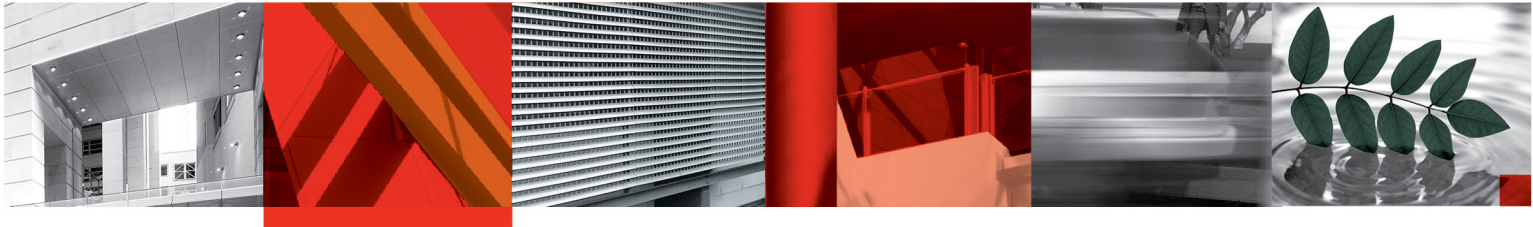


Crime Prevention Through Environmental Design Assessment



60-78 Regent Street, Redfern

Student Accommodation

Submitted to NSW Department of Planning & Environment
On Behalf of Iglu Pty Ltd

November 2014 ■ 14395

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1.0 Introduction

This Crime Prevention Through Environmental Design (CPTED) assessment has been undertaken to assess the elements of crime, and the fear of crime that maybe associated with the proposed student housing development at 60-78 Regent Street, Redfern.

CPTED is a situational crime prevention strategy that focuses on the design, planning and structure of the environment. It aims to reduce opportunities for crime by employing design and place management principles that minimise the likelihood of essential crime ingredients. This assessment has been prepared by a Certified NSW Police Risk Assessor, and uses qualitative and quantitative measures of the physical and social environment to analyse and suggest treatment for crime opportunity in accordance with the Australian and New Zealand Risk Management Standard AS/NZS 31000:2009.

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.

The following drawings have been reviewed as part of this assessment:

- Architectural Drawing and Design Report prepared by Bates Smart.

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

- Review of key literature on CPTED including information from the NSW Department of Police & Justice.
- Collection and analysis of local and NSW State crime statistics from the Bureau of Crime Statistics and Research (BOSCAR).
- Conduct a safety audit, 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
- Consultation with a Crime Prevention Officer at the Redfern Local Area Command.

A site inspection was conducted on 25 November 2014 between the hours of 5.00 and 6.00pm to assess the current site conditions and situational crime prevention measures and safety impacts.

This report reflects the findings and recommendations of the Safety Audit as outlined in Section 5 of this report.

Disclaimer:

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

- it is not possible to make areas assessed completely safe for the community and their property;*
- recommendations are based upon information provided to, and observations made at the time the document was prepared; and*
- this document 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.*

2.0 Site Analysis

2.1 Site Location and Context

The site is located at 60-78 Regent Street, Redfern within the City of Sydney Local Government Area (LGA) at the southern fringe of the Sydney Central Business District. It is sited approximately 100m east of Redfern Station, midblock between Redfern Street and Marian Street and is bound by Regent Street to the east, William Lane and a service laneway to the west, the 'Railz on Regent' public house to the north and a row of two storey commercial shop units to the south. The site is 1,427.5m² in area and is owned by Igly Pty Ltd.

The site's location is illustrated in **Figure 1** below and the existing Site Plan is replicated at **Figure 2**.



