

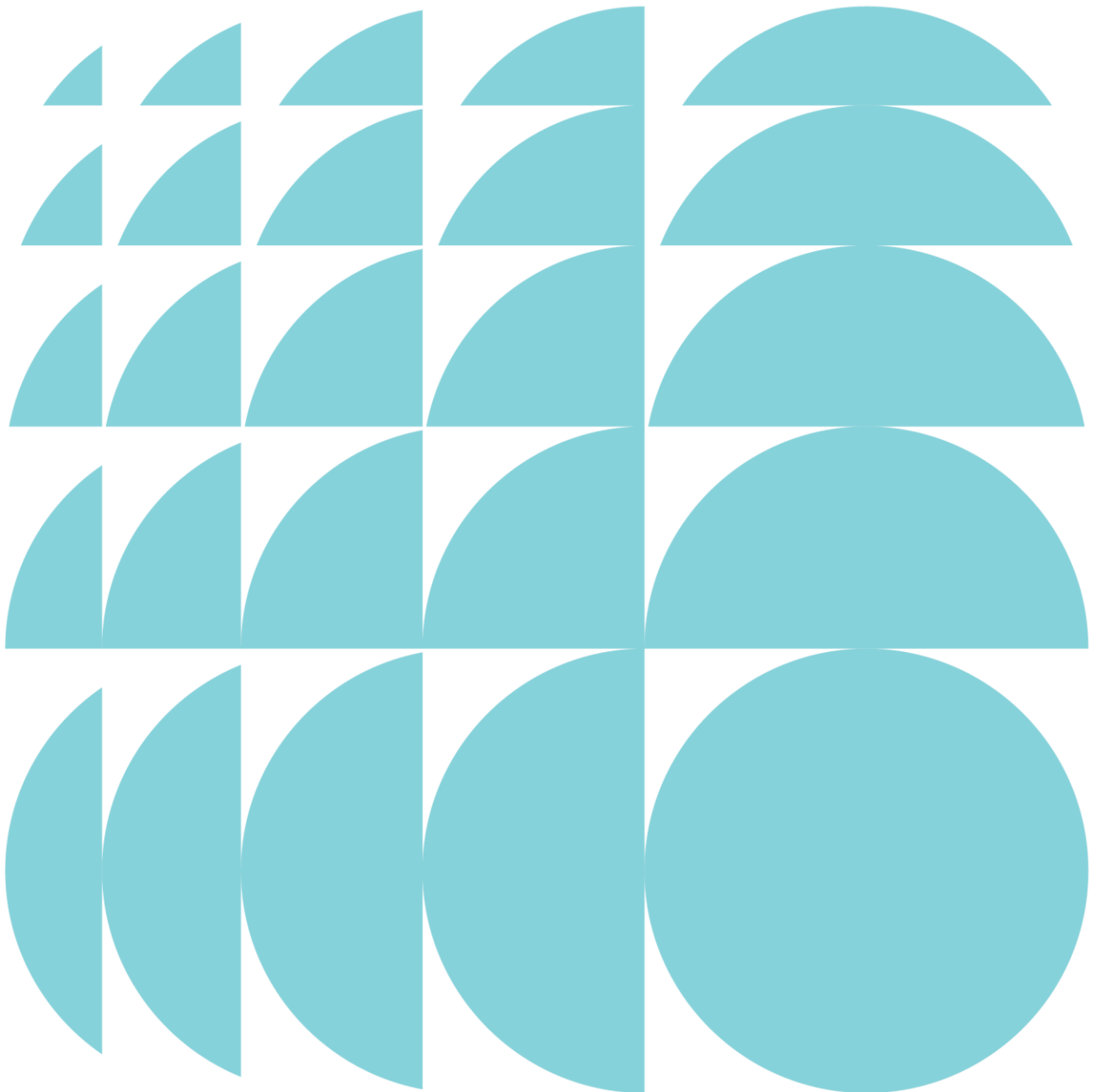
# ETHOS URBAN

## Crime Prevention Through Environmental Design Assessment

Eastern Creek Business Park  
Commercial Development

Submitted to NSW Department of Planning  
and Environment  
On behalf of Frasers Property Australia

13 September 2017 | 16258



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## 1.0 Introduction

This Crime Prevention Through Environmental Design (CPTED) Assessment has been undertaken to assess the potential facilitation of crime and the perceived fear of crime that may be associated with the proposed development at Eastern Creek, as envisaged in the Stage 1 Detailed Development Application to which this report is appended.

CPTED is a situational crime prevention strategy that focuses on the design, planning and structure of the environment. This assessment aims to identify the potential facilitation of crime created by the proposed development by assessing the development in accordance with design and place management principles of CPTED

Ethos Urban has prepared this assessment in accordance with the methods and resources of the NSW Police Force *Safer by Design Course*. The assessment uses qualitative and quantitative measures to analyse the physical and social environment in which the proposed development is located, and recommends actions to mitigate crime opportunity in accordance with the Australian and New Zealand Risk Management Standard AS/NZS 31000:2009.

