

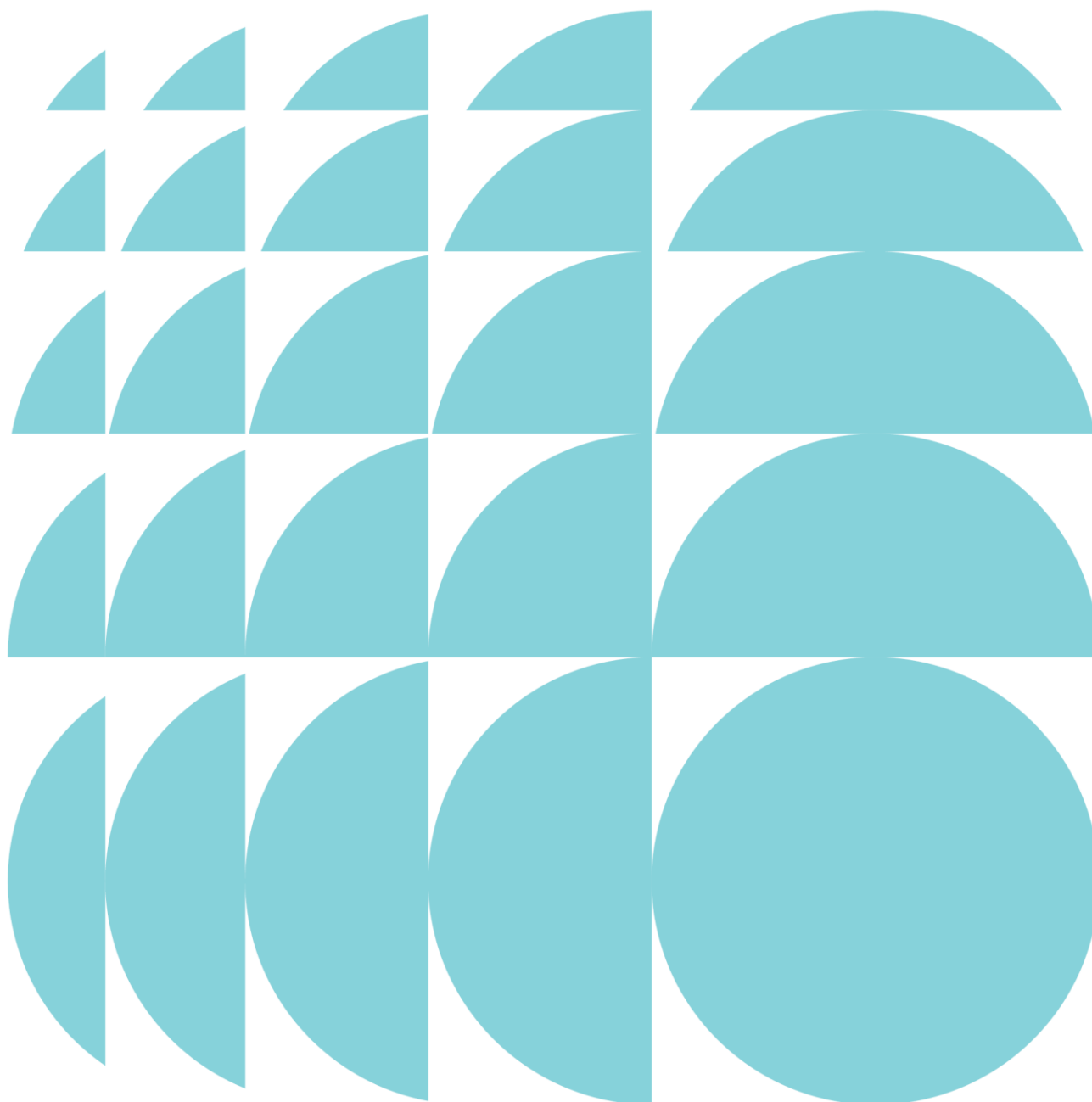
ETHOS URBAN

Crime Prevention Through Environmental Design

80-88 Regent Street, Redfern
New student accommodation facility

Submitted to the NSW Department of Planning
and Environment
On behalf of Iglu Pty Limited

14 September 2018 | 218001



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1.0	Introduction	4
1.1	Disclaimer	5
2.0	Background	6
2.1	Iglu 1 – 60-78 Regent Street, Redfern	6
3.0	The Site	7
3.1	Site Location and Context	7
3.2	Site Description	8
3.3	Existing Development	9
3.4	Access and Security	10
3.5	Topography and Landscaping	10
3.6	Surrounding Development	11
3.7	Risk Assessment of the Existing Site	13
4.0	Proposed Development	15
4.1	Operational Management	17
4.2	Pedestrian Access	18
4.3	Vehicle Access	18
4.4	Landscaping	18
5.0	Nature of Recorded Crime	18
5.1	Crime Prevention Policy	22
6.0	Matters for Consideration	23
6.1	Surveillance	23
6.2	Lighting and Technical Supervision	23
6.3	Territorial Reinforcement	24
6.4	Environmental Maintenance	24
6.5	Access Control	25
6.6	Design, Definition and Designation	25
7.0	Crime Risk Rating and Recommendation	26
7.1	Recommendations	26
8.0	Conclusion	28