Figure 1 – Site Location and Context Plan
 Source: Nearmap and JBA

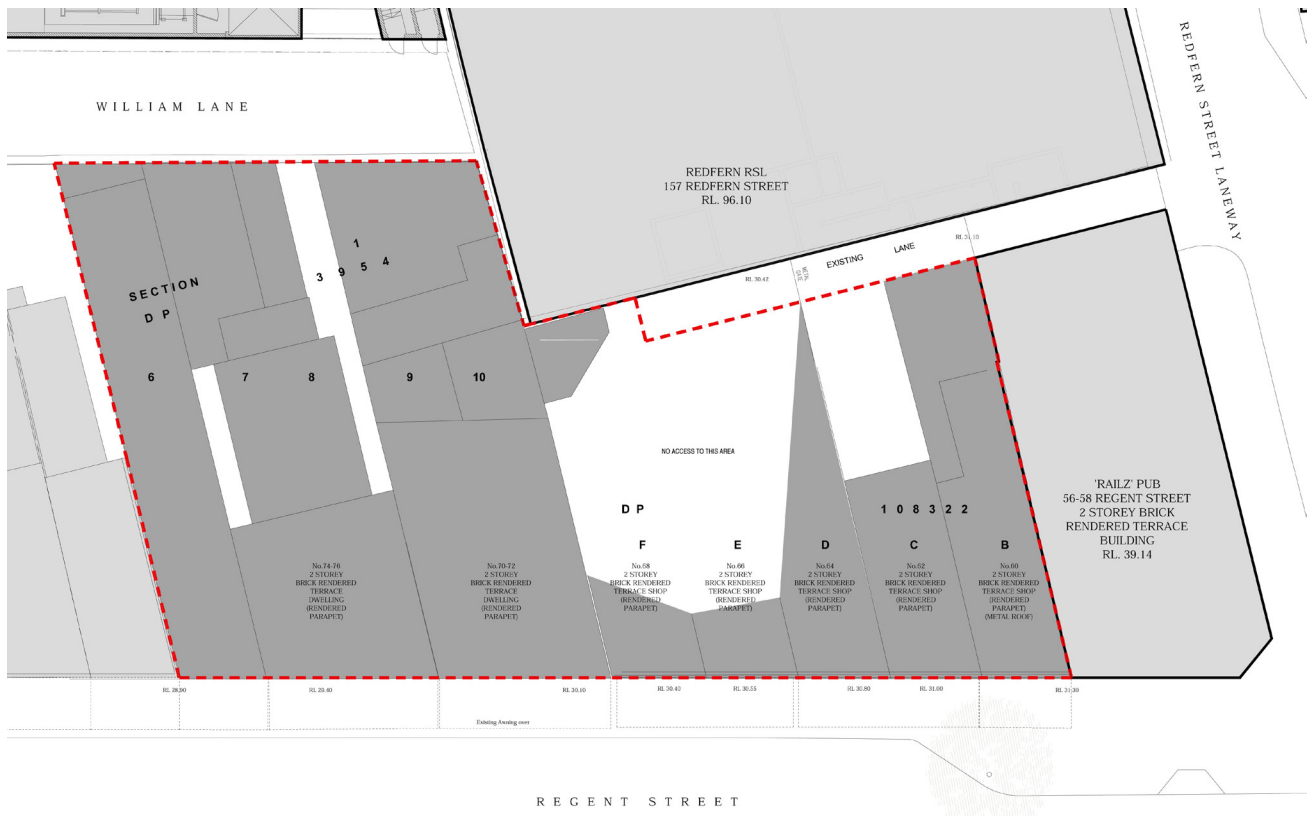


Figure 2 – Existing Site Plan
 Source: Bates Smart

The site currently comprises a row of two-storey attached terrace retail shops with shoptop housing and office premises. Existing retail operations include a café and restaurants, a liquor store, a tattoo parlour and vacant tenancies.

Photographs of the existing buildings are included at **Figures 3** and **4**. The general state of the existing buildings were found to be in need of some environmental maintenance, however evidence of graffiti and litter (with the exception of the rear service laneway, as shown in **Figure 6**) was minimal.



Figure 3 – View of the site (from Redfern Cellars to the right) from Regent Street looking north
Source: JBA



Figure 4 – View of the site (from far right to Redfern Cellars) from Regent Street looking south
Source: JBA

2.2 Access

Pedestrian access into the existing shops is gained at street level from Regent Street. Properties at 70-78 Regent Street have rear access via William Lane to Marian Street (refer to **Figure 5**) and the properties at 60-68 Regent Street has access to a narrow rear service lane off Redfern Street Laneway (refer to **Figure 6**). As illustrated in Figure 2, there is no direct access between Redfern Street Laneway and William Lane via the rear service laneway.

