

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN ASSESSMENT REPORT



TOWN PLANNING
AND URBAN DESIGN

Proposed State Significant Development (SSD) redevelopment, Campbell's Stores

7-27 Circular Quay West, The Rocks

for Tallawoladah Pty Ltd

August 2015

PROJECT NO: 216.005

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TABLE OF CONTENTS

- 1. INTRODUCTION..... 1
 - 1.1 PROPOSED CPTED MEASURES..... 2
- 2. LOCATION AND CONTEXT 3
 - 2.1 LOCAL CONTEXT 3
 - 2.2 REGIONAL CONTEXT 7
- 3. CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN PRINCIPLES (CPTED)..... 8
 - 3.1 OVERVIEW..... 8
 - 3.2 DESIGN CONSIDERATIONS 9
 - 3.2.1 Relationship between design and crime 9
 - 3.3 CURRENT CRIME PROFILE..... 11
 - 3.3.1 City of Sydney LGA..... 11
 - 3.3.2 The Rocks (suburb) 13
- 4. ASSESSMENT AGAINST CPTED PRINCIPLES 19
 - 4.1 SURVEILLANCE..... 19
 - 4.1.1 Comments from NSW Police (Sydney City LAC): Surveillance..... 20
 - 4.1.2 Proposed measures: Surveillance 21
 - 4.2 ACCESS CONTROL..... 23
 - 4.2.1 Comments from NSW Police (Sydney City LAC): Access control..... 23
 - 4.2.2 Proposed Measures: Access control..... 24
 - 4.3 TERRITORIAL REINFORCEMENT 25
 - 4.3.1 Comments from NSW Police (Sydney City LAC): Territorial reinforcement 25
 - 4.3.2 Proposed Measures: Territorial reinforcement 26
 - 4.4 SPACE MANAGEMENT 27
 - 4.4.1 Comments from NSW Police (Sydney City LAC): Space management 27
 - 4.4.2 Proposed Measures: Space management 28
- 5. CONCLUSION 29



APPENDICES

Appendix A: Assessment Against Safer by Design Guidelines

Appendix B: NSW Recorded Crime Statistics – City of Sydney LGA (BOSCAR)

Appendix C: Crime prevention strategies received from NSW Police (Sydney City Local Area Command) in relation to the proposed development design

TABLES

Table 1: Design response of the proposed development against the CPTED Principles

Table 2: Crime Trends in the City of Sydney LGA (NSW Bureau of Crime Statistics and Research)

FIGURES

Figure 1: Local context of the subject site (Google Maps)

Figure 2: Regional context of the subject site (Google Maps)

Figure 3: Incidents of assault (non-domestic assault) from April 2014 to March 2015, The Rocks (suburb)

Figure 4: Incidents of robbery from April 2014 to March 2015, The Rocks (suburb)

Figure 5: Incidents of sexual offences from April 2014 to March 2015, The Rocks (suburb)

Figure 6: Incidents of theft from April 2014 to March 2015, The Rocks (suburb)

Figure 7: Incidents of malicious damage to property from April 2014 to March 2015, The Rocks (suburb)

PHOTOGRAPHS:

Photo 1: View of the existing Campbell's Stores, looking north from Hickson Road

Photo 2: View of existing Campbell's Stores, looking south from Hickson Road

Photo 3: View of existing Campbell's Stores, looking south from Hickson Road

Photo 4: View of existing Campbell's Stores, looking south-west from the eastern frontage of the site

Photo 5: View of existing Campbell's Stores, looking north-west from the eastern frontage of the site



1. INTRODUCTION

This report constitutes a Crime Prevention through Environmental Design (CPTED) assessment prepared by TPG Town Planning and Urban Design on behalf of Tallawoladah Pty Ltd. The report is in response to the Secretary's Environmental Assessment Requirements (SEARs) issued by the Department of Planning and Environment (DPE) on 28 May 2015 for the proposed State Significant Development (SSD) known as the 'Remediation, Renewal and Adaptive Re-Use of Campbell's Stores, The Rocks' (SSD 7056). The proposal relates to the land at 7-27 Circular Quay West, The Rocks, referred to as 'Campbell's Stores'.

Crime and safety issues relating to the proposed development will be explored in this CPTED Report. The purpose of this report is to assess the nature and design of the proposed redevelopment against potential crime risks presented in the local government area (LGA) of Sydney. It includes detailed recommendations to ensure the safety and security of the proposed redevelopment, its future patrons and the local community. Lowering the risk of crime involves using design to both intensify the difficulty and risks for possible offenders and diminishing the rewards. As such, any crime risks identified have been addressed through the implementation of CPTED principles incorporated in the design of the proposed redevelopment.

The proposed redevelopment will involve:

- The remediation, restoration, and development of the Campbell's Stores in accordance with an Agreement for Lease (AFL) of Campbell's Stores executed by Sydney Harbour Foreshore Authority (SHFA) and Tallawoladah Pty Ltd, including:
 - alterations to the existing building, including modifications to the existing openings on the western elevation of the building, provision of new openings on the southern elevation, upgrades to fire egress and other remediation and restoration works;
 - expansion of the existing covered outdoor dining area so that it runs generally parallel to the eastern elevation of the building, with landscape beds to provide a clear separation between the leased area and the public domain;
 - construction of a stand-alone structure to the north of the existing building which will accommodate amenities on the lower ground floor and additional floorspace on the upper section, which will be elevated to maintain views to the harbour;
 - subdivision to create separate lots as outlined in Section 33.1 of the AFL and broadly including the building and loading dock, licensed area, tunnel land, ground lease land, ground licensed area and balance of the land; and
 - activation of the Hickson Street frontage, with particular inclusion of restaurant seating.



The CPTED report has been prepared taking into consideration the following data sources:

- Feedback on the design from Crime Prevention Officer Constable Laura Clifford of the Sydney City Local Area Command (LAC). This feedback has been incorporated into **Section 4** of this CPTED report, with original comments received via email dated 29 July 2015 and are included at **Appendix C**.
- The *Crime Prevention and the Assessment of Development Applications: Guidelines under section 79C of the Environmental Planning and Assessment Act 1979* document prepared by the Department of Urban Affairs and Planning (2001).
- Analysis of local crime statistics from the Bureau of Crime Statistics and Research (BOCSAR).

1.1 PROPOSED CPTED MEASURES

The proposed development will incorporate a range of safety and security measures in order to ensure the proposed development incorporates CPTED principles. These are outlined in Section 4 of this report and are based on the four CPTED principles being surveillance, access control, territorial reinforcement and space management.

An assessment under the Safer by Design guidelines is also attached at **Appendix A**.

It is noted that the NSW Bureau of Crime Statistics and Research (BOCSAR) has issued a summary of crime associated with the Sydney Local Government Area (LGA) from 2010-2014. Refer to **Appendix B** for these statistics.

2. LOCATION AND CONTEXT

2.1 LOCAL CONTEXT

The subject site is located in the suburb of Sydney, approximately 60 metres to the north-west of Overseas Passenger Terminal, 130 metres east of the Bradfield Highway/Cahill Expressway, and 70 metres south of the Park Hyatt hotel, Sydney. The subject site is surrounded by a mix of commercial, retail and residential development, and addresses Sydney Cove. **Figure 1** demonstrates the subject site's context.

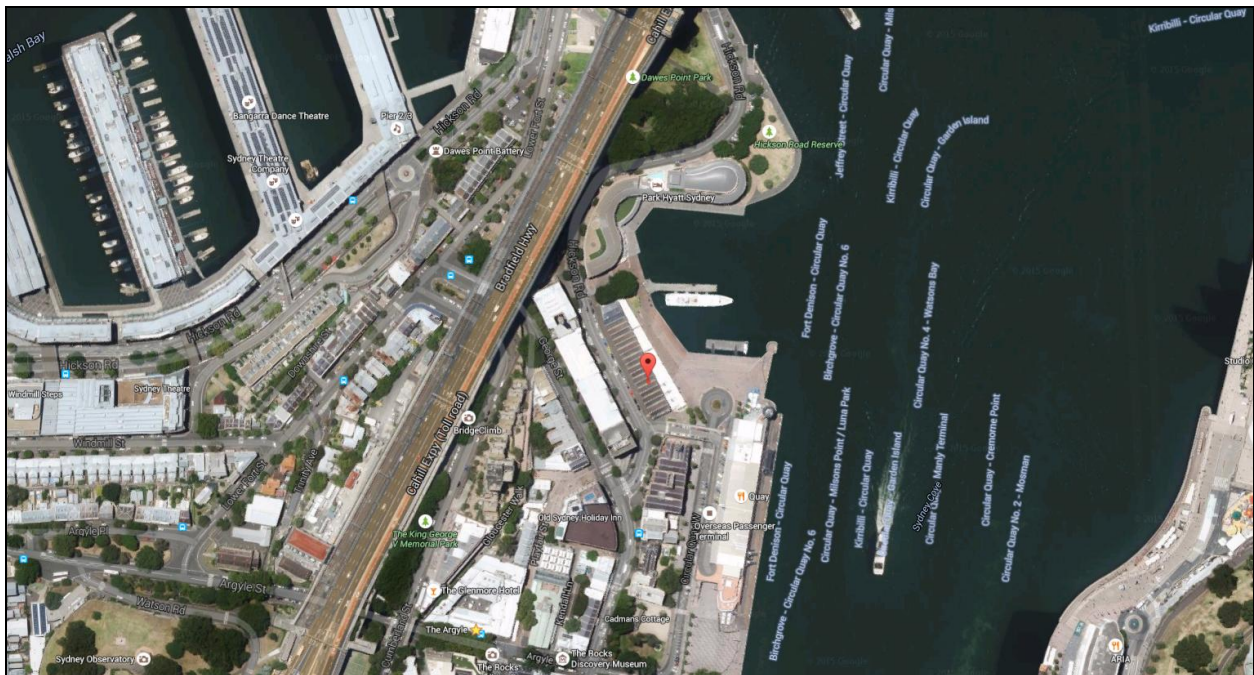


Figure 1: Local context of the subject site (subject site outlined identified by red balloon)

Source: Google Maps

The photos below demonstrate the subject site and the surrounding locality.



