is no single way to apply CPTED as each location and circumstance is different. But there are four key principles that need to be considered in all cases. Think about your own situation and then consider the questions below.

1. Surveillance – people are present and can see what is going on

Ask yourself:

- Can staff clearly see throughout the interior of the premises?
- Can staff clearly see the entrance and surrounding area?
- Do you have good visibility of any outside drinking areas?
- What can you do to improve visibility and surveillance?

2. Access management – attract people to some places and restrict them from others

Ask yourself:

- Does the physical environment around your premises encourage people to be where you want them or the reverse? For example, does queueing outside your premises block the footpath?
- Where do you and don't you want people to be once they are inside your premises? Does your interior layout support this? For example, are there places where people could loiter outside toilets relatively unseen?

3. Territorial reinforcement – clear boundaries encourage community ownership of the space

Ask yourself:

- Is it clear where your premises end and public space begins? For example, is your doorway providing opportunities for people to loiter either during or outside opening hours?
- What can you do make the boundary between your premises and public space clearer?

4. Quality environments – good quality, well-maintained places attract people and support surveillance

Ask yourself:

- Is your premises, and the surrounding environment, clean and attractive?
- Do people feel safe and comfortable in the surrounding area?
- What can you do to make your surrounding environment more attractive?

CPTED approaches for bars and restaurants

This section sets out guidelines for preventing crime on your premises using environmental design.

CPTED works best to prevent crime when you use a combination of measures. Use natural approaches first, if you can, so that crime prevention is integrated into design and becomes part of the built environment. Leave the more expensive organised and mechanical strategies until you have tried the natural approaches available to you.

Natural approaches

Natural approaches involve crime prevention as part of the design of a built environment. These approaches drive the behaviour of staff, customers and the public so that crime is less likely to occur.

This section suggests the following natural approaches:

- Balance customers' desires for privacy with your ability to monitor your premises
- Provide space for your customers and staff to move about easily
- Ensure that staff have a good view of the premises from the bar and serving areas
- Keep cash away from customers
- Provide easy access to free water
- Ensure staff can see and monitor toilets
- Think carefully about entrances and exits
- Design outdoor drinking and smoking areas for easy monitoring and control
- Keep the area around your premises clean and attractive

1. Balance customers' desires for privacy with your ability to monitor your premises

Your interior layout can affect what people can see, how they move around and how they behave.

Customers often like privacy, or a sense of intimacy, in bars and restaurants. However, to promote safety you need to be able to see what is going on in your premises. How can you balance these two things?

- Divide open-plan spaces so that customers feel separated but you can still monitor the activities of everyone in the bar. For example, use:
 - solid partitions only where they do not block your view
 - trellis or mesh partitions where your view would be blocked or you might create blind spots
 - directional lighting to break up large areas without using physical barriers.
- Deal with any blind spots through:
 - carefully positioned decorative mirrors rather than more obvious security devices
 - CCTV with a monitor behind the bar, especially if you have separate rooms or mezzanine floors.
- Have more seating than standing areas. Bars and restaurants that have mainly 'vertical' (ie stand up) drinking are more likely to generate problems of drunkenness and assaults.
- Avoid any features that allow climbing, can be used as 'poser platforms', or allow access to parts of the premises where patrons should not be.
- Check that the interior of your premises does not provide any hiding places for potential offenders.

2. Provide space for your customers and staff to move about easily

Customers should be able to move easily to and from entrances, seated areas, the bar, and toilets.

Minimising physical contact helps avoid conflict and aggression. By reducing the potential for jostling, spillage of drinks, etc., many sources of conflict and aggression can be avoided from the outset.

- Provide enough space to and from entrances, seated areas, the bar, and toilets so that people can move freely, ideally without contacting one another.
- Allow staff to move freely throughout the premises to serve customers, clear and clean tables, and monitor for signs of intoxication and unacceptable behaviour.
- Be careful about locating stools at the bar or chairs and tables too close to the bar. They could make it difficult for customers to get to the bar, be seen and be served. Tables and chairs too close to the bar, or walkways, can cause those sitting at them to be jostled or knocked. Both of these situations could lead to frustration and aggression.
- Ensure that the location of any dance floors supports good flow through the venue and minimises unnecessary interaction between dancers and other patrons. Keep any tables or chairs at a distance from the dance floor to minimise the chances of dancers bumping into furniture or other patrons.