2.3 Security

The site currently has little formal security measures in place, however by virtue of their current use, the shops all have secure shop frontages with some including metal roller shutters. The properties at 70-78 Regent Street are either built to the rear boundary or have single height brick rendered rear walls with secured doorways (refer to **Figure 5**), however no lighting is currently evident. The properties which utilise the narrow rear service lane off Redfern Street Laneway appear to have erected a barrier within the laneway to effectively 'privatise' the laneway as shown in **Figure 6**.



Figure 5 – View of William Lane
Source: JBA



Figure 6 – View of rear service lane leading from Redfern Laneway
Source: JBA

3.0 The Proposed Development

This CPTED Assessment has been prepared to inform a State Significant Development Application submitted to the NSW Department of Planning & Environment for an 18 storey building for a student housing development, including:

- partial retention of Regent Street facades and demolition of existing buildings within the site;
- accommodation for 370 students within 134 units arranged as follows :
 - 85 x studio units
 - 4 x 4-bed room units
 - 1 x 5-bed room units
 - 44 x 6-bed room units
- communal student facilities, including study areas, games room, common areas and laundry facilities;
- student accommodation administrative facilities;
- total gross floor area for student accommodation and ancillary facilities of 9,094m²;
- ground floor retail and commercial tenancies, including a dance rehearsal room, with a total gross floor area of 791m²;
- construction of a new through-site link between William Lane, Redfern Street and Regent Street; and
- loading dock with vehicular access to William Lane; and
- business identification signage;
- streetscape improvements and landscaping; and
- extension and augmentation of services and infrastructure as required.

A photomontage is included at **Figure 7** and the Architectural Drawings package which include floorplans are included in the State Significant Development Application package, however the ground floor plan is replicated in **Figure 8**.

3.1 Operational Management

A Draft Operations Plan has been prepared by Iglu which identifies the operating parameters for the student housing operations on the site, the key features are summarised below:

- Iglu staff will be present on-site 24 hours per day, 7 days per week providing management and administrative services, pastoral care and facilities management services.
- The entire building will remain within the ownership of Iglu, therefore they will have responsibility for the general operations, upkeep and maintenance of the property over the lifecycle of the development.
- At least one security staff member will be present on the Iglu site at all times and 24/7 contact phone numbers will be provided to all students.
- Students will be issued with swipe cards that allow them to access common areas of the building, their own cluster and their individual room.

- Mail boxes will be located within the development. Mail is expected to be delivered to the main reception and the swipe card would need to access the mail room.
- Level 1 of the development is intended to be the hub for student facilities, which will allow interaction and surveillance by staff. It comprises the reception office, meeting room, games room, laundry, study lounge areas, outside terrace and courtyard areas, media room and television pods.
- Use of the outdoor terrace and courtyard areas will generally be restricted to between the hours of 7am and 10pm which will be enforced by on-site staff and door access control.

In regard to the ground floor retail/commercial spaces, the operational management of these spaces is unknown at this time and will be outlined in the documentation submitted with future Development Applications and /or Complying Development Certificates relating to these spaces.



Figure 7 – Photomontage of the proposed development viewed from Regent Street/ Redfern Street intersection

Source: Bates Smart



Figure 8 – Ground Floor Plan
Source: Bates Smart

4.0 Nature of Recorded Crime

Crime statistics from the NSW Bureau of Crime Statistics and Research (BOSCAR) represents criminal incidents recorded by NSW Police. A review of the local statistics found that the site is classified as a medium to high density hotspot for the following crimes:

- Assault – non-domestic violence related
- Assault – domestic violence related
- Break and enter of dwellings
- Break and enter of non-dwellings
- Stealing from motor vehicles
- Stealing from dwellings
- Stealing from a person
- Malicious damage to property
- Robbery
- Motor vehicle theft.

Hotspots indicate areas of high crime density (number of incidents per 50m by 50m) relative to crime concentrations across NSW. Hotspots are not adjusted for the number of residents and visitors in the area and thus may not reflect the risk of victimisation.