Photo 1: View of the existing Campbell's Stores, looking north from Hickson Road

Source: Google Maps



Photo 2: View of existing Campbell's Stores, looking south from Hickson Road

Source: Google Maps



Photo 3: View of existing Campbell's stores, looking south from Hickson Road

Source: Google Maps

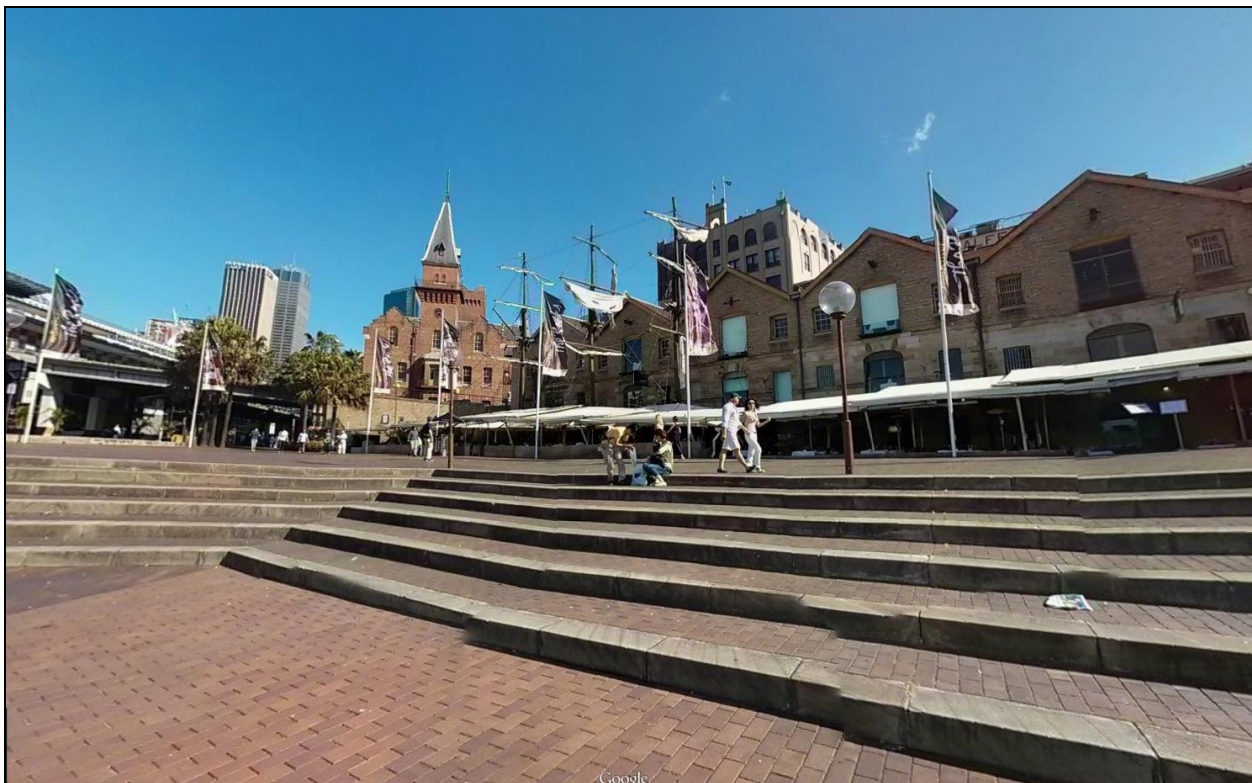


Photo 4: View of existing Campbell's stores, looking south-west from the eastern frontage of the site

Source: Google Maps



Photo 5: View of existing Campbell's stores, looking north-west from the eastern frontage of the site

Source: Google Maps

2.2 REGIONAL CONTEXT

The subject site is located in the suburb of Sydney, which is located in the City of Sydney LGA. The site is located approximately 630 metres from the northern edge of the CBD core. **Figure 2** demonstrates the regional context of the subject site.

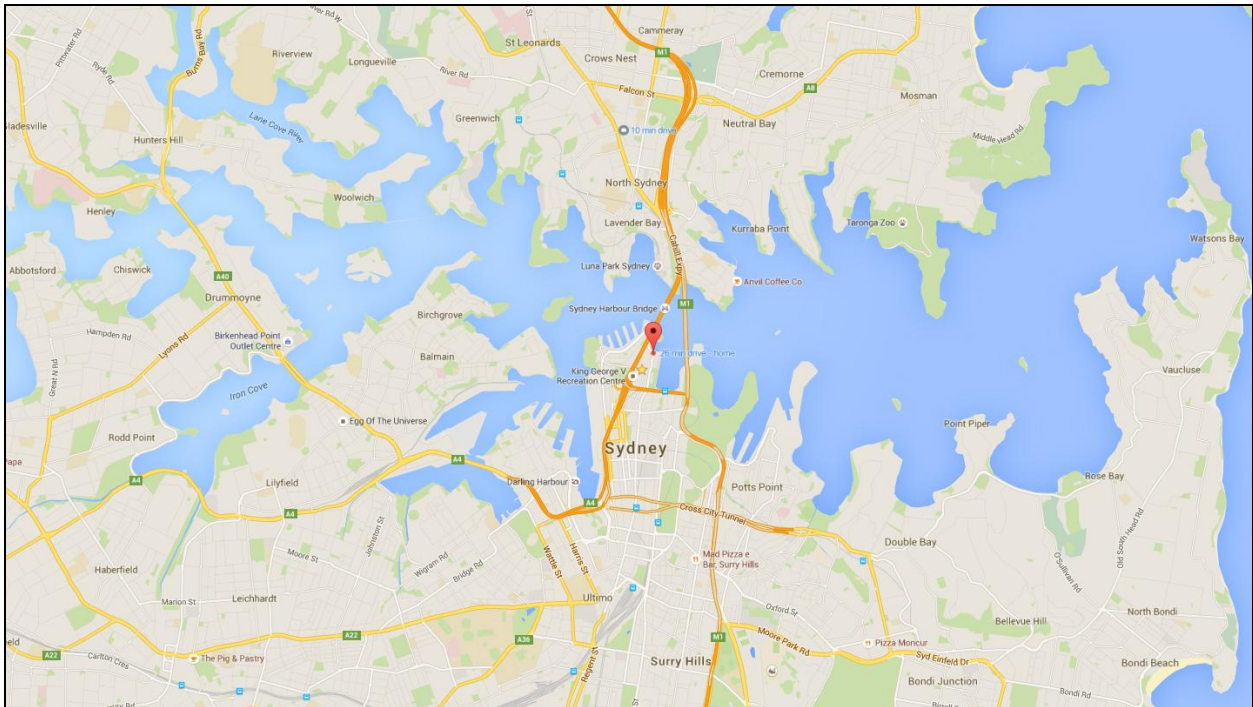


Figure 2: Regional context of the subject site (subject site identified by red balloon)

Source: Google Maps



3. CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN PRINCIPLES (CPTED)

3.1 OVERVIEW

Table 1 provides a summary of the proposed development’s design response against the four CPTED principles, being surveillance, access control, territorial reinforcement and space management.

Table 1: Design response of the proposed development against the CPTED Principles

CPTED PRINCIPLE	DESIGN RESPONSE
Surveillance	Sight lines between corners and entrances at the entries and to the public domain elements of the proposal have been designed to minimise hiding opportunities. This has been achieved through the removal of unnecessary walls/obstructions, the use of clear glazing where possible, as well as maximising sight lines from the entrance of the buildings to the primary street and public domain frontages. The use of CCTV cameras will also be a technical surveillance addition used throughout the development, loading dock, the entry and exit point to the building as well as the new structure to the north and restaurant tenancy areas.
Access control	The use of security shutters/swipe card access to the offices, utilities, service counters, store rooms and loading dock of the proposed development. All areas that are restricted will be kept locked at all times, with employees given access to these areas through security clearances. It is necessary to ensure the effective use of physical and symbolic barriers to attract, channel or restrict the movement of people to minimise opportunities to commit crime. Additionally, the design and location of the back of house areas of the building will be such that it allows the opportunity for staff surveillance.
Territorial reinforcement	The design of the proposed development incorporates aspects which define and distinguish areas strictly for private use/access from the areas utilised for public and semi-public purposes. All proposed lighting and signage has been designed accordingly. Where appropriate, the utilisation of signage, site furnishings and paving detailing to delineate between public and private spaces has been included.
Space management	The creation of well-kept and attractive spaces will help to attract more people, and thus reduce the likelihood of crime occurring through increased passive surveillance. The use of quality design combined with the implementation of an appropriate management, upkeep and cleaning strategies will reinforce perceptions of safety.



3.2 DESIGN CONSIDERATIONS

3.2.1 Relationship between design and crime

Crime prevention: Aims to prevent crime and anti-social behaviour before it occurs.

Social prevention: Aims at addressing socio-economic causes of crime.

Situational prevention: Seeks to reduce opportunities for crime and anti-social activity through changing the environment

Examples:

- A typical offender will assess the potential crime location before committing a crime.
- Building design or use can create an environment that is not conducive to crime.
- Building design should seek to address both actual crime and fear of crime.
- Good design should encourage an open society, open space and freedom of movement.

A fear of crime leads to reduced participation in civil society. This also leads to a self-fulfilling prophesy, that is if an area is perceived as unsafe, people retreat into homes, surveillance is reduced and crime is encouraged.

Holistic approach

Crime Prevention for development – a holistic approach involving:

- CPTED (Crime Prevention through Environmental Design) principles;
- engineering and physical measures (e.g. CCTV, security doors, security patrols, mirrors);
- management strategies (e.g. Security Management Plan).

Crime Prevention through Environmental Design

Crime Prevention through Environmental Design (CPTED) aims to reduce crime and change perceptions of crime through changing the physical environment.

- CPTED increases risk for criminals by increasing chance of detection, challenge and capture.
- Increases effort required to commit crime by increasing the time, energy and resources needed to be expended.
- Removes conditions that create confusion about behaviour norms.



The CPTED Principles

There are four principles that need to be used in the assessment of development applications to minimise the opportunity for crime:

- Surveillance;
- Access Control;
- Territorial Reinforcement;
- Space Management.

Particular consideration has been given to the incorporation of these principles concerning entrances, sight lines, vehicular access and exit onto the premises and from the loading dock, opportunities for technical and passive surveillance, interrelationships with public domain areas, and restaurant tenancy spaces, lighting, legibility and accessibility, ownership and space management, security and safety, and minimisation of 'entrapment' opportunities.