3. Ensure that staff have a good view of the premises from the bar and serving areas

The location of the bar or serving area can make a big difference to monitoring and management.

- Position the bar so that staff have a good view throughout the premises including entrances, exits, and access to toilets.
- Consider raising the level of the floor behind the bar. A raised bar area:
 - allows staff to have an unobstructed view of the premises
 - provides a better vantage point from which to spot potential problems
 - makes it easier for staff to see customers who are waiting to be served
 - provides a safer environment for bar staff by putting them at a distance from patrons.
- Keep the view from your bar clear for staff.
 - Make sure you don't block the staff views with glass racks, low canopies, screens, pillars, etc.
 - Think carefully about hanging glasses above the bar. While this may allow staff to maintain eye contact with a customer while selecting a glass, poor design can result in customers being able to reach glasses for use as weapons.



Example of good internal layout

- Keep the area in front of the bar clear to minimise contact and increase the visibility of staff.
- Consider the design of the area behind the bar counter. A good design and layout will maximise efficiencies, speed up service and wait times, and allow staff to be focused on the customer and bar area rather than trying to find the equipment or items they need.
- If you have gambling machines, your staff should be able to see who is coming and going from the gambling area, ideally from the bar or serving area.

4. Keep cash away from customers

Cash is the most sought-after item in aggravated robberies in bars and restaurants. Don't make it easy for potential offenders to see or get cash.

- Position cash registers away from customers' reach. Registers fronting customers are better as they allow staff to keep an eye on the serving area and beyond. If cash registers have to be rear facing, think about using a mirror so staff can still see what is going on.
- Put any safes that are on the premises out of public view.
- Ensure that the end of night 'cashing up' of the registers is done after all customers have left and the venue doors are locked. Cash up in a secure area such as a lockable office – ideally with two people present.
- Arrange for other staff to cover the public areas if a 'cash up' needs to occur while the venue is still open. If the front or public area store is left unattended, theft may go unnoticed.
- Consider how often to cash up. Large amounts of cash should be removed regularly throughout the day to prevent them building up in the register.
- Vary the intervals and/or the time of day at which cash is removed from the tills.

This helps prevent would-be thieves from watching procedures and targeting the premises at a particular time of the day when they know they may be successful.

5. Provide easy access to free water

You must provide access to free water as part of your licence conditions. Make it easy for people to get it.

- Provide water away from the service area of the bar – customers should not have to wait at the bar to be served water.
- Have the water where staff can see who is using it. This can help with monitoring intoxication. This approach is strongly recommended for any premises open after 1am.
- Ensure that there is always a good supply of clean drinking vessels with the water.

6. Ensure staff can see and monitor toilets

Toilets can be a problem area for customer-to-customer aggression or assault (including sexual assault). They can also be places where unacceptable behaviour can occur. Think about how you can make the entrance to toilets visible and ensure that staff check toilets regularly.

- Make sure the entrance to the toilets is easily visible to staff at the bar. If staff cannot see the toilets from the bar, consider installing CCTV.
- Clearly mark the access to toilets. Customers should be able to move easily to and from toilets with plenty of room.
- Provide good lighting at toilet entrances and inside toilets.
- Check that you do not have loitering or hiding places near toilets that could provide excuses for offenders or enable offending.
- Toilets should be regularly cleaned and supplies restocked. Any damage in toilets should be fixed as soon as possible.

- Encourage staff to move throughout the premises, including bathrooms, monitoring customer behaviour and safety.

There are four types of toilet entrance:

- totally separate male and female facilities
- separate male and female facilities with entrances next to each other
- shared entrance with separate doors to each facility behind the first entrance
- shared gender-neutral toilets with one entrance, where anyone can use the facilities.