In addition, consultation has been undertaken with the Crime Prevention Officers at the Redfern Local Area Command. A summary of the key findings from the consultation exercise is set out below:

- the main specific crimes which currently take place in and around the site are:
 - stealing;
 - drugs use;
 - mail box theft;
 - domestic violence; and
 - assaults – drug or alcohol related.
- the majority of crime within Redfern appears to stem from drug use and is opportunistic rather than planned;
- crime levels within Redfern has decreased in recent years but it still has a high level of crime compared to other parts of the city;
- international students in the area are a key target for crime; and
- Redfern Police Station is situated on the northern side of Redfern Street Laneway, opposite the entrance into the rear service lane. The Police usually release people from their Redfern Street Laneway access.

Recommendations made by the Police during the consultation exercise in regard to the design of the development and operational management procedures are as follows:

- Concurrence is given to the proposed swipe card system to restrict the holders to only access their floor/room;
- CCTV should be located in and around the development, especially at the entrances to the laneways and entrances into the development;

- Ensure that the rear laneway leading from Regent Street Laneway is kept free of obstruction and consider widening it if possible;
- Careful monitoring of the laneway reading from Regent Street Laneway will need to be undertaken;
- Consider the use of reflective materials to ensure that there are no blind spots;
- Provide lighting to William Lane;
- Consider reducing the indentation of the fire exit adjacent to the loading dock;
- Consider where mail boxes will be located;
- Educate students and users of the development on how to report crime and what details to give; and
- Raise awareness and educate students and staff in relation to crime and safety.

5.0 Matters for Consideration

The built environment does not cause criminal behaviour, but its propensity to influence behaviour is well recognised. Many predatory offenders make cost benefit assessments of potential crime victims and targets before committing criminal acts. Given that stealing and assault commonly take place within the immediate area, which are likely to affect the users of the proposed development, the following comments and recommendations are made.

5.1 Surveillance

- Buildings that address the street facilitate natural connections between occupants and visitors and natural surveillance can be maximised through the provision of windows, doors and balconies which face public areas. The activation and formalisation of the nature of the rear service laneway, introduction of a through-site link from Regent Street to William Lane and uses which front onto Regent Street and the laneways at ground level and apartments which will overlook these areas, will help to promote 'natural' community policing, by the students accommodated within the development.
- The entries from Regent Street, the Laneway and William Lane will be naturally supervised by capable guardians such as the students entering and exiting the development and the general public passing by.
- The proposed new retail uses fronting Regent Street, the Community Room space and Iglu lobby area facing the laneways provides the opportunity for natural surveillance from capable guardians, however to ensure that surveillance opportunities are maximised, it is recommended that these spaces incorporate clear gazed facades to Regent Street and the laneways to provide unobstructed views from the internal spaces.
- Apartments and balconies from the neighbouring Redfern RSL development will also have the potential opportunity to overlook and provide natural surveillance opportunities across the site.
- Design and definitional legibility is important in this location. Knowing how and where to enter, exit and find assistance can impact perceptions of safety, victim vulnerability and crime opportunity. Clear way finding signage is recommended to provide instructions for users of the development and also to deter potential offenders, through the clear demarcation of the space.

5.2 Lighting and Technical Supervision

- Studies indicate that effective lighting can reduce fear, increase community activity, improve visibility and increase the likelihood that offenders will be detected and apprehended. The proposed development of the site provides the opportunity for new lighting to be installed and existing lighting to be upgraded to meet the minimum Australia and New Zealand Standards and in particular, the objectives for crime and fear reduction as outlined in Australian Lighting Standard AS/NZ 1158 for public streets, car parks and pedestrians areas.
- High quality lighting throughout all publicly accessible areas should be adequate to permit facial recognition, informal surveillance and reduce the threat of predatory crime. Furthermore the proposed development provides the opportunity for a new CCTV system to be installed within all publicly accessible areas to increase the technical supervision of the site.