3.3 CURRENT CRIME PROFILE

3.3.1 City of Sydney LGA

A desktop study has been undertaken to prepare a crime profile for the area. Statistics and data generally relates to the City of Sydney LGA as a whole. **Table 1** shows the crime trends for the Sydney LGA for selected offence types obtained from the NSW Bureau of Crime Statistics and Research (BOCSAR) over a five year period between 2010 and 2014. The table provides data on a large array of offences such as assault, robbery and stealing. It is noted that offences such as murder have not been included as they are considered to be a specific and generally premeditated offence. The information provided is current to 2014.

Table 2: Crime trends in the City of Sydney LGA – Number of recorded incidents and rate per 100,000 population, 24-month and 60-month trend and Local Government Areas rankings (for 2014)

Offence type	Number of incidents					24-month trend^^	60-month trend^^
	2010	2011	2012	2013	2014		
17 major offences							
Assault – domestic violence related	907	877	879	969	1,011	Stable	2.8%
Assault – non-domestic violence related	4,006	3,772	3,724	3,577	3,124	-12.7%	-6.0%
Sexual assault	191	184	200	182	166	-8.8%	Stable
Indecent assault, act of indecency and other sexual offences	324	285	294	323	333	Stable	Stable
Robbery without a weapon	532	474	457	412	272	-34.0%	-15.4%
Robbery with a firearm	34	27	21	24	14	nc**	nc**
Robbery with a weapon not a firearm	175	166	173	156	96	Stable	-13.9%
Break and enter dwelling	1,283	1,225	1,269	1,066	904	-15.2%	-8.4%
Break and enter non-dwelling	925	807	820	934	586	-37.3%	-10.8%
Motor vehicle theft	679	699	537	427	401	Stable	-12.3%



Offence type	Number of incidents					24-month trend^^	60-month trend^^
	2010	2011	2012	2013	2014		
Steal from motor vehicle	2,765	2,714	2,200	2,352	2,174	Stable	-5.8%
Steal from retail store	1,973	2,290	2,462	2,276	2,313	Stable	Stable
Steal from dwelling	1,059	941	1,135	1,238	1,232	Stable	
Steal from person	3,097	2,881	2,736	2,225	1,886	-15.2%	-11.7%
Fraud	4,615	4,207	5,635	7,265	6,648	-8.5%	9.6%
Malicious damage to property	3,549	3,599	3,334	3,344	2,870	-14.2%	-5.2%
Other theft							
Receiving or handling stolen goods	809	949	1,056	1,165	1,207	Stable	10.5%
Stock theft	1	1	3	1	0	nc**	nc**
Other theft	4,889	5,110	5,379	4,880	4,671	Stable	-1.1%

^^ The trend test used was a two-tailed Kendall's rank-order correlation test with a 0.05 level of significance. For the 24-month trend the annual percentage change is provided if the trend was significant. For the 60-month trend the average annual percentage change is provided if the trend was significant.

* Ranks are only calculated for Local Government Areas (LGAs) with populations greater than 3000 people (n=141). Rates are only calculated for the major offences. Ranks are not calculated for murder due to the low number of recorded victims per LGA. The robbery and sex offence categories are combined because the numbers are too small within the individual categories to calculate reliable rate estimates.

** Trend information is not calculated (nc) if at least one 12-month period in the selected timeframe had less than 20 incidents.

Source: NSW Bureau of Crime Statistics and Research

As can be seen in the table above, crime levels for the City of Sydney LGA have either been relatively stable or have reduced in most categories over the last five years. In particular, the assault (non-domestic violence related), robbery and stealing categories, there have been reductions over the past five years in terms of the number of incidents. Given the proposed development is for the redevelopment of an existing restaurant precinct, these statistics must be considered at a suburb level so as to isolate the likelihood, at least from a statistical point of view, of theft or robbery occurring on the subject site. Analysing trends at a more local level will allow a more holistic approach to designing the proposed development with CPTED principles as a basis.

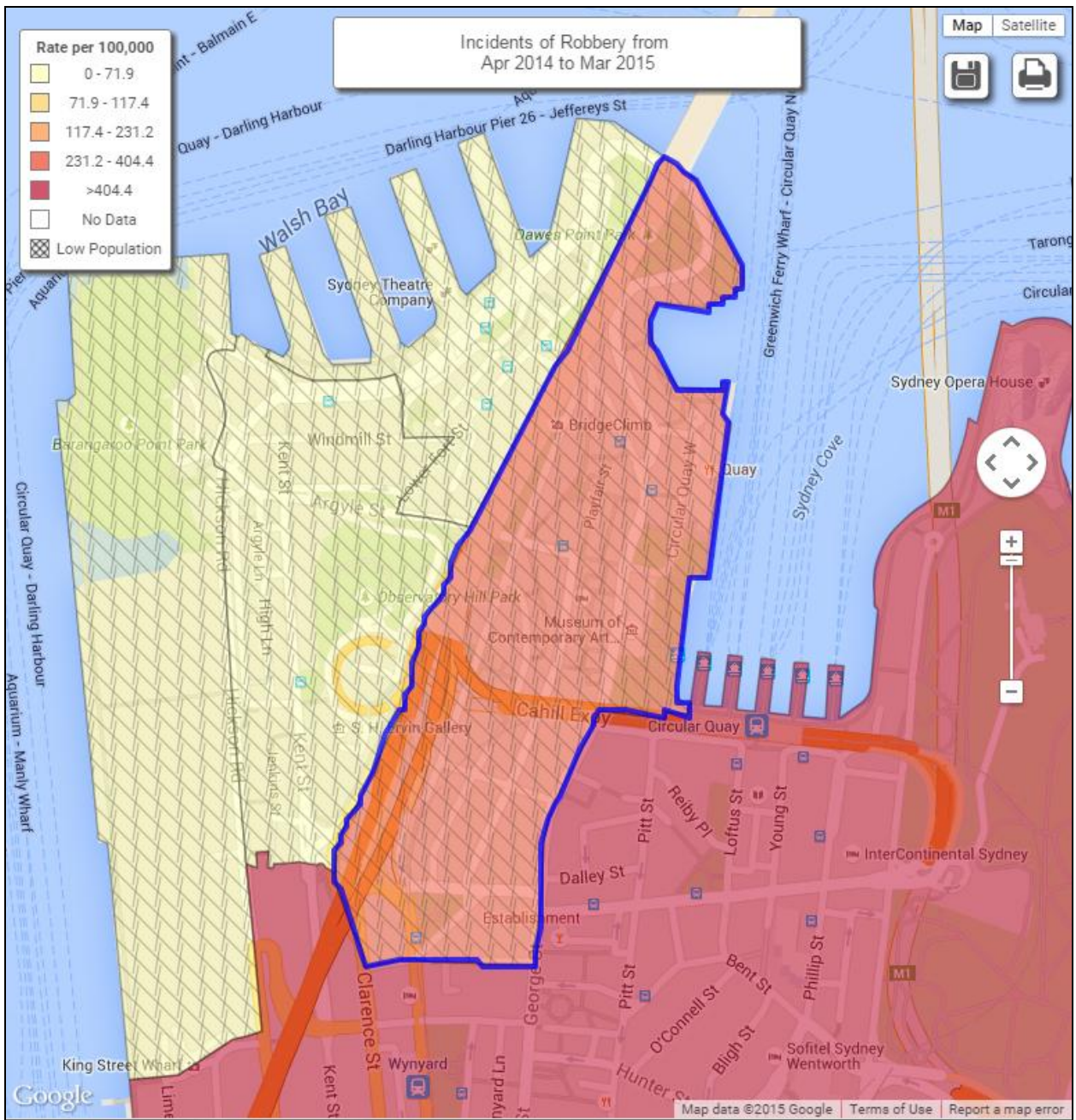


Figure 4: Incidents of robbery from April 2014 to March 2015, The Rocks (suburb)

