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NSW Police Force
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Mr. Alan Bright
A/Director – Metropolitan & Regional Projects South
NSW Department of Planning & Infrastructure
23-33 Bridge Street
Sydney NSW 2000

11th October, 2012

Dear Mr. Bright

Assessment No: MP09_0146
Property: Eastlakes Shopping Centre, Eastlakes
Proposal: Mixed use development incorporating ground floor retail podium with retail area of 12440m²; 12 residential buildings (2-8 storeys in height above podium level) with 361 residential apartments and 82 serviced apartments, basement parking, associated landscaping and infrastructure works and changed access arrangements.

I refer to the above and your correspondence received 1st August, 2012. In accordance with the Environmental Planning and Assessment Act, 1979, Section 79C Crime Prevention Guidelines, a Safer by Design Crime Risk Evaluation has been prepared.

As a result of this process a **Medium** crime risk rating has been identified for the proposed development on a sliding scale of **Low, Medium, High** and **Extreme** crime risk.

The key recommendations from the assessment include:

- Installation of CCTV cameras within and around the development
- Improved lighting around the footpaths and car park areas within the development
- Ensuring the building design minimises the potential for climbing onto balconies
- Landscaping that promotes natural surveillance of common areas
- Underground car park that does not have hidden areas or dark spots
- Security measures in place for entry doors and lifts (security passes)
- Ensure absolute separation between commercial and residential premises

For any further information or questions in relation to the evaluation contact Senior Constable Martin Karajayli, Crime Prevention Officer, Botany Bay Local Area Command on (02) 8338 7475.

Yours Sincerely,

Karen McCarthy
Superintendent
Botany Bay Local Area Command

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The NSW Police Force (NSWPF) has a vital interest in ensuring the safety of members of the community and their property. By using recommendations contained in this evaluation, any person who does so acknowledges that:

- It is not possible to make areas evaluated by the NSWPF absolutely safe for the community or their property
- Recommendations are based on information provide to, and observations made by the NSWPF at the time the evaluation was made
- The evaluation is a confidential document and is for use by the council or organisation referred to on page one.
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The NSW Police Force hopes that by using recommendations contained within this document, criminal activity will be reduced and the safety of members of the community and their property will be increased. However, it does not guarantee that the area evaluated will be free from criminal activity if its recommendations are followed.

1. Introduction

In April, 2001 the NSW Minister of Planning introduced the Environmental Planning & Assessment Act 1979, Section 79C Crime Prevention Guidelines. These guidelines require consent authorities to ensure any development within their Local Government provides safety and security to users and the community. If a development presents a crime risk, the guidelines can be used to justify modification of the development to minimise crime risk, or refusal of the development on the grounds that crime risk cannot be appropriately minimised.

In line with these guidelines, Botany Bay Local Area Command has conducted a Safer by Design Crime Risk Evaluation for NSW Department of Planning and Infrastructure on the proposed development.

Site Description



Figure 1: Eastlakes Shopping Centre, Eastlakes “A” Depicts the development site.

Environmental Assessment No: MP09_0146

The development proposes:

- **Mixed use development incorporating ground floor retail podium with retail area of 12440m²; 12 residential buildings (2-8 storeys in height above podium level) with 361 residential apartments and 82 serviced apartments, basement parking, associated landscaping and infrastructure works and changed access arrangements**

Site Risk Rating

This risk rating is based on Police Data, LAC Rankings including area hot spots, which include Stealing/Steal from Persons, Robberies, Steal from Motor Vehicles and Break, Enter and Steal. The proposed development is bordered by mixed residential and commercial properties to the north and south. Police believe there would be limited surveillance opportunities during the evening hours because of its close proximity to commercial properties that do not operate at night. The significant size of the proposal will increase the vehicular traffic and pedestrian traffic to the area. This has the potential to introduce new victims, crime opportunities, offenders to the development and its surroundings. It is highly probable that reported crime will increase in the future.

The NSW Police Safer by Design Evaluation process is based upon the Australian and New Zealand Risk Management Standard ANZS4360:1999 (3). It is a contextually flexible process that identifies and quantifies crime hazards and location risk. The process includes measurement of crime likelihood (probability), consequence (outcome), distributions of reported crime (hotspots), socio-economic index for areas (SEIFA) (disadvantage), crime opportunities.