The third type is the most difficult to control. If you can't avoid it, consider using CCTV at the entrance (not in the toilets).

7. Think carefully about entrances and exits

Think carefully about the number and location of entrances and exits – they have a significant effect on opportunities for crime. Staff must be able to monitor who is coming and going from the premises.

- Make sure entrances and exits, including emergency exits, can be easily viewed from behind the bar or serving area. If this is not possible, consider using CCTV to monitor blind spots.



Example of poor entranceway to a nightclub

- Try to minimise the number of entrances although this must be in accordance with fire safety requirements.
- Ensure that all emergency exit paths are clear and not blocked with furniture, boxes or other items.
- Consider alarming any emergency exits that are required to be kept closed, so that you are alerted if someone opens them.
- Give door staff enough space to do their job properly. The area they work in should be covered and have good lighting so they can assess those entering and leaving, clearly see ID, and monitor intoxication. Door staff should also have a torch as part of their work equipment.

If customers have to queue to enter your premises, you need to think about how this will be managed. Many councils now require a plan setting out where customers will queue, how congestion will be managed and who is responsible for managing the queue.

- Manage queueing to reduce aggression and obstruction of public footpaths or access ways.
- Try to keep any queues close to your building – they must not block the footpath or access to neighbouring businesses or properties. Queues that obstruct public accessways are likely to lead to conflict with passers-by.
- Actively monitor queues. Assess people in the queue for intoxication and unacceptable behaviour, and deal with them straight away rather than waiting until they reach the front of the queue or the entrance.
- Try to ensure that people leaving the venue and waiting for transport are not in the same place as those queueing to enter the venue.

8. Design outdoor drinking and smoking areas for easy monitoring and control

You need to make sure you are properly monitoring and controlling outdoor drinking and smoking areas.

- Make sure outdoor areas are visible, if possible:
 - Think carefully about how you use furniture and screens. They should not make it hard for customers and staff to move around in outdoor drinking areas. You need to reduce the potential for conflict and aggression. Some councils have rules on what furniture and screens can be used – ensure you check these.
 - Have other staff monitor areas that cannot be seen by staff working behind the bar.
 - Make sure outdoor areas are well enough lit to allow staff to monitor the behaviour of the customers.
 - Consider using CCTV to help with monitoring as well as to deter misbehaviour.
- Ensure that your outdoor areas are not affecting surrounding businesses, neighbours or public spaces:
 - Avoid 'pavement creep', to reduce the potential for conflict between customers and pedestrians.
 - Make a clear definition between pavement drinking or dining areas and the public footpath.
 - Avoid overcrowding so that drinking is contained in outdoor areas that are part of the licensed premises. Overcrowding can also lead to increased alcohol-related aggression and violence.
 - Clean and clear tables in outdoor areas regularly.
 - If smoking is permitted, provide plenty of ashtrays that are regularly cleaned and changed.
 - Monitor noise levels of music or TVs playing in outdoor areas to ensure you are complying with local council decibel requirements.
 - Ensure you comply with all conditions of any street trading or equivalent licence issued by the local council.



Example of a well designed outdoor drinking area



Example of good demarcation of outdoor drinking area

9. Keep the area around your premises clean and attractive

It is important that the area around your premises is clean, tidy and attractive and people feel safe.

- Check that the outside of your premises (front, back and sides) does not provide any hiding places for potential offenders. Remove anything (such as stacked crates in rear delivery areas) that could provide a place for an offender to hide.
- Make sure there is nothing to encourage loitering outside your premises (eg recessed front entrances, notice boards, etc.).
- Get any graffiti or tagging removed as soon as possible (within 24 hours). This is the best deterrent in combating graffiti. Some councils offer a free removal service.
- Work with the council, local businesses and the residents' association to improve the appearance and safety of the local area if you think improvements need to be made.
- Get in touch with your local council and ask them to help sort the situation if you have concerns about council facilities such as a broken streetlight or a bench that encourages loitering.
- Consider installing a door viewer (peephole) into, and sensor lights outside, any doors that staff leave by at the end of the night, and encourage them to check these before leaving.
- If you have a dedicated car park for your venue, ensure that it is well lit at night.
- Organise daily inspections of the outside of your premises, and clean up any rubbish that is on or around your premises – even if it hasn't come from your premises.