Source: BOCSAR NSW Crime Tool

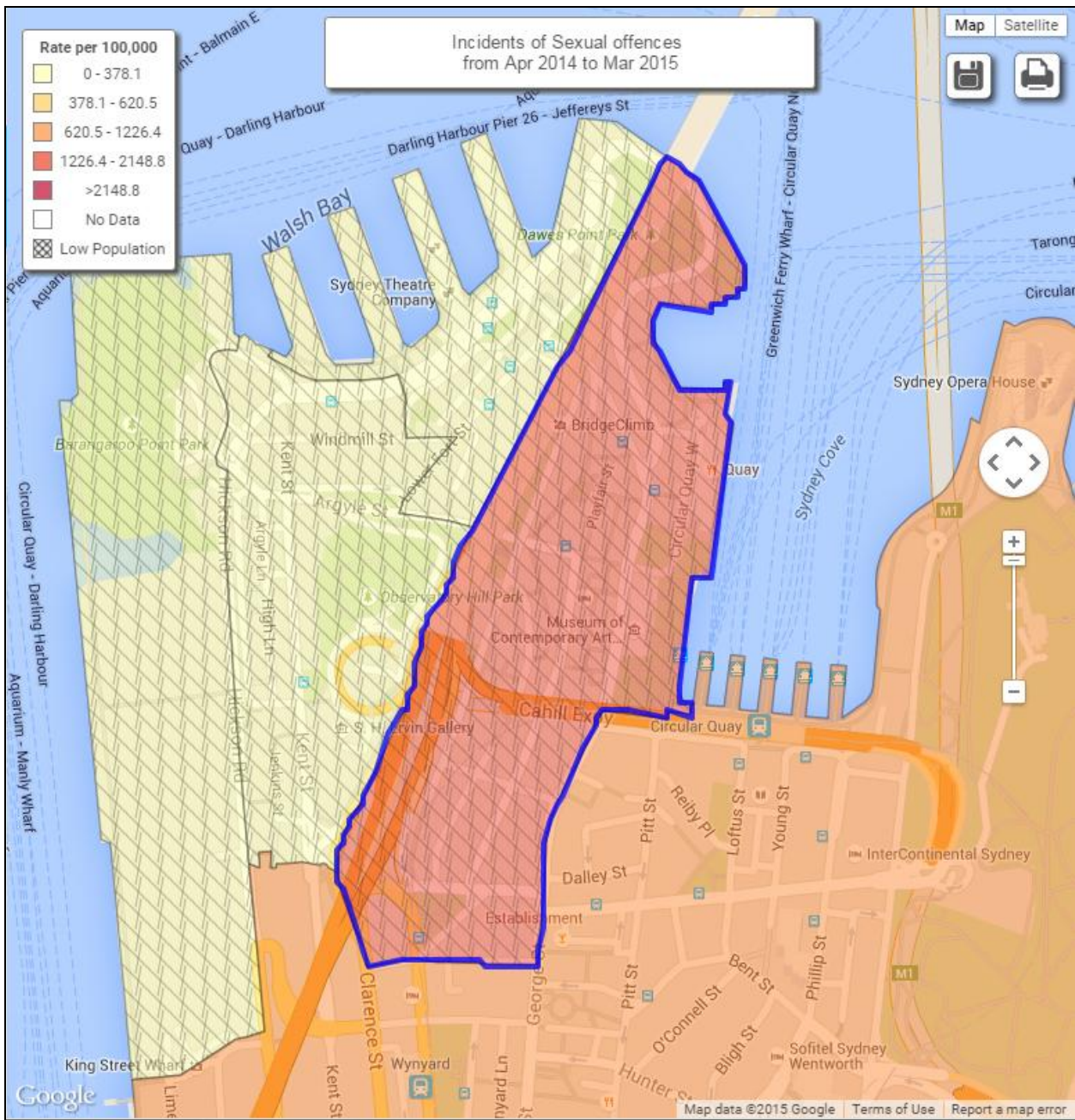


Figure 5: Incidents of sexual offences from April 2014 to March 2015, The Rocks (suburb)

Source: BOCSAR NSW Crime Tool

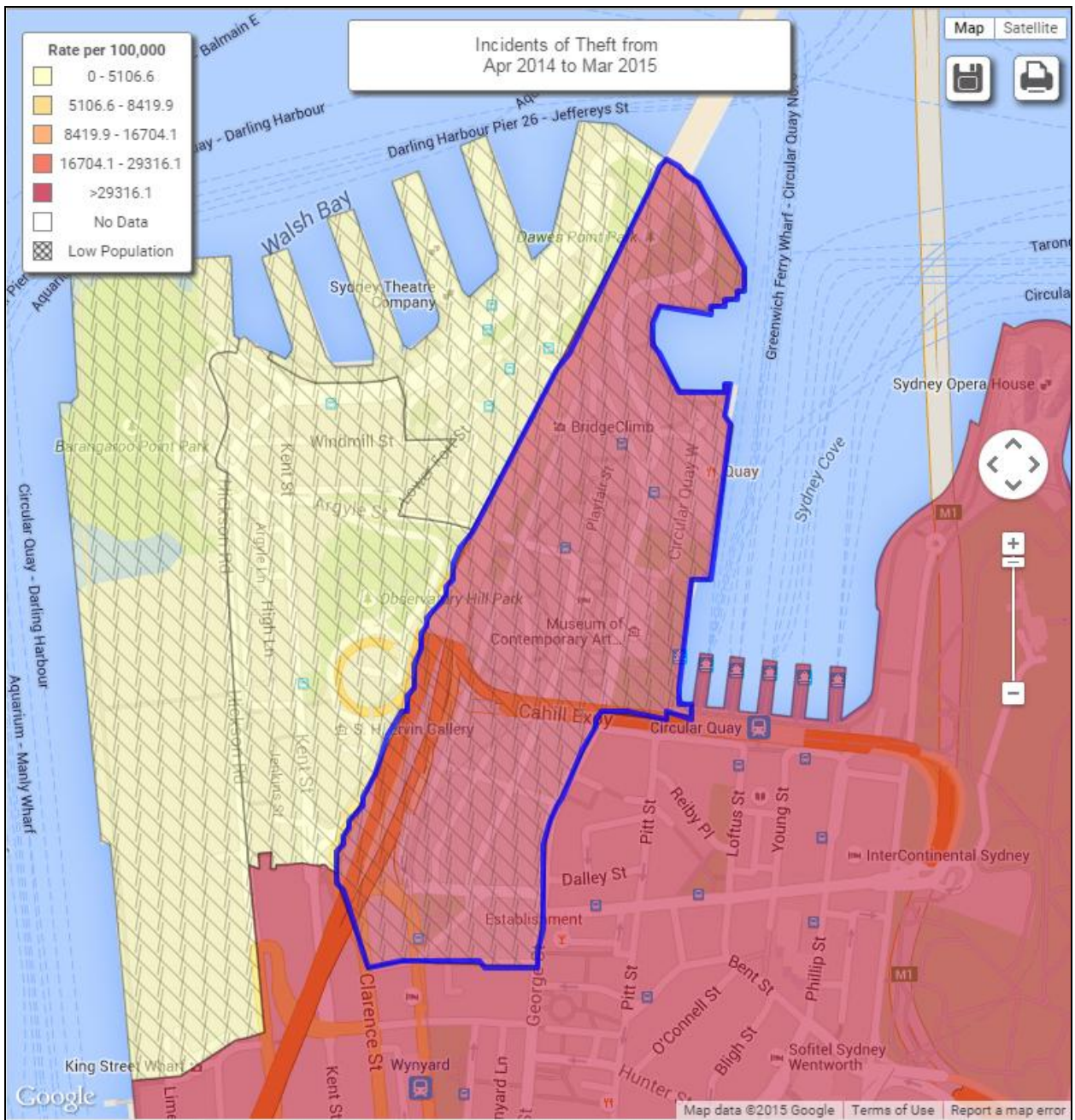


Figure 6: Incidents of theft from April 2014 to March 2015, The Rocks (suburb)

Source: BOCSAR NSW Crime Tool

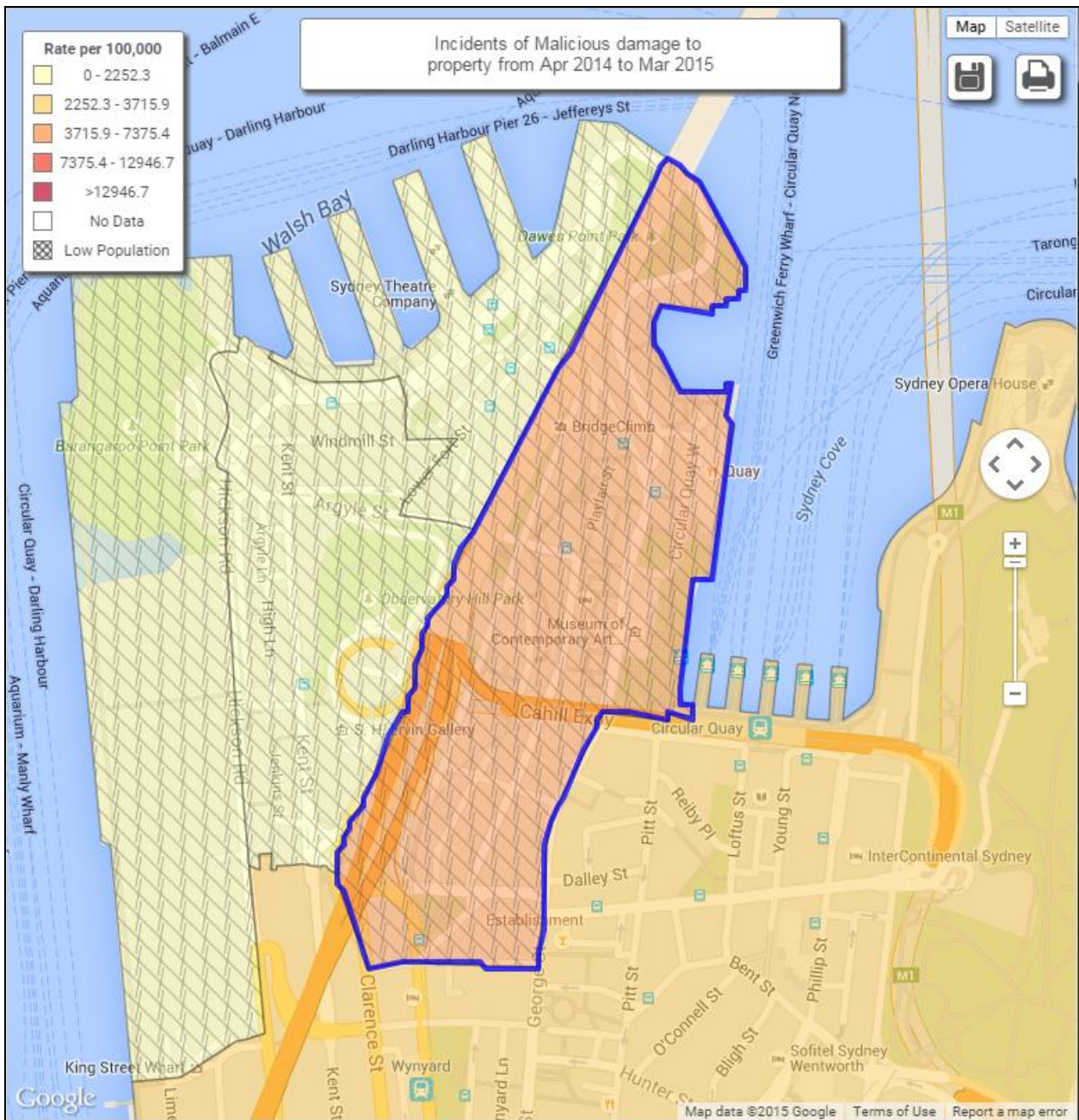


Figure 7: Incidents of malicious damage to property from April 2014 to March 2015, The Rocks (suburb)

Source: BOCSAR NSW Crime Tool



As can be seen in the figures above, for every crime category other than ‘incidents of malicious damage to property’, The Rocks falls under a medium to high frequency category (orange and red category). Whilst this does not show that the in terms of overall trends over 5 years that the incident rate for these categories is dropping, it does demonstrate that the frequency of incidents must be given careful and due consideration at the design stage of the proposed development to ensure appropriate CPTED measures can mitigate the risk of these crime occurrences to the proposed development. From the figures above, it can be deduced that theft has (in the recent past) been the likeliest of these offences to occur in the suburb.