As a result of this process a **medium** crime risk rating has been identified for this development on a sliding scale of low, moderate, high, extreme crime risk. The Environmental Planning & Assessment Act 1979, Section 79C Crime Prevention Guidelines require City of Botany Council (consent authority) ensure that this development provides safety and security to users and the community.

With this in mind natural, low organised and high technical mechanical Crime Prevention Through Environmental Design (CPTED) treatments need to be considered for the proposed development in order to reduce opportunities for crime.

1. Crime Prevention through Environmental Design

Crime Prevention through Environmental Design (CPTED) is a crime prevention strategy that focuses on the planning, design and structure of cities and neighbourhoods. It reduces opportunities for crime by using design and place management principles that reduce the likelihood of essential crime ingredients from intersecting in time and space.

Predatory offenders often make cost-benefit assessments of potential victims and locations before committing crime. CPTED aims to create the reality (or perception) that the costs of committing crime are greater than the likely benefits. This is achieved by creating social and environmental conditions that:

- Maximise risk to offenders (increasing the likelihood of detection, challenge and apprehension)
- Maximise the effort required to commit crime (increasing the time, energy and resources required to commit crime)
- Minimise the actual and perceived benefits of crime (removing, minimising or concealing crime attractors and rewards) and
- Minimise excuse-making opportunities (removes conditions that encourage/facilitate rationalisation of inappropriate behaviour).

The principles of Crime Prevention Through Environmental Design (CPTED) need to be considered for the proposed development to reduce opportunities for crime:

Surveillance

Lighting

Territorial reinforcement

Space/activity management

Access control

Surveillance

Natural surveillance increases the threat of apprehension by taking steps to increase the perception that people can see and be seen. Surveillance occurs by designing the placement of physical features, activities and people in such a way as to maximise visibility and foster positive interaction among legitimate users of private and public space. Potential offenders will often feel threatened by the increased scrutiny and limitations on escape ways.

Natural surveillance opportunities during construction for this development in the day will be acceptable with the substantial amount of workers required. The issues will come overnight and the weekend. Building materials including copper wiring and piping are highly sought after as scrap metal due to their value, therefore measures should be put in place to deter offenders when there are no persons around. With this in mind it may be necessary to increase surveillance opportunities by using either technical/mechanical (Closed Circuit Television Systems etc) or organised (using people to supervise areas) treatment options.

Recommendations:

1. As the proposed development may be exposed to Break Enter and Steals, Stealing, Steal from persons, Malicious Damage and Steal from Motor Vehicle offences, a closed circuit television system (CCTV) which complies with the Australian Standard – Closed Circuit Television System (CCTV) AS:4806:2006 needs to be implemented to receive, hold or process data for the identification of people involved in anti social or criminal behaviour. The system is obliged to conform with Federal, State or Territory Privacy and Surveillance Legislation.
2. This system should consist of surveillance cameras strategically located in and around the development to provide maximum surveillance coverage of the area, particularly in areas which are difficult to supervise.
 - Cameras should be strategically mounted outside the development buildings and within the car parking areas to monitor activity within these areas.
 - One or more cameras should be positioned at the entry and exit points to monitor these areas (underground car park, foyer entrance)
3. Digital technology should be used to receive, store and process data. Recording equipment should be secured away from public access areas to restrict tampering with the equipment and data. This equipment needs to be checked and maintained on a regular basis.
4. It is crucial even in the development stage that these cameras are installed as soon as power is available to the site.
5. A monitored intruder alarm system which complies with the **Australian Standard – Systems Installed within Clients Premises, AS:2201:1998** should be installed within the premises to enhance the physical security and assist in the detection of unauthorised entry to the premises. This standard specifies the minimum requirements for intruder alarm equipment and installed systems. It shall apply to intruder alarm systems in private premises, commercial premises and

special installations. The system should be checked and tested on a regular (at least monthly) basis to ensure that it is operating effectively. Staff should be trained in the correct use of the system.

