

Design out crime at your business through social interaction

Social interaction and creating positive community relations will naturally improve surveillance and support appropriate behaviour. This can be achieved by clearly rejecting violence, responding to aggression before it escalates, and addressing violent incidents with a consistent message. For example, a business owner might train staff to identify early signs of aggression and address and divert the behaviour calmly to prevent violence.

Encouraging land uses that generate people activity and casual surveillance in areas that may otherwise be vulnerable or isolated plays an important crime prevention function, with not only deterring crime through activity but creating opportunities for social interaction through community engagement amongst young people and seniors.

Good social interaction



Figure 1: Areas designed to attract and facilitate a mix of activities and with passive and electronic surveillance deter anti-social behaviour and create feelings of safety and community ownership.

Poor social interaction



Figure 2: Isolated areas with no to little activity creates opportunity for anti-social behaviour and opportunistic crimes and legitimate area users may also have feelings of being less safe.