Organised approaches

Organised approaches to crime prevention involve people who can help act as guardians of a business or a public space. This section looks at the following organised approaches:

- Staff
- Community patrols
- Māori Wardens
- Police
- Local groups for licensees

1. Staff

Good management and staff practices can support good design and promote safety. These include:

- having enough staff on duty, particularly management and security staff, to manage the number of customers and any potential problems
- providing enough bar staff to avoid customer frustration in waiting to be served
- making sure staff are seen regularly throughout the premises including in bathrooms and any gambling areas. Frequent glass collections can achieve this. Staff should visit gambling areas every 15 to 20 minutes, particularly if they are in a separate, enclosed area
- getting to know your customers and making yourself known to them
- encouraging patrons to ask staff for help with any offensive, aggressive or unacceptable behaviour – this could include signage encouraging customers to report any bad behaviour
- training staff to deal with complaints positively rather than dismiss them
- maintaining high standards of service and cleanliness – this shows that you are unlikely to tolerate illegal activity

- using CCTV cameras to help manage secluded areas, but to head off problems they must be easily and frequently monitored
- waiting until the end of the day to cash up, when all customers are gone – close and lock all doors and entrances and then start to cash up. Offenders tend to target venues with poor practices that start to cash up when the premises are still open to the public.

Security staff may be a positive or negative factor in the harm arising from aggression and violence. Studies have found that security staff often contribute to violent incidents rather than resolving them. This includes security staff creating violence, using excessive physical force, shifting the problem to the street, and watching or taking part in the continuance of violence.

Security staff should be properly trained and certified for their role and possess good conflict resolution and crowd control skills. All security staff should have the proper valid certification and training as required by legislation. Where security staff are provided by a third party, licensees and managers should (on every shift) check the certification for each security staff member and keep a log noting the security staff member's name and certificate number.

2. Community patrols

Community patrols are organised and operated by their local communities. They are volunteers who work closely with Police as extra 'eyes and ears' to assist Police and other agencies to build safer communities. Community patrols are independent from the Police but receive regular Police guidance, training and tasking. Find out if you have community patrols in your area at the Community Patrols of New Zealand website cpnz.org.nz.

3. Māori Wardens

Māori Wardens volunteer their services throughout New Zealand, providing support, security, traffic and crowd control, first aid, and other services to the community. Māori Wardens create safer communities, encourage and assist rangatahi, and support whānau.

Māori Wardens are not police, but they have specific powers under the Māori Community Development Act 1962 to limit unruly behaviour on licensed premises. According to section 31, a Māori Warden may:

"...at any reasonable time enter any licensed premises in any area where he is authorised to carry out his duties and warn the licensee or any servant of the licensee to abstain from selling or supplying liquor to any Māori who in the opinion of the Warden is in a state of intoxication, or is violent, quarrelsome, or disorderly, or is likely to become so, whether intoxicated or not".

The licensee or any employee commits an offence if, after being warned, they supply alcohol to that person on that day.

Find out about Māori Wardens in your area and how you can build relationships to help make your community safer. You can find out more about Māori Wardens at tpk.govt.nz/en/whakamahia/maori-wardens

4. Police

Build good relationships with Police so that you can share information with one another about what is happening in your area.

The Police provide useful crime prevention information for businesses on their website including:

- a commercial crime prevention checklist [police.govt.nz/forms/commercial-premises-security-audit](https://www.police.govt.nz/forms/commercial-premises-security-audit)
- tips for handling cash safely.

5. Local groups for licensees

Many areas have local Alcohol Accords or licensee groups that meet up regularly with Police, public health promoters and councils. These groups can be useful places to share information about local crime trends and crime prevention practices.

Mechanical approaches

Mechanical approaches use CCTV, counter barriers, roller doors, and alarms – things that many people associate with crime prevention. While some are simple and low cost, others are expensive to purchase and some include costs for maintenance and ongoing fees.