The comments provided by NSW Police Sydney City LAC acknowledge crime risks and document strategies designed to reduce the risks outlined above, including theft. The comments include Crime Prevention Strategies, such as the implementation of a Plan of Management, conditions relating to visibility to the interior elements of the development, signage and security recommendations, CCTV measures, lighting, spruikers and a strategy for the care of building surrounds. This CPTED report and the design of the proposed development have both considered Crime Prevention Strategies provided by NSW Police, a copy of these strategies is included in **Appendix C**.



4. ASSESSMENT AGAINST CPTED PRINCIPLES

4.1 SURVEILLANCE

Information gathered from BOCSAR identifies moderate to high proportions of theft for the area concentrated around The Rocks particularly. The proposed development's close proximity crime hotspots would require the implementation of CPTED principles at the design stage. Therefore the proposed redevelopment has been designed to maximise passive surveillance within and around the main existing building, the proposed new building, within the loading dock and back of house areas, as well as maximising the use of CCTV and other additional surveillance measures.

The proposed development has been designed to provide users exiting and entering the buildings, and casual observers along Hickson Road and the Sydney Cove/Circular Quay west public domain areas with clear sight lines. This will be achieved by ensuring the frontages along Sydney Cove are activated to allow unobstructed visibility. The associated level changes works to be completed by the Sydney Harbour Foreshore Authority (SHFA) as part of the wider development scheme will ensure the activated levels of the development more readily address the public domain and overall, the proposal will result in an improvement in terms of visibility through to Sydney Cove and its associated civic areas.

Clear glazing will be used on all windows which are to be retained and implemented to ensure patrons of the development have a clear view down to the street and public domain areas and entry points to the development for additional passive surveillance. The design of the proposed development will incorporate glazing where possible along the primary frontage to Sydney Cove, particularly with the new structure to the north.

Any landscape plantings will be located to ensure no obstructions are proposed at eye level into, within and from the development. The design will ensure no obstructions of sight lines from the proposed entry points from the public domain into the development and inclusive of the service area/loading dock as well as to the adjacent development and the proposed pedestrian areas surrounding the subject site. The proposed activation of Hickson Street to include restaurant seating will provide increased opportunities for passive surveillance. The internal layout of the proposed development is such that hall widths and back of house areas will be sufficient to enhance opportunities for passive surveillance for staff members and patrons. Particular attention has been made to create additional sight lines in areas between corners, entrances and staff only areas in order to minimise hiding opportunities through the rationalisation of internal plant and mechanical structures.

In addition to the casual surveillance offered by the proposed design, technical surveillance is proposed throughout the development, with the use of lighting and CCTV cameras at the entry, back of house areas, loading dock and throughout the building to light the spaces and entry after dark. These measures will ensure people can be easily seen and potential offenders are deterred from gathering at the site individually or in groups at any time.



4.1.1 Comments from NSW Police (Sydney City LAC): Surveillance

The following Crime Prevention Strategies were provided by crime prevention officer, Constable Laura Clifford of the Sydney City LAC at the design stage of the proposed development in relation to surveillance measures throughout the proposed development:

(2) VISIBILITY TO INTERIOR

- (a) In order to maintain visibility to the interior, the windows must not be obscured by:-
 - a. blinds, curtains or the like;
 - b. advertising posters, painted signs, decals or displays that are fixed internally or externally; or
 - c. shelving;
- (b) The approved layout must not be altered, without the prior approval of Council, where it would result in the front being obscured in any way.
- (c) Any shelving along the glass windows must be of an open-framed, see through construction and the combined height of shelving and any goods displayed must not exceed 1200mm above the finished floor level.
- (d) All shelving, and the like which are placed in front of windows, must be kept a minimum of 1 metre from the inside face of the window.

(6) CCTV

The following conditions in relation to CCTV are strongly requested to better allow Police to investigate and prosecute offences within the in the City of Sydney Local Government Area -

- (a) A digital CCTV system must be installed and be in constant operation covering all entry/exit points and the cash register and the cameras must be fitted so as to capture images of the face of potential offenders that may be wearing caps or hats. The CCTV system and installation must be in accordance with Australian Standards.
- (b) Suitable and clearly visible signage shall be displayed at the principal entrance(s) to the premise, in lettering not less than 50mm in height with the words "Closed Circuit Television in use on these premises". The same signage to be attached in a prominent position on the bulkhead on each respective level of the premises.
- (c) All CCTV recording equipment and cameras shall be of high grade digital quality capable of establishing the population and identification of patrons, offenders and incidents within the depth of field view of the cameras. In this respect each surveillance camera shall be capable of recording a minimum rate of 10 frames per second and at high resolution.
- (d) CCTV recording discs or hard drive recordings shall be retained for 30 days before being re-used, destroyed or deleted. Time and date shall be auto recorded on the disc or hard drive. The CCTV recording equipment shall be capable of reproducing a CD/DVD copy of recorded footage on demand of Council or Police Officers either immediately or within 12 hours of the request being made. Copy discs must be handed to Council, Police Officer or Special Inspectors as required.
- (e) All CCTV recording devices and cameras shall be operated 24 hours per day and 7 days per week or all trading hours of the premises if it does not trade 24 hours per day.



- (f) The employee on duty is responsible, each shift, to ensure the CCTV system is fully operational. All checks and faults are to be recorded and reported to those responsible.
- (g) All staff are trained to copy CCTV footage upon request by Police.
- (h) The CCTV is registered with the NSW Police Force CAMFIND program.
- (i) CCTV system set up in staff only areas where customers cannot easily access and minimise tampering.

The applicant has considered the Crime Prevention Strategies received by the Sydney City LAC with regards to surveillance and has incorporated them into the design of the proposed development.

4.1.2 Proposed measures: Surveillance

It is noted that the hours of operation of the proposed development are as per the current licensing and proposed noise recommendations. In addition to the surveillance recommendations from NSW Police identified in above, the proponent has agreed that the following measures will be included within the proposed development with regards to surveillance:

- All external windows in the proposed development shall be reinforced by either a shatter resistant film adhered internally or by the use of laminated glass to aid in the prevention of breakage.
- A Closed Circuit Television (CCTV) system should be installed throughout the development to maximise surveillance opportunities, including inside and outside, in particular throughout the back of house areas and public domain areas.
- Clear glazing where practical, and where able to be included (keeping in mind the confines presented by the need to preserve the heritage values of the existing building) rather than solid walls to provide surveillance to and from adjacent development and the surrounding public domain.
- Installation of mirrors to increase visibility of possible hiding areas and to minimise hiding opportunities such as in the loading dock area and in the back of house areas, such as the common back of house rear corridor connection shared between all tenancies which connects to the loading dock.
- Continuation of management measures (through CCTV cameras, regular security patrols) for increased deterrence against loitering.
- Suitably located lighting to illuminate the building, walkways and amenities section which is vandal proof/resistant to limit breakage and maintenance issues;
- The use of CCTV surveillance at the entry of the development, that is focused at face level to combat masking techniques of potential offenders.
- The provision of unobstructed corridors to promote passive surveillance within the development.



- Continued passive surveillance will be provided with staff members on site at any one time.
- All CCTV cameras will have an adequate spread radius to avoid blind spots existing throughout the development.

As such, it is considered that opportunities for surveillance have been maximised through the design of the proposed development.



4.2 ACCESS CONTROL

The design includes measures such as physical barriers (a roller shutter for the loading dock entrance) at the entry points to the proposed building to restrict access when required. The design delineates and channels pedestrian movement to the main entrance and to the designated pathways around the site. The design of the proposed development ensures that there are no places to allow for entrapment. The internal design of the proposed building includes barriers to back of house operations, signage at the entry points and staff only areas throughout the proposed development. A shatter resistant film will be placed on all windows and glazing of the proposed development. A back to base alarm system will be installed for the development, with the design, height and location of the hallways within the building carefully selected to optimise the use of floor space while at the same time allowing for staff surveillance.

4.2.1 Comments from NSW Police (Sydney City LAC): Access control

The following Crime Prevention Strategies were provided by crime prevention officer, Constable Laura Clifford of the Sydney City LAC at the design stage of the proposed development in relation to access control measures throughout the proposed development:

(5) SECURITY

The following security measures must be implemented during fit out and use of the development:

- (a) High quality door and window locks must be fitted to all openings that are accessible by the public. The locks must comply with the building code of Australia.
- (b) The premises must have a secure entry and controlled internal and external access, preferably with remote door release mechanisms.
- (c) A security gate system must be fitted to the end/s of the main reception counter to assist in restricting unauthorised entry to the "staff only" area.
- (d) Staff must be provided with a secure and safe place to leave their belongings (eg lockers) whilst at work.
- (e) The installation and specifications of the safe needs to be in accordance with the Australian Standards.
- (f) Staff working after 1.00am should be trained to respond to intoxicated and aggressive behaviours.
- (g) Immediately after the person in charge of shift becomes aware of an incident involving an act of violence causing an injury to a person on the premises, the person must:
 - i. Take all practical steps to preserve and keep intact the area where the act of violence occurred, retain all material and implements associated with the act of violence in accordance with the Crime Scene Preservation Guidelines issued by the NSW Police; and
 - ii. Make direct and personal contact with the Local Area Commander or his/her delegate and advise the Commander or delegate of the incident; and
 - iii. Comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.
 - iv. Secure and produce a copy of all CCTV footage upon request of any Police Officer.

The applicant has considered the comments and recommendations received by the Sydney City LAC and incorporated them into the design of the proposed development.



4.2.2 Proposed Measures: Access control

In addition to the security recommendations from NSW Police identified above, the proponent has agreed that the following measures will be included within the proposed development with regards to access control:

- The loading dock and service areas have been designed to minimise the potential for conflict between pedestrians, staff and motorists. The following points summarise how this will be achieved:
 - Displays of clear signage identifying loading dock and service areas and associated restrictions.
 - Installation of CCTV at the entrance of the loading dock, facing inward toward the loading dock.
 - The location of staff access points with respect to fire escapes and specialised rooms (e.g. offices, utilities, service counters, cool rooms, store rooms and service yards) will make it clear that these are not public entry points.
 - The loading dock will be differentiated with treatment through the incorporation of a different pavement/concrete finish, contrasting to the public domain.
 - The shutter at the entrance to the loading dock will remain closed and locked for the security of the building when not in operation.