6. The light emitting diodes (LED red light) within the detectors should be deactivated, to avoid offenders being able to test the range of the system.
7. As a number of business premises have had telephone lines cut to prevent alarms being reported to the security monitoring company, a supplementary system such as Global Satellite Mobile (GSM) or Radio Frequency (RF) systems should be used to transmit alarm signal by either mobile telephone or radio frequency.
8. Where views from the counter are restricted, the installation of convex mirrors to improve visibility from the console. Ensure the location of advertising does not impede the view from the console operator or surveillance cameras. Consideration should be given to the width, height and location of the counter areas. The counter should be designed to reduce the opportunity for assaults upon staff and unauthorised public access behind counters. It is advised that the minimum console width should be 900mm and height minimum 1000mm. Anti-jump barriers – Perspex, wire or glass barriers are acceptable, provided they are securely fastened to the counter of the console, capable of withstanding being pushed and if glass or Perspex be shatter proof. Partitions fitted with doors should be installed to restrict access behind the counter areas.
9. Consideration should also be given to incorporating duress facility into the system to enable staff to activate the system manually in the event of an emergency, such as a robbery **NB Duress devices should only be used when it is safe to do so**
10. Any proposed landscaping and vegetation should adhere to the following principles:
 - Shrubs, bushes, plants should remain under 900mm in height.
 - Branches of large trees should start at a height of two (2) metres and higher.

This will assist with natural surveillance and reduce hiding spots and dark areas for potential offenders.
11. By angling fire egress inlet walls 45 degrees or more, opportunities for entrapment, loitering and vandalism can be reduced.
12. Any proposed seating area, playground or grass area should be positioned somewhere which can be viewed easily by the community.

Areas which are isolated, unused and maintained poorly become a breeding ground for anti social behaviour.

13. Care should be taken when using glazing in entry foyers. At night the vision of departing occupants can be affected by reflections on the interior of the glass (can't see outside). Mirroring can be reduced by using appropriate external lighting.
14. The configuration of car parking spaces can impact the risk to car thieves. Grid rows increase natural surveillance. Avoid dark spots, corners and isolated car spaces.
15. Public laundries, garbage disposal areas and other communal spaces should not be located in a buildings 'leftover space'. Poor supervision of communal facilities can greatly increase the risk of predatory crime, theft and vandalism. Areas that are unused or sporadically used after hours and unsupervised should not be accessible to the public.
16. Uneven building alignments, inset doorways and hidden entrances should be avoided. They can facilitate predatory crimes, thefts, malicious damage and other offences.
17. Bicycle parking areas should be located within view of capable guardians. The provision of covered lockable racks to secure bicycles increases the effort required to commit crime.

Lighting

There is a proven correlation between poor lighting, fear of crime, the avoidance of public places and crime opportunity (Painter, 1997). With this in mind the **Australia Standards, Lighting AS:1158** now requires lighting engineers and designers to factor in crime risk and fear when choosing the type of luminaries/lighting levels.

Recommendations:

1. Lighting (lux) levels for this development must be commensurate with a **medium** crime risk identified in this evaluation. The emphasis should be on installing low glare/high uniformity lighting levels in line with **Australian Standard AS:1158**.
2. Lighting sources should be compatible with requirements of any surveillance system installed within the development. (Poor positioning choices in relation to light can cause glare on the surveillance screens).
3. The luminaries (light covers) should be designed to reduce opportunities for malicious damage. Lighting within the development needs to be checked and maintained on a regular basis.

4. A limited amount of internal lighting should be left on at night to enable patrolling police, security guards and passing people to monitor activities within the business.
5. Improved lighting needs to extend from the development towards adjacent streets. Consideration must be given to pedestrians walking from the development to surrounding streets for the purpose of catching public transport etc. Areas adjoining pathways should be illuminated to avoid opportunities for concealment and entrapment.

Territorial Reinforcement

Territorial re-enforcement promotes control through increased definition of space and improved proprietary controls. An environment designed to clearly delineate private and public spaces does a number of things. Owners have a vested interest in the space and are more likely to take the appropriate action to protect such space. Strangers or intruders stand out in that space and are more easily identified. Buildings, fences, footpaths, signs, lighting and landscape can be used to delineate space and express ownership of space. Space which is not clearly defined may encourage anti-social or criminal behaviour.