This section looks at the following mechanical approaches:

- Lighting
- Ventilation
- CCTV
- Security – physical protections and barriers
- Alarms

1. Lighting

Internal lighting

Lighting inside licensed premises plays an important role in creating the right atmosphere.

- Avoid extremes of lighting: making a space too bright or too dark. You need to create a relaxing environment but provide enough light for staff to monitor patrons.
- Consider using directional lighting to break up large areas, rather than erecting physical barriers.
- Use dimmer switches behind the bar to provide control over parts of the premises from behind the bar. Staff can increase lighting if an incident occurs and this can be an important element of control. Adjustable lighting can also make patrons aware when premises are closing.



Example of unlit rear of a bar

External lighting

When deciding on lighting outside your premises, think about who should (and shouldn't) be using the area and when.

Offenders usually like to commit crime without being seen. The aim of security lighting is to stop offenders being able to operate unobserved. However, if an area cannot be monitored at night, then lighting will only help an offender see what they are doing, rather than deter them. In this case, other security measures will be required such as CCTV or monitoring by security staff.

- Provide enough light at entrances for staff to monitor for the signs of intoxication and check IDs. Staff that are checking IDs at doors should also carry a torch.
- Ensure external areas such as car parks, rear loading areas, etc. are well lit when in use. Good quality lighting discourages people who may engage in conflict, disorderly behaviour and criminal offending.
- Ensure that street lighting outside the premises is working properly.

2. Ventilation

Use ventilation to keep staff and customers cool and calm.

Poor ventilation and inefficient air-conditioning contribute to the amount of heat in a drinking location. Heat can make patrons uncomfortable, heighten irritation, and lead to increased alcohol consumption. The consequence is increased risk of intoxication, aggression, social disruption and violence. Therefore, the premises should be well ventilated with effective climate control to prevent the premises from becoming too hot (or too cold).

3. CCTV

CCTV is particularly useful for observing areas that cannot be easily or naturally seen by staff, customers or the public within and around licensed premises. In this case CCTV can act as a deterrent to misbehaviour, particularly where the public is aware that they are monitored and action may be taken for deviance disclosed via this medium.

Think carefully about using CCTV – what are you trying to achieve? If you want CCTV to deter offenders, then it should be highly visible, but if it is to provide intelligence for identification purposes it should be more discreet.

CCTV can:

- increase the accountability of staff
- help identify offenders
- provide evidence of violence occurring in and around the premises
- provide evidence of any other serious crimes occurring in, or involving people at, the premises
- help identify physical hazards and guide improved premises design.



Example of CCTV surveillance at the entrance/exit of a bar

It is important that staff understand how to operate the equipment and how to view and download footage. Because CCTV captures images of people, which can be used, stored, manipulated and disseminated, those who operate the systems need to know how to manage privacy issues. Good management of personal information is essential to the effective running of CCTV systems. For more detailed information read *Privacy and CCTV: a guide to the Privacy Act for businesses, agencies and organisations* at privacy.org.nz.

If you have gambling machines on your premises, you are required to have CCTV coverage of them. This can be funded through the proceeds of gaming as part of your reasonable costs of running the machines.

4. Security – physical protections and barriers

Physical barriers and protections slow down offenders and reduce their chances of success. It is important to know that slowing down offenders does not make them become more aggressive or likely to injure staff. Rather they are more likely to leave the scene.

- Make desired items more difficult to access and remove, for example by bolting tills to the counter, and using lockable cabinets or vending machines for tobacco.

- Use external physical barriers to prevent access to the premises when you are closed.
 - Reinforce vulnerable doors and windows with interior screens, security glass or anti-shatter film.
 - Place bollards in front of vulnerable windows or doors to provide protection from cars being used in ram raids. Your local council may place restrictions on the use of bollards or other external security features. Talk to them and find out what is allowed.
 - Avoid external roller doors. They don't make places look attractive and they attract graffiti.
 - Ensure that all entry and exit points have door latch guards to make them jimmy-proof.