The proposed development will also incorporate the following access control measures:

- Access to certain levels of the development (such as back of house areas) will be restricted to staff only, through a security control by way of swipe cards or a similar computer control zone access mechanism.
- In general, back of house operations will be controlled by the general manager and associated staff. All back of house operations and operational areas (i.e. any non public area) will have restricted access by swipe lock or a similar mechanism. This system will be utilised for all relevant parts of the development.

As identified in information gathered from BOCSAR relating to potential within the Sydney LGA and The Rocks (refer to **Section 3.3**), maximising the used of access control methods throughout the proposed development will be important in ensuring the safety of future patrons and staff of the site.



4.3 TERRITORIAL REINFORCEMENT

The definition between the boundaries of the subject site and surrounding public domains areas and development are clear given the proposed frontages, street addresses, pavement treatments, kerbings, street activations, vehicular accesses and egresses and shutters at the loading dock entrance. A proposed shutter at the loading dock entrance is proposed to ensure territorial reinforcement remains an active measure in preventing potential offenders from entering the loading dock and back of house areas via the through connection. The internal spaces within the proposed development will have clear boundaries between patron and guest areas and will include definition for staff/back of house areas through appropriate signage and demarcation. The proposed development has clearly indicated pathways for circulation both within and outside of the building through informal and formal articulation of pathways and entrances.

It is considered that treatments of passageways and thoroughfares will ensure that patrons who will frequent the proposed development will gain improved access from the proposal as it will improve the legibility and safety of the existing space. Ownership of spaces also directly correlates to the likelihood of intervention in the case of wrongdoing as well as care and maintenance of spaces (perceived surveillance). Territorial reinforcement employs the use of actual and implied boundary markers to provide legibility and environmental cues to encourage community responsibility for public spaces.

4.3.1 Comments from NSW Police (Sydney City LAC): Territorial reinforcement

The following Crime Prevention Strategies were provided by crime prevention officer, Constable Laura Clifford of the Sydney City LAC at the design stage of the proposed development in relation to territorial reinforcement measures throughout the proposed development:

(4) SIGNAGE

- (a) Provide a clear, unobstructed street number and business signage.
- (b) Signs must be erected to alert patrons that CCTV is in operation and to indicate "staff only" areas.
- (c) A street sign should be prominently displayed at the front of the development to comply with Local Government Act, 1993, Section 124, Order No.8.
- (d) No flashing signage visible from the public way shall be installed.

(8) LIGHTING

- (a) It is recommended that further information be obtained in regards to the use of lighting, both internally and externally to ensure lighting meets required Australian Standards to enhance surveillance opportunities during hours of darkness and the safety of staff and customers and to maximise the identification effect of CCTV footage.
- (b) Adequate lighting must be provided to all entrances and exits of the premises, to ensure the safety of all staff and visitors as they arrive, use and leave the premises.
- (c) Lighting to have an even distribution with no glare.
- (d) Lighting to be positioned in all areas where CCTV Cameras are installed to enhance the vision of the cameras.



The applicant has considered the comments and recommendations received by the Sydney City LAC and incorporated them into the design of the proposed development.

4.3.2 Proposed Measures: Territorial reinforcement

In addition to the territorial reinforcement recommendations from NSW Police identified above, the proponent has agreed that the following measures will be included within the proposed development with regards to territorial reinforcement to promote a positive and safe environment:

- The implementation of surveillance through the use of CCTV cameras;
- Adherence to Australian standards for lighting associated for retail buildings and amenities; and
- Where appropriate, the utilisation of signage, site furnishings and paving detailing to delineate between public and private spaces.

As such, it is considered that opportunities for territorial reinforcement have been maximised through the design of the proposed development.



4.4 SPACE MANAGEMENT

Space management systems such as light globe replacement, graffiti removal and broken site furnishing remediation influence the perceived level of care. An effective space management plan will need to be developed to ensure that processes are established to respond to and fix services and structures and under whose responsibilities these services are assigned. Site cleanliness also forms part of what is perceived to be and is actually a representation of the level of care of a particular site. Cleanliness of the site is dependent upon the management practices of facility as well as the implementation of waste removal and cleaning processes.

Opportunities for graffiti and other forms of vandalism need to be further minimised through appropriate finishes and surveillance measures. If graffiti/vandalism was to occur at any given time, the applicant can prepare a policy in accordance with the rapid removal requirement as recommended by Council for those areas controlled and managed by the owners.

4.4.1 Comments from NSW Police (Sydney City LAC): Space management

The following Crime Prevention Strategies were provided by crime prevention officer, Constable Laura Clifford of the Sydney City LAC at the design stage of the proposed development in relation to space management measures throughout the proposed development:

(1) PLAN OF MANAGEMENT

- (a) An updated Plan of Management for the business should be submitted to Council, outlining the considerations listed in this response.
- (b) A condition on the consent in regard to compliance with the Plan of Management is also requested.

(3) EXTENSION OF TRADING REQUESTS

- (a) Council's consideration of a proposed continuation and/or extension of the hours permitted by trial will be based on, among other things, the performance of the operation in relation to the current compliance with development consent conditions and any substantiated complaints received.

(7) CARE OF BUILDING SURROUNDS

- (a) In addition to Council's daily street sweeping and cleansing operations, the owner/manager of the business shall ensure that surrounds of the shopfront including pavements and gutters are to be kept clean and free of litter associated with the operation of the business at all times. Regular morning, noon, afternoon, evening and night time litter patrols shall be undertaken.
- (b) The owner/manager of the site must be responsible for the removal of all graffiti from the building within 48 hours of its application.

(9) SPRUIKERS

- (a) No Spruikers are permitted to be seen to operate in association with the business.

The applicant has considered the comments and recommendations received by the Sydney City LAC and incorporated them into the design of the proposed development.



4.4.2 Proposed Measures: Space management

In addition to the space management recommendations from NSW Police identified above, the proponent has agreed that the following measures will be included within the proposed development with regards to space management to promote a positive and safe environment:

- Removal of any graffiti.
- Remediation of vandalised or broken furnishings and lighting.
- Immediate replacement of burnt-out globes.
- Maintaining cleanliness throughout the site.

It is noted that the proposed development is subject to a waste management plan which details that disposal of waste generated by the proposed development will be handled by a private contractor, who will have access to garbage disposal facilities. All times of access by the private waste contractor will be monitored.

As such, it is considered that opportunities for space management have been maximised through the design of the proposed development.



5. CONCLUSION

This report has been prepared to detail the crime minimisation design mechanisms associated with the proposed development at 7-27 Circular Quay West, The Rocks. In summary, it is considered that the proposed development is appropriate and consistent with the NSW Department of Planning and Environment guidelines on minimising crime risk subject to the recommendations in this report.

Should the NSW Police or the Department consider that additional measures are required, the applicant asks to be consulted in the first instance prior to rejection of the proposal or imposition of any conditions which will alter the designs.



APPENDIX A

Assessment against Safer by Design Guidelines

ASSESSMENT AGAINST SAFER BY DESIGN GUIDELINES FOR CRIME PREVENTION



REQUIREMENT		CONSISTENT	COMMENT
Natural Surveillance	<i>Openings in buildings are located and designed to overlook public places to maximise casual surveillance.</i>	Yes	In accordance with BCA requirements, the openings in the buildings have been designed to also allow for casual surveillance.
	<i>The main entry to a building should face the street.</i>	Yes	Main entry to the building will address and be visible from the public domain areas along Sydney Cove. The building will include active street frontages along Hickson Street to activate that frontage.
	<i>An external entry path and the foyer to a building must be direct to avoid potential hiding places.</i>	Yes	The primary external entry path is located along the eastern frontage of the site facing Sydney Cove. However, the Hickson Street frontage will also be activated to include alfresco dining space. These external paths are considered direct and in plain sight to the public domain, limiting opportunities for potential areas of concealment.
	<i>Entry lobby areas to and from car parking areas should be transparent allowing viewing into and from these areas.</i>	Yes	Glazing/windows incorporated into facade designs.
	<i>Landscaping must not conceal the front door to a building when viewed from the street.</i>	Yes	The landscaped areas of the proposed development along the eastern and western frontages have been designed to not conceal the main entrances to the development when viewed from any part of the development, surrounding public domain elements and adjacent development.
	<i>Pedestrian access should be well lit and maximise sight lines.</i>	Yes	The design is in accordance with the Australian Standards.
	<i>Landscaping should not inhibit sight lines.</i>	Yes	The proposed landscaping will not inhibit sight lines.
	<i>ATM design and location is within direct view of pedestrian paths so that they can be overlooked from vantage points.</i>	N/A	Any ATMs included in the proposal will be designed and located within direct view of pedestrian paths so that they can be overlooked from vantage points.

ASSESSMENT AGAINST SAFER BY DESIGN GUIDELINES FOR CRIME PREVENTION



REQUIREMENT		CONSISTENT	COMMENT
	<i>The street number of a building must be visible from the street and made of a reflective material to allow visitors and emergency vehicles to easily identify the location of the building.</i>	Yes	A street number for the proposed development can be provided if required.
	<i>Landscaping should be designed to maximise sight lines.</i>	Yes	All landscaping proposed has been designed and located to maximise sightlines to and from the development.
Active surveillance measures – security devices	<i>A security alarm system must be installed in a building.</i>	Yes	Alarms will be installed in the development.
	<i>All windows and doors on the ground floor must be made of toughened glass to reduce the opportunities for ‘smash and grab’ and ‘break and enter’ offences.</i>	Yes	Schedule of building materials and finishes will be utilised in accordance with standards.
	<i>Unless impractical, access to an outdoor car park must be closed to the public outside of business hours via a lockable gate.</i>	Yes	The proposed development includes a loading dock but no underground parking, and will include a lockable roller shutter.
	<i>CCTV system must cover all high risk areas and including all entry areas and the laneway.</i>	Yes	CCTV surveillance will be installed.
Access Control	<i>Loading docks in the vicinity of main entry areas are secured outside business hours.</i>	Yes	The loading dock will include CCTV.
	<i>Access to a loading dock or other restricted areas in a building must only be available to tenants via a large security door with an intercom, code, or card lock system.</i>	Yes	Access to the loading dock will be restricted to only trucks providing deliveries to the proposed development, the private waste contractor and staff.
	<i>Clear signage should be erected indicating that loading docks should not be accessed by the general public.</i>	Yes	Signage will be installed.
Territoriality/ ownership	<i>Site planning provides a clear definition of territory and ownership of all private, semi-public and public places</i>	Yes	Site planning effectively indicates the designation of parts of the development as private and public places.
Lighting	<i>Both natural and artificial lighting is used to reduce poorly lit or dark</i>	Yes	Lighting will be installed to comply.