In accordance with the NSW Department of Planning and Environment's guidelines (2001) the aim of the CPTED strategy is to influence the design of buildings and places by:

- increasing the perception of risk to criminals by increasing the possibility of detection, challenge and capture;
- increasing the effort required to commit crime by increasing the time, energy or resources which need to be expended;
- reducing the potential rewards of crime by minimising, removing or concealing 'crime benefits'; and
- removing conditions that create confusion about required norms of behaviour.

Architectural drawings prepared by i2C and the *Operational Plan of Management (OPoM)* prepared by Fraser's have been reviewed as part of this assessment.

The following tasks were undertaken in the preparation of this assessment:

- review of the *Safer By Design Manual* by the NSW Police Force;
- collection and analysis of local and NSW State crime statistics from the Bureau of Crime Statistics and Research (BOCSAR); and
- a crime risk assessment, in accordance with the current NSW policy and practice, of the following regulation and assessment principles:
  1. Surveillance
  2. Lighting/technical supervision
  3. Territorial reinforcement
  4. Environmental maintenance
  5. Activity and Space Management
  6. Access control
  7. Design, Definition and Designation

A site inspection was undertaken on the 13 of July 2017 between the hours 11.00am and 2.00pm to assess the current site conditions, situational crime prevention measures and perceived safety of the existing environment.

## 1.1 Disclaimer

CPTED strategies must work in conjunction with other crime prevention strategies and police operations. By using the recommendations contained within this document, a person must acknowledge that:

- there is no definitive measure 'safety'. Therefore, this document cannot be used as proof of a definitive measure of safety.
- this assessment does not ensure complete safety for the community, and public and private property.
- assessment and recommendations are informed by information provided, with observations made at the time the document was prepared;
- this document does not guarantee that all risks have been identified, or that the area assessed will be free from criminal activity if recommendations are followed; and
- this assessment has been undertaken on behalf of the applicant, and does not represents the opinions and expertise of the NSW Police Force.

The principles of CPTED aim to minimise the opportunity for crime, but it is recognised that environmental design cannot definitively eliminate opportunities for crime, or prevent a determined perpetrator from committing such crimes.

## 2.0 The Site

The site is located between the major commuter roads of Rooty Hill Road South and the M7 Motorway. Situated within the Local Government Area (LGA) of Blacktown and the suburb of Eastern Creek, this assessment refers to Lot 2 of the greater Eastern Creek Business Precinct.

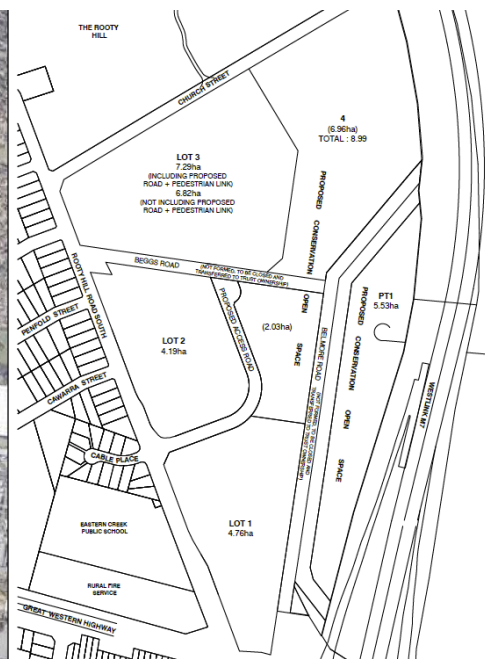
The Precinct (**Figure 1**) is approximately 34ha in size and irregular in shape, bound by Church Street to the north, the M7 Motorway to the east, Great Western Highway to the south and Rooty Hill Road South to the west (**Figure 1**).

The site (Lot 2) is approximately 4.10ha and bound by Beggs Road to the north, Rooty Hill Road to the west and a proposed new road along the eastern and southern boundaries (**Figure 2**).



**Figure 1- Site Context Map**

Source: Architectus



**Figure 2- Approved Layout**

Source: Architectus





 The Site

**Figure 3- Aerial Photo of Site**

Source: Nearmap, Ethos Urban

## 2.1 Existing Development

The site is free of built form and currently undergoing remediation works (**Figure 3**). Currently forming part of the Western Sydney Parklands, the site consists of bare earth with significant clusters of established vegetation. The site is currently owned by the Western Sydney Parkland Trust (the Trust) with Frasers holding a development management agreement to develop the land for a business hub.





**Figure 4- Bare earth and trees on site**

Source: *Ethos Urban*



**Figure 5- The site's frontage to Rooty Hill Road South featuring a security fence**

Source: *Ethos Urban*





**Figure 6- Current access to site provided by Beggs Road**

Source: *Ethos Urban*



**Figure 7- Site from Rooty Hill Road, showing the M7**

Source: *Ethos Urban*

### **2.1.1 Access**

Access to the site is provided by Beggs Road. Beggs Road is publicly accessible for approximately 60m from its intersection with Rooty Hill Road further west. Beyond this section of road, a dirt road provides further vehicle access to the site however access is restricted by security fence. Within the

site, dirt tracks are evident, providing vehicle access throughout the site for the purpose of site remediation works. The site does not feature sealed pedestrian pathways.