5. Alarms

An intruder alarm with a silent panic button can immediately alert the alarm monitoring centre of an aggravated robbery. A panic button positioned in the cold store is also good practice in case an offender restrains an employee there. Integrating the intruder alarm with premises lighting, so that the lights come on automatically when the alarm activates, can have the effect of driving the offenders out, as well as improving the quality of CCTV images captured.



Keeping safe with gambling machines

Cash from gambling machines (pokies) can be a target for criminals. In an increasingly cashless society, Class 4 gambling venues are one of the few places outside banks where there are large sums of hard cash.

Armed robberies of licensed premises with pokies tend to occur at opening or closing times. You are most at risk if you start cashing up while your premises are open to the public. Here are some dos and don'ts to help keep you safe:

Do:

- Do wait until all customers are gone and you have closed and locked all doors and entrances before starting to remove money from machines and cashing up at closing
- Do cash up out of public view even when the doors are closed and locked. For example, use the back area of the bar or an office (you can be visible and shot at through glass)
- Do have two staff cashing up if possible, especially if the takings are large. This provides some support and means that sole staff members aren't responsible for cashing up and watching the venue after closing
- Do wait until any cash removed from gambling machines is safely locked away before opening your doors

- Do change the combination to the safe if you change your duty manager, or any staff members who know the combination leave
- Do consider doing the banking several times over the course of the week if the takings are large. This reduces the cash on the premises that could be a target for robbery
- Do vary your banking times. If banking physical cash, don't always bank on the same day at the same time
- Do consider leaving cash in gambling machines overnight. Breaking into several gambling machines would be a lot harder than breaking into one safe, so many venue operators consider it safer to leave the cash in the machines
- Do consider using electronic banking as a way to reduce the risks from having cash on the premises

Don't:

- Don't carry the cash in a way that makes it easily identified (eg in a plastic bag)
- Don't discuss the gaming operation with patrons. You don't want patrons or their associates to have information about your venue, its takings, or when and how you do your banking



Keeping safe during a crime

If a crime occurs at your premises, keeping yourself, your staff and your customers safe must be your priority. Remember that the offender is there to get things (cash, tobacco, alcohol), so it is safer to let them take what they want rather than putting yourself at risk of harm.

Aggravated robberies generally last between two and three minutes. This feels like a long time while it is happening, but try to stay calm and remember that the offender will soon be gone. On average, Police respond to aggravated robberies within five to six minutes.

Here are some dos and don'ts for keeping safe during a crime:

Do...

- Do build relationships with your local Police
- Do train your staff on what to do in the event of a crime
- Do tell your staff that their safety comes first

- Do ring the Police on 111 in an emergency
- Do report crimes to the Police as soon as you can
- Do get to know local businesses and neighbours so you can share information and keep an eye out for one another

Don't...

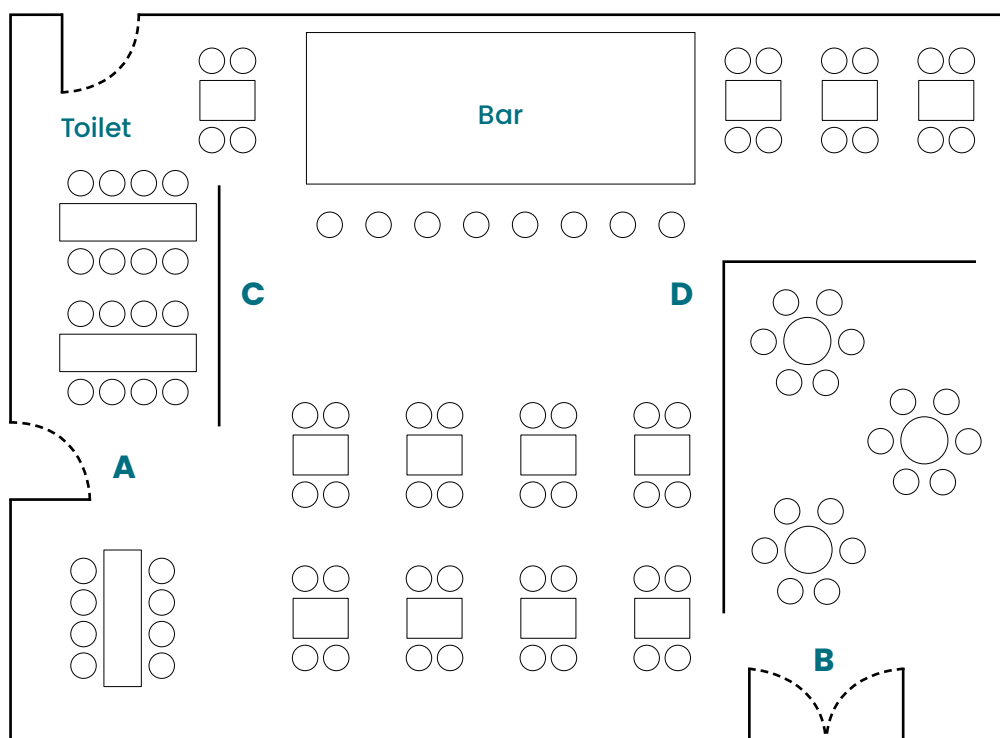
- Don't confront the offender or put yourself in harm's way
- Don't use weapons or encourage your staff to use weapons
- Don't try to restrain the offender
- Don't chase the offender