ASSESSMENT AGAINST SAFER BY DESIGN GUIDELINES FOR CRIME PREVENTION



REQUIREMENT	CONSISTENT	COMMENT
<p><i>areas and therefore deterring crime and vandalism.</i></p> <p><i>Lighting must be provided to the following areas of a building to promote safety and security and night:</i></p> <p><i>A) An external entry path, foyer, driveway and car park to a building.</i></p> <p><i>B) Shopfront. This may be in the form of motion sensitive lighting or timer lighting.</i></p> <p><i>C) The underside of an awning.</i></p> <p><i>Lift access to a car park that are intended for night use must be well lit using a vandal resistant, high mounted light fixture.</i></p> <p><i>The lighting in a car park must conform to Australian Standards 1158.1, 1680, 2890.1.</i></p> <p><i>The use of lighting fixtures, and vandal resistant, high mounted light fixtures, which are less susceptible to damage in the car park and laneway areas.</i></p> <p><i>Car parking areas should be painted in light colours which will increase levels of illumination.</i></p>	<p></p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>If required, the proposed lower ground car parking area can be painted accordingly.</p>
<p>Vandalism and Graffiti</p> <p><i>Development minimises blank walls along all street frontages</i></p> <p><i>The exterior to a building wall on the ground floor must be painted in a graffiti resistant coating.</i></p> <p><i>Maintenance regimes should be implemented which ensure all public</i></p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>The design of the façades includes windows and doors to minimise blank walls where possible.</p> <p>Schedule of building materials and finishes will be utilised in accordance with standards.</p> <p>A cleaning and maintenance program can be implemented.</p>

ASSESSMENT AGAINST SAFER BY DESIGN GUIDELINES FOR CRIME PREVENTION



REQUIREMENT		CONSISTENT	COMMENT
	<i>areas are well maintained.</i>		
	<i>Cleaning regimes should be implemented which ensure all main public areas are free of rubbish.</i>	Yes	
	<i>Graffiti removal regimes should be implemented which ensure graffiti is promptly removed.</i>	Yes	





APPENDIX B

NSW Recorded Crime Statistics – City of Sydney LGA (BOCSAR)

NSW Recorded Crime Statistics 2010-2014

Number of recorded incidents and rate per 100,000 population, 24-month and 60-month trend and Local Government Areas rankings (for 2014)

Sydney Local Government Area

Offence group	Offence type	Jan-Dec 2010		Jan-Dec 2011		Jan-Dec 2012		Jan-Dec 2013		Jan-Dec 2014		24-month trend^^	60-month trend^^	2014 LGA Rank*
		Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population			
17 major offences	Murder^	6	3.3	5	2.7	3	1.6	5	2.6	2	1.0	nc**	nc**	
	Assault - domestic violence related	907	501.8	877	478.5	879	468.3	969	504.9	1,011	526.8	Stable	2.8%	
	Assault - non-domestic violence related	4,006	2,216.3	3,772	2,058.0	3,724	1,984.1	3,577	1,863.8	3,124	1,627.8	-12.7%	-6.0%	
	Sexual assault	191	105.7	184	100.4	200	106.6	182	94.8	166	86.5	-8.8%	Stable	
	Indecent assault, act of indecency and other sexual offences	324	179.3	285	155.5	294	156.6	323	168.3	333	173.5	Stable	Stable	
	Robbery without a weapon	532	294.3	474	258.6	457	243.5	412	214.7	272	141.7	-34.0%	-15.4%	
	Robbery with a firearm	34	18.8	27	14.7	21	11.2	24	12.5	14	7.3	nc**	nc**	
	Robbery with a weapon not a firearm	175	96.8	166	90.6	173	92.2	156	81.3	96	50.0	Stable	-13.9%	
	Break and enter dwelling	1,283	709.8	1,225	668.4	1,269	676.1	1,066	555.4	904	471.0	-15.2%	-8.4%	
	Break and enter non-dwelling	925	511.8	807	440.3	820	436.9	934	486.7	586	305.3	-37.3%	-10.8%	
	Motor vehicle theft	679	375.7	699	381.4	537	286.1	427	222.5	401	208.9	Stable	-12.3%	
	Steal from motor vehicle	2,765	1,529.8	2,714	1,480.8	2,200	1,172.1	2,352	1,225.5	2,174	1,132.8	Stable	-5.8%	
	Steal from retail store	1,973	1,091.6	2,290	1,249.4	2,462	1,311.7	2,276	1,185.9	2,313	1,205.2	Stable	Stable	
	Steal from dwelling	1,059	585.9	941	513.4	1,135	604.7	1,238	645.1	1,232	641.9	Stable	3.9%	
	Steal from person	3,097	1,713.4	2,881	1,571.9	2,736	1,457.7	2,225	1,159.3	1,886	982.7	-15.2%	-11.7%	
	Fraud	4,615	2,553.3	4,207	2,295.4	5,635	3,002.3	7,265	3,785.5	6,648	3,464.0	-8.5%	9.6%	
	Malicious damage to property	3,549	1,963.5	3,599	1,963.7	3,334	1,776.3	3,344	1,742.4	2,870	1,495.4	-14.2%	-5.2%	
Other Homicide	Attempted murder	1	0.6	1	0.5	1	0.5	1	0.5	2	1.0	nc**	nc**	
	Murder accessory, conspiracy	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	nc**	nc**	
	Manslaughter ^	3	1.7	2	1.1	4	2.1	0	0.0	0	0.0	nc**	nc**	
Other Assault	Assault Police	294	162.7	300	163.7	267	142.3	322	167.8	297	154.8	Stable	Stable	
Abduction and kidnapping		15	8.3	13	7.1	18	9.6	7	3.6	12	6.3	nc**	nc**	
Blackmail and extortion		16	8.9	17	9.3	7	3.7	5	2.6	11	5.7	nc**	nc**	
Harassment, threatening behaviour and private nuisance		1,107	612.5	973	530.9	1,023	545.0	1,023	533.0	943	491.4	Stable	Stable	
Other offences against the person		60	33.2	55	30.0	61	32.5	71	37.0	53	27.6	Stable	Stable	
Other Theft	Receiving or handling stolen goods	809	447.6	949	517.8	1,056	562.6	1,165	607.0	1,207	628.9	Stable	10.5%	
	Stock theft	1	0.6	1	0.5	3	1.6	1	0.5	0	0.0	nc**	nc**	
	Other theft	4,889	2,704.9	5,110	2,788.1	5,379	2,865.9	4,880	2,542.8	4,671	2,433.9	Stable	-1.1%	

NSW Recorded Crime Statistics 2010-2014

Number of recorded incidents and rate per 100,000 population, 24-month and 60-month trend and Local Government Areas rankings (for 2014)

Sydney Local Government Area

Offence group	Offence type	Jan-Dec 2010		Jan-Dec 2011		Jan-Dec 2012		Jan-Dec 2013		Jan-Dec 2014		24-month trend^^	60-month trend^^	2014 LGA Rank*
		Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population			
Arson		65	36.0	54	29.5	58	30.9	82	42.7	53	27.6	-35.4%	Stable	
Drug offences	Possession and/or use of cocaine	341	188.7	299	163.1	384	204.6	484	252.2	441	229.8	Stable	6.6%	
	Possession and/or use of narcotics	291	161.0	235	128.2	265	141.2	264	137.6	314	163.6	Stable	Stable	
	Possession and/or use of cannabis	2,575	1,424.6	2,652	1,447.0	2,550	1,358.6	2,449	1,276.1	2,705	1,409.5	Stable	Stable	
	Possession and/or use of amphetamines	520	287.7	740	403.8	842	448.6	933	486.1	1,163	606.0	24.7%	22.3%	
	Possession and/or use of ecstasy	747	413.3	579	315.9	915	487.5	929	484.1	946	492.9	Stable	Stable	
	Possession and/or use of other drugs	827	457.5	868	473.6	925	492.8	932	485.6	662	344.9	-29.0%	Stable	
	Dealing, trafficking in cocaine	41	22.7	38	20.7	79	42.1	53	27.6	75	39.1	Stable	Stable	
	Dealing, trafficking in narcotics	145	80.2	84	45.8	94	50.1	76	39.6	118	61.5	Stable	Stable	
	Dealing, trafficking in cannabis	56	31.0	68	37.1	39	20.8	33	17.2	34	17.7	Stable	-11.7%	
	Dealing, trafficking in amphetamines	76	42.0	134	73.1	146	77.8	181	94.3	235	122.4	Stable	32.6%	
	Dealing, trafficking in ecstasy	83	45.9	73	39.8	110	58.6	84	43.8	142	74.0	Stable	Stable	
	Dealing, trafficking in other drugs	70	38.7	115	62.7	82	43.7	59	30.7	56	29.2	Stable	-5.4%	
	Cultivating cannabis	6	3.3	3	1.6	4	2.1	4	2.1	7	3.6	nc**	nc**	
	Manufacture drug	3	1.7	4	2.2	1	0.5	4	2.1	4	2.1	nc**	nc**	
	Importing drugs	6	3.3	4	2.2	5	2.7	10	5.2	2	1.0	nc**	nc**	
	Other drug offences	501	277.2	525	286.4	716	381.5	649	338.2	722	376.2	Stable	9.6%	
Prohibited and regulated weapons offences		512	283.3	568	309.9	525	279.7	555	289.2	642	334.5	15.7%	Stable	
Disorderly conduct	Trespass	409	226.3	449	245.0	560	298.4	477	248.5	504	262.6	Stable	5.4%	
	Offensive conduct	1,961	1,084.9	1,860	1,014.8	1,682	896.2	1,710	891.0	1,313	684.1	-23.2%	-9.5%	
	Offensive language	542	299.9	446	243.3	423	225.4	384	200.1	383	199.6	Stable	-8.3%	
	Criminal intent	161	89.1	163	88.9	184	98.0	248	129.2	360	187.6	45.2%	22.3%	
Betting and gaming offences		82	45.4	24	13.1	24	12.8	20	10.4	36	18.8	Stable	Stable	
Liquor offences		3,678	2,034.9	3,363	1,834.9	3,341	1,780.1	3,525	1,836.7	2,874	1,497.5	Stable	-6.0%	