### 2.1.2 Topography and Landscaping

The site consists of predominantly grassed landscape, with a significant quantity of established trees and vegetation. Areas of the site are cleared for the purposes of remediation works.

### 2.1.3 Security

The site is surrounded by a security fence with barbed wire to prevent scaling. There is no notification of formal security and patrols on site, however restricted access is notified at the entry to site. CCTV was not evident on site.

## 2.2 Surrounding Development

The site is situated between the Western Sydney Parklands and the low density suburban development to the west of site. Further north, east and south of site the landscape is similar to site, consistent with the greater Western Sydney Parklands. West of site features low density residential development and significant community infrastructure including Eastern Creek Public School, Mt Zion Community Church, Eastern Creek Fire Brigade and Sydney Water infrastructure located immediately adjacent the site's western boundary (**Figure 8-10**).



**Figure 8- Residences located adjacent to the north-west corner of site**

Source: *Ethos Urban*





**Figure 9- Low density development located adjacent the site, along Rooty Hill Road**

Source: *Ethos Urban*



**Figure 10- Rural Fire Station, located adjacent to site along Rooty Hill Road**

Source: *Ethos Urban*

## 2.3 Risk Assessment

A risk assessment of the site in its existing environment has been undertaken. The current Crime Risk Rating for the site is considered within the 'moderate' category. The reasons for this are:

- The site's location within an area of major construction and redevelopment;
- Proximity to the Great Western Highway;
- Absence of existing development;
- Absence of car parking on site;
- Absence of technical surveillance in the area;
- Absence of activity on the site, and consequently;
- Minimal opportunities for natural surveillance.

## 3.0 The Proposed Development

The Environmental Impact Statement (EIS) to which this CPTED report is appended is submitted to NSW Department of Planning and Environment in support of a SSD application (SSD 8588) for the detailed design of Stage 1 of the Eastern Creek Business Hub. The application includes the detailed design and construction of a convenience retail shopping centre, medical centre, gym and associated car parking on Lot 2, Rooty Hill Road South, Eastern Creek. The assessment has been prepared to address the Secretary's Environmental Assessment Requirements (dated 26 July 2017) and the relevant conditions of consent under Concept Approval SSD 5175.

The proposal includes the following works:

- An enclosed pedestrian mall, comprising;
  - a supermarket (including fit out)
  - liquor store;
  - a 'mini major' tenancy;
  - a fresh food tenancy;
  - 15 food and drink tenancies;
  - 16 specialty retail tenancies;
  - an alfresco dining deck with cinema screen;
  - a pharmacy;
  - a medical centre
  - a gym
- 433 customer and staff parking spaces;
- End of trip facilities;
- Community garden;
- Signage zones;

- Loading dock facilities; and
- Associated landscaping and infrastructure.

A comprehensive description of the proposed development is included within the EIS to which this report is appended.

### **3.1 Access**

Vehicle access to the proposed development is provided by a new road which runs along the south and east boundaries of site. The configuration of the car park and new roads prohibits direct vehicle entry from Rooty Hill Road. Beggs Road is utilised access loading areas. The loading area and car park are isolated from each other. Pedestrian access to the proposed development is provided directly from Rooty Hill Road, minimising conflicts which vehicles that are required to enter from the new access road.

### **3.2 Car Parking**

At-grade car parking is provided within the proposed development, running along the south and east boundaries of site, adjacent the new access road. The car park includes two entrances from the new access road, and serves all uses within the proposed development. Basement and rooftop car parking are not incorporated within the proposed development.

### **3.3 Security**

Security patrols in conjunction with CCTV supervision will monitor public areas, as detailed in the Operational Plan of Management. Facilities for Centre Management are included within the proposed development.



## 4.0 Nature of Recorded Crime

Data obtained from the NSW Bureau of Crime Statistics and Research (BOCSAR) represents criminal incidents recorded by NSW Police. Data collected from Blacktown LGA is considered most relevant for the purposes of this assessment. A review of the relevant local statistics for 2016 found that the most commonly occurring 'street' crimes within the Auburn LGA were:

- assault – non-domestic violence related
- break and enter of dwelling
- motor vehicle theft
- steal from motor vehicle
- steal from retail store
- malicious damage to property

Frequency of the above crimes in the suburb of Eastern Creek, between 2013 and 2016 are detailed below.