Territorial reinforcement can be achieved through:

- Design that encourages people to gather in space and to feel some responsibility for its use and condition.
- Design with clear transitions and boundaries between public and private space
- Clear design cues on who is to use the space and what it is to be used for. Care is needed to ensure that territorial reinforcement is not achieved by making public spaces, private spaces through gates and enclosures.

Landscaping: Can be an effective and pleasant instrument to define space. Hedges and trees should not cause an area to be enclosed, restricting natural surveillance. Landscaping should lead pedestrians onto the nominated pathways.

Vegetation: Hedges and shrubs should not be higher than 900mm. Large high branching trees provide shade, shelter and add to the attraction of environments. The lower tree limbs should be above average head height so they do not restrict vision. The use of thorny bushes may aid in restricting access to areas while still appealing to the eye.

Recommendations:

1. Clear street number signs should be displayed and appropriately positioned at the front of the business to comply with Local Government Act, 1993 Section 124 (8). Failure to comply with any such order is an offence under Section 628 of the Act. Offences committed under Section 628 of the Act attract a maximum penalty of 50 penalty units (currently \$5500) for an individual and 100 penalty units (currently \$11000) for the corporation. The numbers should be in contrasting colours to the building materials and be larger than 120mm.
2. Warning signs should be strategically posted around the buildings to warn intruders of what security treatments have been implemented to reduce opportunities for crime.
 - Warning, trespasser will be prosecuted
 - Warning, these premises are under electronic surveillance
3. Directional signage should be posted at decision making points (eg. Entry/egress points) to provide guidance to the uses of the development. This can also assist in access control and reduce excuse making opportunities by intruders.
4. A Fire Safety Statement must be prominently displayed within the development to comply with the Environmental Planning & Assessment Regulations (1994) Clause 80GB. The annual fire safety statement is a statement issued by the owner of a building.
5. Signage needs to be provided at fire exits to assist occupants to identify exits in emergency situations.
6. Signage needs to be provided to assist occupants to identify fire suppression equipment, eg extinguishers, fire hoses etc.
7. A graffiti management plan needs to be incorporated into the maintenance plan for the development. Research has shown that the most effective strategy for reducing graffiti attacks is the quick removal of such material generally within **24 hours**.
8. **Graffiti resistant materials** and anti-graffiti coating should be utilised throughout the development.

Space/Activity Management

Popular space is often attractive, well maintained and well used space. Linked to the principle of territorial reinforcement, space activity management ensures that space is appropriately utilised and well cared for.

Space/activity management strategies should include activity coordination, maintenance, rapid repair of vandalism and graffiti and the replacement of burned out lighting and the removal or refurbishment of decayed physical elements.

Space/activity management should support and increase the use of the built environment for safe activities with the intent of increasing the risk of detection to criminals and undesirable activities.

Highly functional areas are susceptible to opportunistic crime when inactive. CBDs and large developments often experience high levels of night time burglary, theft of commuter vehicles and other crime.

Recommendations:

1. An Emergency control and evacuation plan which complies with the Australian Standard, Emergency Control Organisation and Procedures for Buildings, Structures and Workplace, AS:3745:2002 should be prepared and maintained by your development to assist management and staff in the event of an emergency. This standard sets out the requirements for the development of procedures for the controlled evacuation of the building, structures and workplaces during emergencies. Further information in relation to planning for emergencies can be obtained from Emergency NSW <http://www.emergency.nsw.gov.au> or Emergency Management Australia <http://www.ema.gov.au>.
2. It is not advised to install storage cages or similar for the residents in the underground car park. If it is required, consider that they should NOT be constructed in an isolated area. The cages are easy targets when they have little supervision. CCTV cameras must cover this area if they are constructed. Solid steel housing and quality key locks should be used to prevent access.