NSW Recorded Crime Statistics 2010-2014

Number of recorded incidents and rate per 100,000 population, 24-month and 60-month trend and Local Government Areas rankings (for 2014)

Sydney Local Government Area

Offence group	Offence type	Jan-Dec 2010		Jan-Dec 2011		Jan-Dec 2012		Jan-Dec 2013		Jan-Dec 2014		24-month trend^^	60-month trend^^	2014 LGA Rank*
		Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population	Number of incidents	Rate per 100,000 population			
Pornography offences		16	8.9	13	7.1	22	11.7	14	7.3	21	10.9	nc**	nc**	
Prostitution offences		165	91.3	91	49.7	18	9.6	28	14.6	246	128.2	778.6%	nc**	
Against justice procedures	Escape custody	11	6.1	22	12.0	13	6.9	18	9.4	10	5.2	nc**	nc**	
	Breach Apprehended Violence Order	384	212.5	402	219.3	415	221.1	386	201.1	421	219.4	Stable	Stable	
	Breach bail conditions	2,317	1,281.9	2,648	1,444.8	2,401	1,279.2	2,587	1,348.0	2,828	1,473.5	Stable	5.1%	
	Fail to appear	289	159.9	148	80.8	93	49.5	140	72.9	106	55.2	Stable	-22.2%	
	Resist or hinder officer	759	419.9	712	388.5	697	371.4	722	376.2	821	427.8	Stable	Stable	
	Other offences against justice procedures	60	33.2	70	38.2	50	26.6	63	32.8	34	17.7	-46.0%	-13.2%	
Transport regulatory offences		2,943	1,628.2	2,388	1,302.9	3,174	1,691.1	4,954	2,581.3	3,952	2,059.2	Stable	7.6%	
Other offences		1,337	739.7	1,193	650.9	1,371	730.5	1,306	680.5	1,032	537.7	-21.0%	-6.3%	

^ For murder and manslaughter, the data are counts of recorded victims, not criminal incidents.

^^ The trend test used was a two-tailed Kendall's rank-order correlation test with a 0.05 level of significance.

For the 24-month trend the annual percentage change is provided if the trend was significant.

For the 60-month trend the average annual percentage change is provided if the trend was significant.

* Ranks are only calculated for Local Government Areas (LGAs) with populations greater than 3000 people (n=141).

Rates are only calculated for the major offences. Ranks are not calculated for murder due to the low number of recorded victims per LGA.

The robbery and sex offence categories are combined because the numbers are too small within the individual categories to calculate reliable rate estimates.

** Trend information is not calculated (nc) if at least one 12-month period in the selected timeframe had less than 20 incidents.

NOTE: Data sourced from the NSW Bureau of Crime Statistics and Research must be acknowledged in any document (electronic or otherwise) containing that data.

The acknowledgement should take the form of **Source: NSW Bureau of Crime Statistics and Research**





APPENDIX C

Crime prevention feedback received from NSW Police (Sydney City Local Area Command) in relation to the proposed development design



NSW POLICE FORCE

Sydney City Crime Prevention Officer
192 Day Street
SYDNEY
NSW 2000
Tel: 02 9265 6468
Fax: 02 9265 6439

29th July 2015

The following Crime Prevention Strategies are for subject site is 7-27 Circular Quay West, The Rocks.

(1) PLAN OF MANAGEMENT

- (a) An updated Plan of Management for the business should be submitted to Council, outlining the considerations listed in this response.
- (b) A condition on the consent in regard to compliance with the Plan of Management is also requested.

(2) VISIBILITY TO INTERIOR

- (a) In order to maintain visibility to the interior, the windows must not be obscured by:-
 - a. blinds, curtains or the like;
 - b. advertising posters, painted signs, decals or displays that are fixed internally or externally; or
 - c. shelving;
- (b) The approved layout must not be altered, without the prior approval of Council, where it would result in the front being obscured in any way.
- (c) Any shelving along the glass windows must be of an open-framed, see through construction and the combined height of shelving and any goods displayed must not exceed 1200mm above the finished floor level.
- (d) All shelving, and the like which are placed in front of windows, must be kept a minimum of 1 metre from the inside face of the window.

(3) EXTENSION OF TRADING REQUESTS

- (a) Council's consideration of a proposed continuation and/or extension of the hours permitted by trial will be based on, among other things, the performance of the operation in relation to the current compliance with development consent conditions and any substantiated complaints received.

(4) SIGNAGE

- (a) Provide a clear, unobstructed street number and business signage.
- (b) Signs must be erected to alert patrons that CCTV is in operation and to indicate "staff only" areas.
- (c) A street sign should be prominently displayed at the front of the development to comply with Local Government Act, 1993, Section 124, Order No.8.

- (d) No flashing signage visible from the public way shall be installed.

(5) SECURITY

The following security measures must be implemented during fit out and use of the development:

- (a) High quality door and window locks must be fitted to all openings that are accessible by the public. The locks must comply with the building code of Australia.
- (b) The premises must have a secure entry and controlled internal and external access, preferably with remote door release mechanisms.
- (c) A security gate system must be fitted to the end/s of the main reception counter to assist in restricting unauthorised entry to the “staff only” area.
- (d) Staff must be provided with a secure and safe place to leave their belongings (eg lockers) whilst at work.
- (e) The installation and specifications of the safe needs to be in accordance with the Australian Standards.
- (f) Staff working after 1.00am should be trained to respond to intoxicated and aggressive behaviours.
- (g) Immediately after the person in charge of shift becomes aware of an incident involving an act of violence causing an injury to a person on the premises, the person must:
 - i. Take all practical steps to preserve and keep intact the area where the act of violence occurred, retain all material and implements associated with the act of violence in accordance with the Crime Scene Preservation Guidelines issued by the NSW Police; and
 - ii. Make direct and personal contact with the Local Area Commander or his/her delegate and advise the Commander or delegate of the incident; and
 - iii. Comply with any directions given by the Commander or delegate to preserve or keep intact the area where the violence occurred.
 - iv. Secure and produce a copy of all CCTV footage upon request of any Police Officer.

(6) CCTV

The following conditions in relation to CCTV are strongly requested to better allow Police to investigate and prosecute offences within the in the City of Sydney Local Government Area -

- (a) A digital CCTV system must be installed and be in constant operation covering all entry/exit points and the cash register and the cameras must be fitted so as to capture images of the face of potential offenders that may be wearing caps or hats. The CCTV system and installation must be in accordance with Australian Standards.
- (b) Suitable and clearly visible signage shall be displayed at the principal entrance(s) to the premise, in lettering not less than 50mm in height with the words "Closed Circuit Television in use on these premises". The same signage to be attached in a prominent position on the bulkhead on each respective level of the premises.
- (c) All CCTV recording equipment and cameras shall be of high grade digital quality capable of establishing the population and identification of patrons, offenders and incidents within the depth of field view of the cameras. In this respect each surveillance camera shall be capable of recording a minimum rate of 10 frames per second and at high resolution.
- (d) CCTV recording discs or hard drive recordings shall be retained for 30 days before being re-used, destroyed or deleted. Time and date shall be auto recorded on the disc or hard drive. The CCTV recording equipment shall be capable of reproducing a CD/DVD copy of recorded footage on demand of Council or Police Officers either immediately or within 12 hours of the request being made. Copy discs must be handed to Council, Police Officer or Special Inspectors as required.
- (e) All CCTV recording devices and cameras shall be operated 24 hours per day and 7 days per week or all trading hours of the premises if it does not trade 24 hours per day.
- (f) The employee on duty is responsible, each shift, to ensure the CCTV system is fully operational. All checks and faults are to be recorded and reported to those responsible.
- (g) All staff are trained to copy CCTV footage upon request by Police.
- (h) The CCTV is registered with the NSW Police Force CAMFIND program.
- (i) CCTV system set up in staff only areas where customers cannot easily access and minimise tampering.

(7) CARE OF BUILDING SURROUNDS

- (a) In addition to Council's daily street sweeping and cleansing operations, the owner/manager of the business shall ensure that surrounds of the shopfront including pavements and gutters are to be kept clean and free of litter associated with the operation of the business at all times. Regular morning, noon, afternoon, evening and night time litter patrols shall be undertaken.
- (b) The owner/manager of the site must be responsible for the removal of all graffiti from the building within 48 hours of its application.

(8) LIGHTING

- (a) It is recommended that further information be obtained in regards to the use of lighting, both internally and externally to ensure lighting meets required Australian Standards to enhance surveillance opportunities during hours of darkness and the safety of staff and customers and to maximise the identification effect of CCTV footage.
- (b) Adequate lighting must be provided to all entrances and exits of the premises, to ensure the safety of all staff and visitors as they arrive, use and leave the premises.
- (c) Lighting to have an even distribution with no glare.
- (d) Lighting to be positioned in all areas where CCTV Cameras are installed to enhance the vision of the cameras.

(9) SPRUIKERS

- (a) No Spruikers are permitted to be seen to operate in association with the business.

If you have any queries in relation to this letter, please do not hesitate to contact me at Sydney City Local Area Command on the contact details listed above.

Kind regards



Laura CLIFFORD
Constable
Crime Prevention Officer
Sydney City Local Area Command

Disclaimer

NSW Police has a vital interest in ensuring the safety of members of the community and their property. By using recommendations contained within this document, any person who does so acknowledges that:

- *It is not possible to make areas evaluated by NSW Police absolutely safe for the community and their property.*
- *Recommendations are based upon information provided to, and observations made by NSW Police at the time the document was prepared.*
- *The evaluation/report is a confidential document and is for use by the person/organization referred to on page one.*

- *The contents of this evaluation/report are not to be copied or circulated otherwise than for the purposes of the person/organization referred to on page one.*

NSW Police hopes that by using the 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 all risks have been identified, or that the area evaluated will be free from criminal activity if its recommendations are followed.