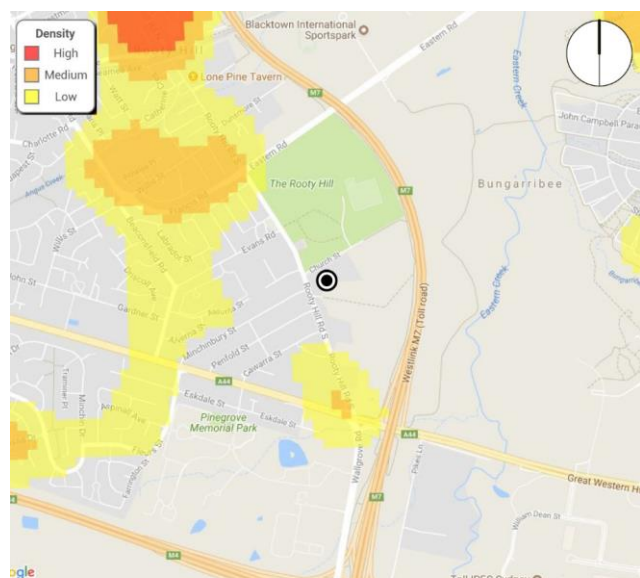
**Table1- Statistics of recorded crime in Eastern Creek (suburb) between 2013 and 2016**

Crime	Incidents 2013	Incidents 2014	Incidents 2015	Incidents 2016	2013-2016 Trend
Assault – non-domestic violence related	11	18	14	21	Stable
Break and enter – dwelling	2	2	3	5	Stable
Steal from motor vehicle	36	27	26	42	Stable
Steal from retail store	3	10	2	9	Stable
Motor vehicle theft	18	21	26	21	Stable
Malicious damage to property	44	40	38	33	Stable

Source: Bureau of Crime Statistics and Research NSW, 2016

As illustrated in **Figures 11-16**, The BOCSAR database indicates that the site is within close proximity of a high-density crime 'hotspots' for the following street crimes.

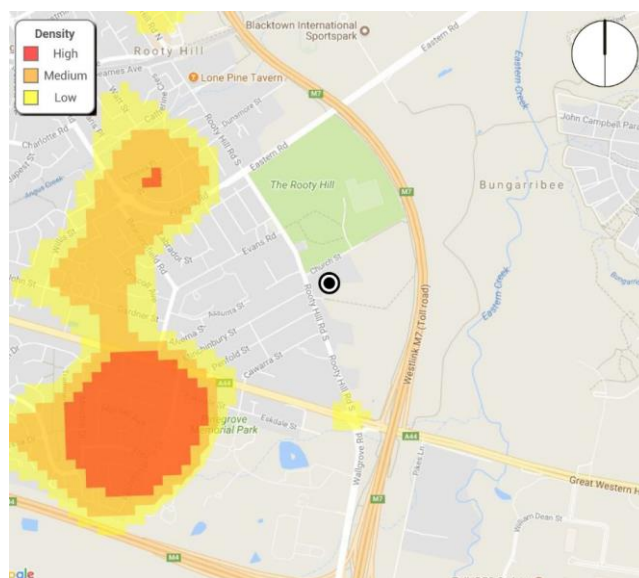
- Break and enter - dwelling
- Assault – domestic related
- Assault – non-domestic related
- Malicious damage to property
- Motor vehicle theft
- Steal from motor vehicle