5. Examples of CPTED layouts for bars and restaurants

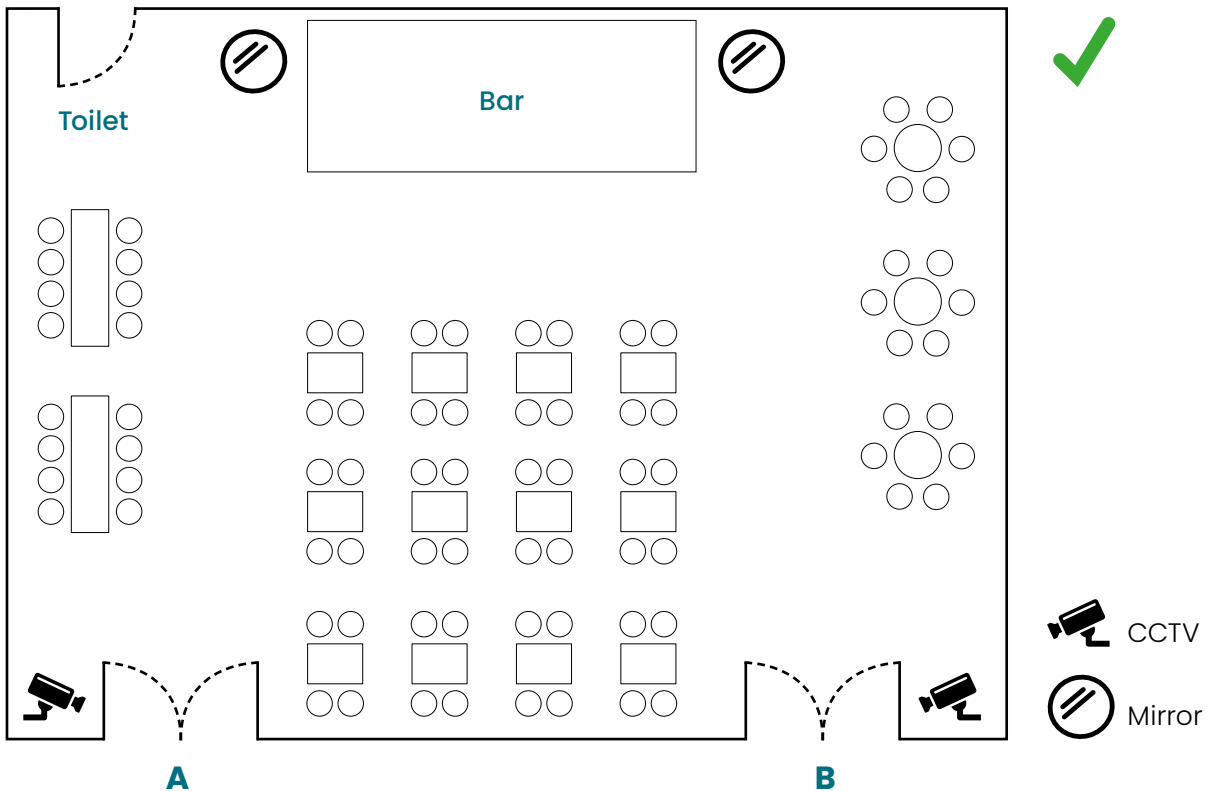
Example of a poorly designed bar

- The bar area is obstructed by bar stools, and tables and chairs positioned close by it. Customers will have difficulty being seen and getting served
- The entrance to the toilets is obstructed and difficult to access. It cannot be seen by bar staff
- The layout of the premises does not provide an unobstructed flow for customers
- Bar staff have a limited view of the premises
- Entrances A & B cannot be monitored by bar staff as their view is obstructed by partitions C & D
- There are blind spots in areas behind partitions C & D
- There is no use of mirrors to assist with blind spots
- There is no CCTV installed
- There is no room for door staff to operate inside both entrances



Example of a well-designed bar

- The bar area is clear and customers can be easily seen and served
- The entrance to the toilets is clear and easy to access and can be seen by bar staff
- The layout of the premises provides an unobstructed flow for customers
- The bar area is raised and bar staff have an unobstructed view of the premises
- Entrances A & B can be seen from the bar area by bar staff and are easily monitored
- There are no blind spots in the premises
- Mirrors assist bar staff when facing away from customers
- CCTV is installed
- Staff can move freely through the premises to monitor for intoxication
- There is room for door staff to operate inside both entrances



6. CPTED checklist for licensees and duty managers

Licensees and duty managers can use the checklist below to regularly assess whether CPTED measures are in place.

CPTED checklist for on- and club-licensed premises	Yes	No	N/A
Bar area			
Bar staff have good visibility of entire premises			
Area behind the bar is raised to improve visibility			
Bar area is open with no obstructions affecting monitoring of premises			
Cash registers are front facing			
If cash registers are not front facing, mirrors are installed for monitoring customers			
Safe is out of public view			
Internal layout			
Premises is laid out so staff can monitor all patrons at all times			