Access Control

Access control should be designed to limit the opportunity for crime by taking steps to clearly delineate public, semi-public and private space. This can be achieved by using physical and symbolic barriers to attract, channel or restrict the movement of people into and throughout the development. By making it clear where people are permitted to go or not go, it becomes difficult for potential offenders to reach and victimise people

and their property. Illegal boundary markers and confusing spatial definition make it easy for criminals to make excuses for being in restricted areas. However, care needs to be taken to ensure that the barriers are not tall or hostile, creating the effect of a compound.

Effective access control can be achieved by creating:

- Landscapes and physical locations that channel and group people into target areas
- Spaces which attract, rather than discourage people from gathering
- Restricted access to internal areas or high risk areas (like car parks or other rarely visited areas). This is often achieved through the use of physical barriers

Recommendations:

1. The door and door frames to these premises should be of solid construction.
2. Doors should be fitted with locks that comply with the Australian Standard – Mechanical Locksets for doors in buildings, AS:4145:1993, to restrict unauthorised access and the Building Code of Australia (fire regulations). This standard specifies the general design criteria, performance requirements and procedures for testing mechanical lock sets and latch sets for their resistance to forced entry and efficiency under conditions of light to heavy usage. The standard covers lock sets for typical doorways, such as wooden, glass or metal hinged swinging doors or sliding doors in residential premises. Requirements for both the lock and associated furniture are included. Certain areas may require higher level of locking devices not referred to in this standard (eg. Locking bars, electronic locking devices and detection devices) Dead locks are recommended for residential units.
3. There are some doors within the premises which are designated as fire exits and must comply with the Building Code of Australia. This means that they provide egress to a road or open space, an internal or external stairway, a ramp, a fire isolated passageway, a doorway opening to a road or open space. The doors in the required exits must be readily open-able without a key from the side that face the person seeking egress, by a single hand downward action or pushing action on a single device which is located between 900mm and 1.2m from the floor.
4. Any sliding doors installed in the apartments should be fitted with lockable bolts in the bottom and top of the door frame.

5. The windows and window-frames to these premises should be of solid construction. These windows should be fitted with locks which comply with the **Australian Standard – Mechanical Locksets for windows in buildings, AS:4145** <http://www.standards.org.au> to restrict unauthorised access. This standard specifies the general design criteria, performance requirements, and procedures for testing mechanical lock sets and latch sets for their resistance to forced entry and efficiency under conditions of light to heavy usage. The standard covers lock sets for typical windows, such as wooden, glass or metal hinged swinging windows or sliding windows in residential and business premises, including public buildings, warehouses and factories. Requirements for both the lock and associated furniture are included. Certain areas may require a higher level of locking devices not referred to in this standard. (e.g. locking bars, electronic locking devices, detection devices, alarms).
6. The main access to the underground car park (residential) should have restricted access with a security pass. The opening/closing mechanism should be protected from vandalism and tampering. All exit doors from the car park should have striker plates installed to minimise the chance of tampering.
7. The main entry/egress doors to the development should have an electronically operated lock which requires a security swipe pass for entry. The lifts operating in the building should have the same security swipe pass technology. When an occupant buzzes in a visitor the lift should recognise the floor the occupant resides on and only allow the visitor access to that floor in the lift.
8. Entrance doors to commercial premises should include an electronically operated lock, which can be locked after hours to control access to the development. Staff could release this lock electronically from the safety of the counter area once the customer has been identified. This locking mechanism should be activated during the hours of darkness.
9. As your business deals in cash a **robbery prevention program** needs to be established to ensure that management and staff are aware of their responsibilities in the event of such an event taking place. Establish clear cash-handling procedures within your business to reduce opportunities for crime. Staff should be trained in cash handling procedures to reduce opportunities for crime. Limit the amount of money carried in the cash drawer at any time (\$200.00 float). Lock cash drawers when not in use and clear money from the cash drawer on a regular basis, e.g. to a safe. Avoid counting cash in view of the public. Use a minimum of two staff, or security services, when transferring money to financial institutions, or consider using a reputable security company especially when transferring large amounts of money. Avoid wearing uniform or identification when

transferring money. Don't use conspicuous bank-bags when transferring money, as this can be a clear indication to the thief.

10. The two components to this development (commercial and residential) need to be completely separated to reduce the risk of crime occurring and protect the residents from anti-social behaviour and noise.

The End