● The Site

**Figure 11- Break and entre – dwelling**

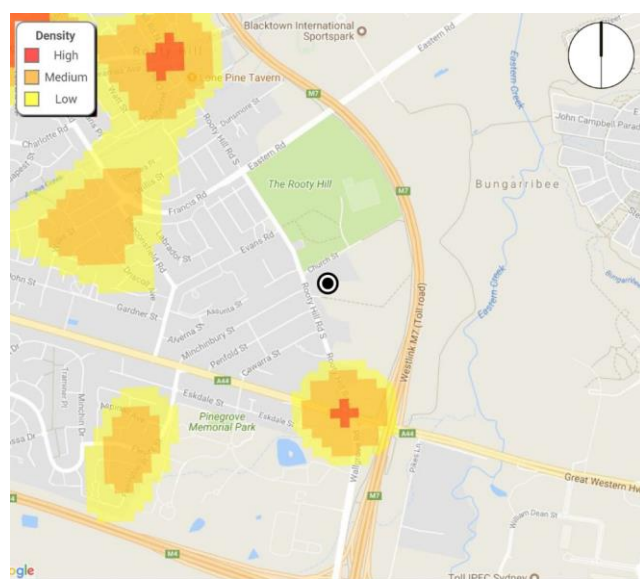
Source: BOCSAR and Ethos Urban



● The Site

**Figure 12- Domestic Assault**

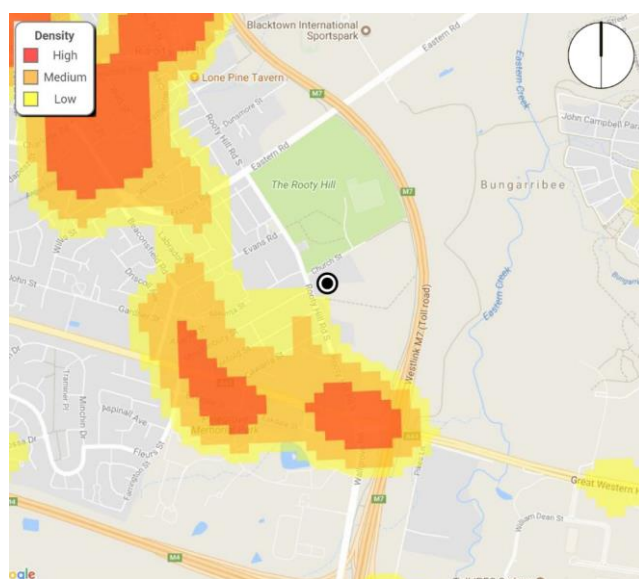
Source: BOCSAR and Ethos Urban



● The Site

**Figure 13- Malicious damage to property**

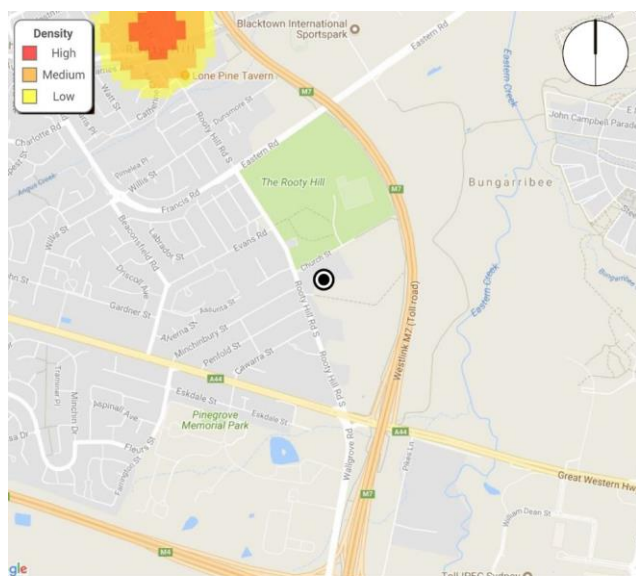
Source: BOCSAR and Ethos Urban



● The Site

**Figure 14- Motor vehicle theft**

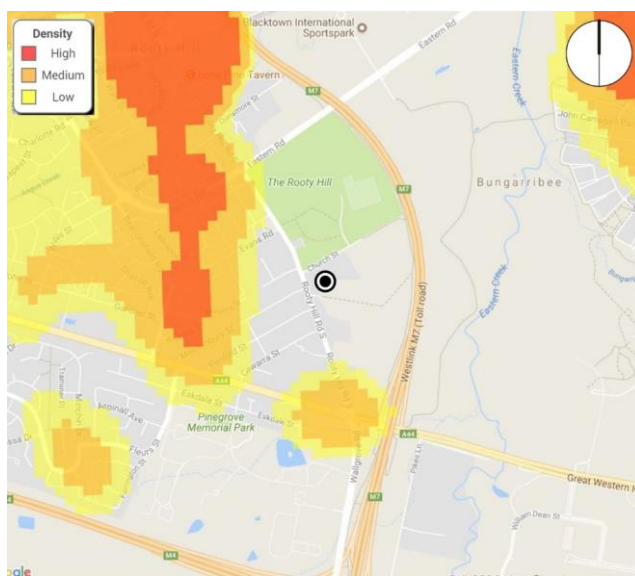
Source: BOCSAR and Ethos Urban



● The Site

**Figure 15- Assault – non domestic related**

Source: BOCSAR and Ethos Urban



● The Site

**Figure 16- Steal from motor vehicle**

Source: BOCSAR and Ethos Urban

Hotspots indicate areas of high crime density (number of incidents per 50m by 50m) relative to crime concentrations across NSW. They are not adjusted for the number of residents and visitors in the area and thus may not reflect the risk of victimisation. In addition, we note that the BOCSAR statistics indicate that the majority of Sydney CBD is included within these hotspot areas.

## 4.1 Crime Prevention Strategy

The *Crime Prevention Plan 2014-2017* (the Plan) issued by Blacktown City Council is a comprehensive review of crimes within the area. The Plan notes three key priority areas and details strategies in which to address them. The key priority areas are:

- Domestic violence
- Robbery and steal from person
- Steal from motor vehicle

Specifically relevant to the proposed development, the key strategy regarding robbery and stealing offences is detailed below:

**Table2- Extract from Crime Prevention Plan 2014-2017, Blacktown Council**

Outcome	Performance Measure	Timeframe	Funding required	Table Partner
<b>Robbery and steal from a person</b>				
Monitor robbery and steal from person crime statistics and locate, where possible, mobile CCTV in hotspot areas	Increase in detection rates in robbery and steal from person offences in monitored areas. Identify persons responsible	Annually (when new crime stats are released)	No – can utilise funding received from the National Crime Prevention fund	Blacktown City Council Local Police Bureau of Crime Statistics and Research
Work with local youth services, NSW Department of Juvenile Justice and schools to deliver community education activities in partnership with NSW Police on the consequences of being charged with robbery (and other offences).	A minimum of 2 education activities delivered per year. Measure the number of participants.	Annually	Yes – printing of material	Blacktown City Council Youth Services Schools Local police NSW Department of Juvenile Justice
Educate the community to be aware of their surroundings when walking around, for example, talking on headphones, not walking and texting, and newly arrived community members who are calling home in the middle of the night.	Apps developed to target community members and use of social media.	Signage designed and installed by December 2016.	Yes	Blacktown City Council Blacktown City Community Safety Advisory Sub-Committee SydWest Multicultural Services, MECA Sydney trains, buses etc. Police transport command.