There are no obstructions within the bar causing blind spots			
Where there may be blind spots, mirrors or CCTV are installed			
Bar is easily approached by customers			
Customers can easily move around the premises			
Sufficient seating is provided			
Customers cannot climb on structures or fittings			
Crowding			
The premises are not overcrowded			
The maximum number of patrons for the premises is displayed and complied with			
Lighting			
Internal lighting is suitable			
Lighting allows door staff to check IDs etc.			
Lighting allows staff to monitor patrons inside the premises			
No areas are too dark inside the premises			
Internal lighting can be raised in an emergency or incident and at closing time			
External lighting is suitable			
External security lighting is installed			
Ventilation			
A ventilation system is installed			
The premises are maintained at a suitable temperature			

CPTED checklist for on- and club-licensed premises (continued)	Yes	No	N/A
Outdoor drinking areas			
Outdoor drinking areas are monitored by bar and/or security staff			
Lighting allows staff to monitor patrons			
Customers can move easily around the outdoor drinking areas			
Outdoor drinking areas are well defined from surrounding external environment			
Pavement creep is not evident			
Outdoor drinking areas are not overcrowded			
A street trading licence or equivalent is held and is current			
CCTV			
CCTV is installed			
CCTV is positioned to monitor vulnerable areas			
Patrons are aware of the CCTV system			
Staff understand its operation			
Entrances and exits			
Entrances and exits are visible from behind the bar area			
CCTV is installed to monitor blind entrances and exits			
Door staff monitor entrances and exits			
Where queuing occurs outside the premises, there is sufficient space			
Toilets			
Toilet facility entrances are visible from the bar area			
Toilets are inspected regularly			
Staff			
There are sufficient numbers of staff to ensure control of the premises			
Staff are visible to patrons			
Staff monitor the premises for conflict and crime			
Security staff are properly trained and certified			

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