5.3 Territorial Reinforcement

- As noted above, the strategic location of capable guardians increases offender risk and crime effort. It is commonly thought that supervision by employees (such as in the retail areas) is more effective as a crime deterrent than surveillance provided by passers-by. The development will increase the numbers of users on site, and provide 24 hour surveillance opportunities.
- People are commonly attracted to vibrant public areas. Well used areas are made safer by natural community supervision. Furthermore, area reputations can affect the liability, social impact and economic prosperity of areas. The redevelopment of the site will undoubtedly increase the vibrancy of the areas as well as providing a high quality environment which will act to prevent improper use and provide strong ownership cues.

5.4 Environmental Maintenance

- Area image can impact on feelings of safety and danger, influence local confidence and individual decisions to withdraw or engage in community life. It can also affect the economic prosperity of areas and lessen the likelihood of visitors to return. As envisioned in the photomontages (refer to the Architectural Drawings, prepared by Bates Smart) the proposed development provides a finer grained and higher quality development than the existing terraced shops. This in turn provides the opportunity to act as a catalyst for environmental improvements to the surrounding public areas and provide the opportunity to reduce levels of graffiti, litter and urban decay, which all negatively impact upon perceptions of safety, community confidence to use public space and ultimately crime opportunity.

5.5 Activity and Space Management

- Multi-purpose forms of development can attract a wide range of user groups to an area and therefore supervision levels can be maximised. Greater supervision can increase the risk of offender detection and apprehension. The introduction of new and improved forms of activity and a greater number of people and public users will increase the activity of the area during both day and night. Along with the proposed operational management procedures in place the levels of surveillance and natural community policing and will provide guardianship 24 hours a day.

5.6 Access Control

- Access control strategies restrict, channel and encourage the movement of people into and around designated areas. The proposed security gates within the laneways will increase the effort required to commit crimes within these areas and will prevent unauthorised entry. Consideration will need to be given to the proposed mechanisms to control unauthorised access, particularly given the potential high volume and different intended users and the potential opportunity for offenders to make excuses about their actions. Whilst the proposed swipe card system will be effective, formal security measures, such as specific security staff presence should be considered to ensure that doors are not propped open and it is difficult for the students and staff to be followed into the development by potential offenders.

6.0 Conclusion

Overall, it is considered that the proposed development will facilitate a mixed use development which will help improve the safety and security of the local area and generally increase the image of the area.

In particular it is considered that:

- it will increase the surveillance opportunities along Regent Street, the rear service lane and William Lane;
- it will provide the opportunity to ensure that suitable lighting, technical supervision and access control mechanisms can be provided;
- it will provide strong ownership cues and provide the opportunity for an increase in vibrancy and natural community policing 24 hours a day; and
- it will provide the opportunity for environmental improvements to the site and immediate locality, which in turn will increase the perception of the area as a high quality and safe environment.

Specific CPTED recommendations in relation to the design of development are as follows:

- the retail shops, Community Room space and the Iglu lobby at ground floor which front onto Regent Street and the laneways are to incorporate clear glazing to provide unobstructed views from the internal spaces on to the publicly accessible areas;
- ensure the development is well lit, within the internal spaces and in the surrounding public spaces, such as Regent Street, William Lane and Regent Street laneway and meets the minimum Australia and New Zealand Standards and in particular, the objectives for crime and fear reduction as outlined in Australian Lighting Standard AS/NZ 1158 for public streets and pedestrians areas;
- install CCTV in and around the development, especially overing the laneways and entrance doorways into the development. CCTV should cover all areas of risk and be vandal resistant;
- consider the employment of a formal security presence patrol and ensure staff are available on a 24 hour basis;
- ensure all areas within the development is maintained to a high standard and kept clean and tidy (especially the laneways), a rapid removal policy should be in place for vandalism repair and the removal of graffiti;
- consider minor design changes to reduce the creation of recessed areas;
- ensure all windows are lockable, security shutters are provided to the loading dock and the security doors on the laneways remain closed at all times;
- clear signage should be used to identify entry and egress points and public and private areas, including the laneways to encourage use;
- consider a training programme for students to raise awareness of the possible risks associated with the locality and also to educate them on how to call for help. Redfern Police have offered to become part of the programme;
- provide a controlled access system and intercom system for students and other users to ensure that access is tightly controlled within the development; and
- ensure that the fire egresses which open to the laneways are alarmed.