Outcome	Performance Measure	Timeframe	Funding required	Table Partner
<b>Steal from a motor vehicle</b>				
Coordinate existing programs such as Operation Bounce Back (through the National Motor Vehicle Theft Reduction Council), the tamper proof one-way screws, and the Crime Stoppers signage, to raise awareness of steal from motor vehicle and car theft and distribute engine immobilisers.	<p>Operation Bounce Back funding successful.</p> <p>Number of steal from motor vehicle materials distributed to local residents.</p> <p>Number of engine immobilisers distributed.</p> <p>Number of one way screws distributed.</p>	Annually	Yes	<p>Theft Reduction Council Blacktown City Council</p> <p>Local police</p> <p>Community Safety Advisory Sub-Committee</p> <p>Crime Stoppers</p>
Provide community education to raise awareness about the risk of leaving valuables in vehicles, especially in residential premises.	<p>Residents aware of risks associated with leaving valuables in cars.</p> <p>Council newsletter.</p> <p>Local paper – wrap around.</p> <p>Social media.</p>	Ongoing	Yes	<p>Blacktown City Council</p> <p>Local Police</p> <p>Community Safety Advisory Sub-Committee</p> <p>Resident Action Groups</p>

Source: *Blacktown City Council 2014*

This Plan is relevant and applicable to the proposed development. Generally, the proposed development does not undermine or inhibit the performance measures for relevant crimes as outlined in the Plan.

## 5.0 Matters for Consideration

A potential perpetrator can take advantage of the environment, with access and the opportunity for concealment significantly affecting the safety and perceived safety of an environment. Given break and enter, malicious damage to property, assault, stealing and theft relating to vehicles and dwelling offences are likely to be the main criminal offences affecting the users of the proposed development, the following is an assessment of the proposed development's possible influence in creating opportunities of such crimes to occur.

The proposed development features an unprecedented mix of uses on site; encompasses retail and commercial tenancies, food outlets and community facilities such as a medical centre, within a semi-exposed mall/arcade. The relationship of these uses is critical in forming recommendations for crime reductions. This context underpins an assessment of the proposed development in accordance with the CPTED principles.

### 5.1 Surveillance

Effective natural and incidental surveillance can reduce the opportunities for crime. The principle indicates that offenders are often deterred from committing a crime in areas with high levels of natural surveillance. The following design interventions benefit optimal natural surveillance;

- Clear sight lines between public and private places and maximising natural surveillance
- Appropriate lighting and effective guardianship of communal and/or public areas
- Minimal opportunity for offenders to conceal themselves or entrap victims

The proposed development will significantly increase opportunities for natural surveillance as it will bring an unprecedented amount of activity to the site. The design of the proposed development greatly benefits opportunities for natural surveillance with optimal sightlines and minimal visual obstruction. The orientation of tenancies within the proposed development maintain frontages to the malls and car parks. Furthermore, tenancies such as food retailers which encourage extended patronage are located at the entry/exits of the building, increasing natural surveillance opportunities to these critical access points.

Externally, the layout of the car park facilitates natural surveillance, as the orientation of car parks and driveways is uniform. As the car park is single level and the shopping centre sits slightly higher on site, natural surveillance to the full extent of the car park is maximised.

However, natural surveillance from the site's surrounds is limited. The acoustic screening located along the western boundary limits natural surveillance from Rooty Hill Road and the adjacent residential properties. As the surrounding lands to the north, east and south of site will remain undeveloped, natural surveillance from these areas is minimal.

Within site, the solid wall which runs along the exterior of the pharmacy limits natural surveillance to the adjacent car park. Areas of loading within the proposed development have critically low levels of natural surveillance, given the concealment created by acoustic barriers and lack of activity.

### 5.2 Lighting and Technical Supervision

Effective lighting and technical supervision can reduce fear, increase community activity, improve visibility and increase the likelihood of offenders being detected. Lighting and technical supervision are integral in increasing the safety and perceived safety. All lighting provided within and around the



development should meet the minimum Australian Lighting Standard AS/NZ 1158 for public streets, car parks and pedestrian areas, specifically addressing the objectives for crime and fear reduction as outlined in Standards.

As detailed in the OPoM, CCTV will be installed through public areas of the development and specifically focused on public entry/exit points and the loading dock.

### **5.3 Territorial Reinforcement**

Territorial reinforcement involves the perceived ownership of public spaces. Users will be more inclined to visit areas that are maintained and to which they feel they have a vested interest in. A well-used and dynamic public space is made safer by natural surveillance. Designing with clear transition between public and private spaces, and clear design cues indicating the intended use of space is critical. A well maintained public domain is critical in encouraging occupancy of space, both in the interior and exterior of the development.

Generally, territorial reinforcement within the proposed development is well considered. The design of the proposed development groups similar tenancies within the shopping centre, and appropriately utilises external frontages. This typology allows for independent operation of individual tenancies, while benefiting from a facility manager.

Territorial reinforcement is also benefited by the proposed new road which provides vehicle access to the proposed development. The new road acts as a distinctive boundary of the site and affirms the extent of the development. As the new road provides exclusive access to the proposed development, space transition is created. This hierarchy benefits territorial reinforcement as it restricts access to the development from Rooty Hill Road.

Conflicts of territorial reinforcement are most likely to occur with tenancies are accessed by the Arcade. 'High risk' tenancies such as the pharmacy and medical centre are not benefited by the access control provided by the Mall.

### **5.4 Environmental Maintenance**

There is a strong association between environmental maintenance and the fear or perceived fear of crime. General image can greatly affect the individual's desire to enter and engage with a space. Environmental maintenance and territorial reinforcement are co-dependent in achieving a safer space, and are integral in achieving optimal natural surveillance. The maintenance of the built form, landscaping and lighting will assist in communicating care and the presence of effective guardianship. Routine maintenance is a strong indicator of area management and safety.

The proposed development features large waste collection areas and exterior storage of equipment, substations, acoustic barriers and passive landscaping (median strips and street trees) all of which can quickly degrade in the absence of effective environmental maintenance procedures. Additionally, the development is likely to include take-away food retailer, therefore the effective management of rubbish within the proposed development is required. Effective environmental maintenance within the proposed development will need to address the quality of both the internal and external environments.

## 5.5 Activity and Space Management

Similar to environmental maintenance, there is a strong association between activity and space management, and the fear or perceived fear of crime. Unlike environmental maintenance, this principle endeavours to manage the more dynamic activity and use of space.

As the proposed development features a diverse mix of commercial tenancies, effective activity and space management is critical in ensure the minimisation of conflicts between tenancies and their customers/patrons. The proposed development groups multiple high-risk tenancies within one precinct, these include:

- High-risk goods – the pharmacy and medical centre can be a target for theft offenses as high-risk goods (medicines, equipment, records and cash) are required for their operation. ATMs are also likely to be included within the propose development, however their location is not specified.
- Licenced premises – the proposed development includes a liquor store and multiple food retailers that will require a liquor license as part of their operation.
- Night activity – tenancies such as the gym are likely to be accessible 24 hours.

Given the context, effective activity and space management procedures are essential in minimising the opportunities for crime. The licensee of the licensed premises will be responsible for controlling access and minimising the effects of alcohol consumption on the surrounding environment, consistent with the conditions of the liquor license. The licensee will be the formal guardian of these spaces. The medical centre and pharmacy are likely to have their own specific security protocol. It is common for 24 hour gyms to have specific access control and security functions such as panic buttons and formal security patrols.

## 5.6 Access Control

Access control strategies restrict, channel and encourage the movement of people and vehicles into and through designated areas. Unauthorised entry is reduced by physical and technical barriers, as they increase the effort required to commit crime. Access control strategies are well considered and clearly evident in the proposed development. The proposed development includes multiple types of building access;

- Primary – access to public spaces, including the arcade, mall, deck and carpark. All tenancies within the proposed development are publicly accessible.
- Secondary – provides access to restricted spaces such as back-of-house, stores, loading docks and end-of-trip facilities. Secondary access is only provided to selected tenancies.
- Vehicle – the proposed development includes publicly accessible car parking via the proposed new road, and access to the loading dock via existing Beggs Road.

The proposed development is benefited by minimal public entries, with three entries to the centre and an additional two entries to the internal mall. This minimises the effort required to supervise the movement of people in and out of these spaces.

Access control varies between the mall and arcade. The mall is an internal space, with tenancies benefiting from the additional access from provided by the mall entry, while those that are accessed via the arcade do not benefit from this additional access control.

Conflict may arise in the proposed development's secondary access point, most of which are located at the loading dock. While secondary access points are likely to be controlled through technical and

physical barriers, they do not benefit from natural surveillance. Secondary access to the gym and medical centre is relatively concealed from the loading dock, natural surveillance is extremely limited to these areas.

Likewise, vehicle access is benefitted by minimal access points. The car park is accessed via two entrances while the loading dock has one entrance. Access control of vehicles is benefitted by the separation of the car park and loading areas. The loading dock features security doors at its entrance, greatly benefitting access control.

## **5.7 Design, Definition and Designation**

The design of the proposed development reflects its purpose, and while perpetrators will often exploit areas with unclear spatial definition, the proposed development generally provides distinction between the publicly access areas from those where access is more restricted.

The proposed development includes two areas for future development. While specific CPTED assessment cannot be undertaken in the absence of detailed plans, this use is unlikely to affect the opportunities for crime.

Generally, the design of the proposed development benefits multiple CPTED principles. The single storey shopping centre and at-grade carpark facilitate the logical movement of users through the space.

Tenancies of a similar typology (food retail, medial/pharmacy and speciality stores) are co-located, minimising conflict between these typologies and reaffirming the intended use of space.

The orientation of tenancies maximises surveillance opportunities the surrounds, and the regular orientation of carparks further assists natural surveillance opportunities.

The proposed new road provides clear spatial boundaries and reinforces the hierarchy of space. The separation of the car park and loading dock assist in reaffirming public and private space and reduces the potential displacement of users.

## 6.0 Crime Risk Rating and Recommendations

The Crime Risk Rating considers the development as proposed in architectural drawings prepared by i2C and the *Operation Plan of Management* prepared by Fraser's Property Australia within the site's environment.

Acknowledging the site context and the issues discussed in Sections 2, 4 and 5, the Crime Risk Assessment Rating of the proposed development is rated within the 'moderate' category.

An assessment of the proposal using the CPTED principles has found that, provided the actions recommended below are implemented the rating would remain within the 'moderate' category, and could potentially improve to the 'low' category in a future assessment.

In informing the Conditions of Consent, recommendations to further improve the safety and security of the proposed development are detailed in Section 6.1

### 6.1 Recommendations

#### Surveillance

- In maintaining opportunities for natural surveillance, prohibit shop-front window displays that limit views to the surrounds. Full window displays that conceal views in/out of the tenancies should be prohibited.
- Tenancies that front the building's three entrances should limit window displays. The covering of doors should be prohibited.
- Within food retail tenancies, encourage tenants to place seating areas along shop fronts. Where appropriate, encourage outdoor eating.
- Limit the unnecessary placement of temporary signage and banners along primary pedestrian paths.
- Ensure ATMs are not located within 3 metres of a building/wall corner of concealment opportunity. Ideally, ATMs should be placed in the most populated spaces and near centrally located amenities. Ensure ATM are not located near building exits.
- Ensure the environmental conditions do not create concealment opportunities.

#### Lighting and Technical Supervision

- Ensure signage, banners and window displays do not interfere with CCTV coverage.
- As the gym is likely to operate 24 hours, ensure that all public areas and pedestrian paths throughout the precinct are consistently lit at night time.
- In maintaining a consistent level of lighting throughout the proposed development, an average Lux of 30 with a uniformity of 0.5 Uo is recommended for the external car park and its pedestrian paths.
- Emergency lighting should be installed in accordance with the relevant Australian standard.
- Lighting should have a minimum colour rendering level of 60, allowing for accurate facial recognition.

- CCTV should be installed throughout the development and should specifically focus on high risk areas (ATMs, medical/pharmacy and liquor store) and building entries. Live monitoring of CCTV by security services is recommended.

### **Territorial Reinforcement**

- Ensure appropriate wayfinding signage is installed within the proposed development, reinforcing public and private spaces.
- Ensure the ownership and management of the proposed development is clearly sign posted at the entrances to the development. Likewise, conditions of uses, specifically in the car park should be clearly displayed at building and car park entries.
- The arrangement of responsibility and obligations of tenants and the building owner/operator should be clearly articulated within the leasing agreement.

### **Environmental Maintenance**

- Centre Management should oversee environmental maintenance, ensuring that regular maintenance checks are undertaken. Maintenance checks should specifically address areas that are likely to decay quickly, such as the acoustic wall, loading areas and waste collection.
- Any environmental maintenance procedures should priorities a prompt response.
- Ensure environmental maintenance procedures align with the principles of CPTED, including the minimisation of concealment opportunities and maintaining surveillance opportunities and access control

### **Activity and Space Management**

- Ensure public access to the proposed development is in-line with tenant's operating hours.
- Ownership and/or management of the building should be clearly displayed at the building's entrances.
- If the operator is unable to provide security patrols and monitoring, this service should be outsourced to a certified contractor.
- Ensure wayfinding strategies are incorporated in car parks and public area.
- While licenses permitting the sale and consumption of alcohol may vary depending on tenants, the licensee shall ensure these activities do not adversely affect other uses within the proposed development.
- Portable signage and unfixed equipment such as outdoor seating should be appropriately stored when not in uses, minimising the opportunities for these items to be users as a projectile, weapon or opportunity for concealment.
- ATMs should be located no less than 3m from a wall corner or concealment opportunity.

### **Access Control**

- Ensure pedestrian access is restricted outside of operational hours, specifically in the mall, loading areas, medical centre and pharmacy. Ensure vehicle access is restricted to the loading dock outside of operational hours.
- Ensure ATMs are not located in areas that do not benefit from access control, such as the arcade.

- Consider physical access control in the arcade by way of gates, restricting access to the area outside of operational hours.
- As rear access to the medical centre, gym and grocery stores does not benefit from natural surveillance, consider restricting access to loading only. It is recommended that staff enter via public entrances.
- Access to the loading area should be completely restricted from the public. Access gates should only be open during times of delivery and not left continuously open during operation hours.
- Security patrols should monitor points of access, ensuring no breach of access is created through malfunctioning physical and technical barriers.
- Ensure wayfinding is installed as per the Operational Plan of Management.
- In the alfresco dining area/outdoor cinema, ensure access from the surrounds is restricted while the area remains undeveloped. Fencing is recommended along this boundary.

### **Design, Definition and Designation**

- As the proposed development will be the first within the broader Eastern Creek Business Hub, benefits and disadvantages of the proposed development's relationship with the future surrounds is unknown. As a result, design changes and greater definition may be required in the future in order to maintain CPTED principles.