Figures

Figure 1	Iglu Redfern at 68-70 Regent Street looking north east as viewed from Regent Street	6
Figure 2	Site Location	7
Figure 3	Site Location and Context	8
Figure 4	Site Aerial	9
Figure 5	Existing buildings looking north west from Regent Street	10
Figure 6	Existing buildings looking west from Regent Street	10
Figure 7	Existing building and boundary fencing looking north west from Marian Street	10
Figure 8	Existing buildings and rear fencing looking north west from Marian Street	10
Figure 9	Existing Rear Elevation of Iglu looking east from William Lane	11
Figure 10	Secured access between William Lane and secured	11
Figure 11	Secured Laneway between Redfern Street looking south from Redfern Street	11
Figure 12	Regent Redfern hotel and Redfern Street looking east from Regent Street	11
Figure 13	Existing terraces to the south of the site as viewed from Regent Street looking south east	12
Figure 14	Landscape area, commercial and retail and bus shelter looking east from Regent Street	12
Figure 15	Vehicle Repair Station looking south east from Regent Street	12
Figure 16	Existing development, Iglu, the site and William Lane looking north from Marian Street	13
Figure 17	Photomontage of proposed development looking north east as viewed from Regent Street	16
Figure 18	Proposed Ground Floor amalgamated with the existing adjacent Iglu	17
Figure 19	Assault, Domestic Violence Related	20
Figure 20	Assault, Non-Domestic Violence Related	20
Figure 21	Breaking and Entering a Dwelling	20
Figure 22	Breaking and Entering Non-Dwelling	20
Figure 23	Malicious Damage to Property	21
Figure 24	Motor Vehicle Theft	21
Figure 25	Steal from Dwelling	21
Figure 26	Steal From Person	21
Figure 27	Steal from Motor Vehicle	22

Tables

Table1	Statistics of recorded crime in Redfern (suburb) between 2014 and 2017	19
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1.0 Introduction

This Crime Prevention Through Environmental Design (CPTED) Assessment supports a State Significant Development Application (SSDA) submitted to the Department of Planning and Environment pursuant to Part 4 of the *Environmental Planning and Assessment Act 1979* (EP&A Act) for the development of student housing at 80-88 Regent Street, Redfern.

This proposal relates specifically to the construction of a new building for a new student accommodation facility. The proposal will operate as an integrated campus with the adjoining Iglu facility to the north which commenced operation in early 2018. This report has been prepared having regard to the Secretary's Environmental Assessment Requirements (SEARs) issued for the project.

This Crime Prevention Through Environmental Design (CPTED) Assessment has been undertaken to assess the potential opportunities for crime and the perceived fear of crime that may be associated with the proposed development at 80-88 Regent Street, Redfern, as envisaged in Environmental Impact Statement (EIS) 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 opportunities 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*. This assessment has been prepared and reviewed by experienced CPTED professionals, following their completion 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.

The Crime Risk Rating considers the development as proposed in architectural drawings prepared by Bates Smart; landscape drawings and design report prepared by 360° and the operational plan of management prepared by Iglu, within the site's environment.

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 4th of September 2018 between the hours 1:30pm and 3:00pm 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 in this assessment, a person must acknowledge that:

- there is no definitive measure of 'safety'. Therefore, this assessment 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 represent 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 Background

2.1 Iglu 1 – 60-78 Regent Street, Redfern

On 25 August 2015, the NSW Planning and Assessment Commission granted development consent SSD 6724 for a mixed-use student accommodation and retail development to be located on the adjoining site to the north identified as 68-70 Regent Street, Redfern. The originally approved development comprised:

- Partial retention of Regent Street facades and demolition of existing buildings within the site;
- Construction of an 18-storey building including student accommodation for 370 students;
- Ground floor retail and commercial tenancies; and
- Associated signage, streetscape improvements and landscaping, and extension of services and infrastructure.

There have been three modifications since the original approval. SSD 6724 Mod 1 facilitates a number of minor internal and external alterations and SSD 6724 Mod 2 relates to façade upgrades to the ground floor retail frontage. SSD 6724 Mod 3 allowed for the dual occupancy of the studio rooms within the facility which increased the capacity of the building to 455 persons.

Construction of the building was finalised in January 2018 and the facility is now operational. A photo of the development is provided at **Figure 1** below. The proposed development is seeking to integrate with the adjoining Iglu development to function as the one site. The integrated function is an opportunity to diversify the room offerings and facilities available to the occupants.



Figure 1 Iglu Redfern at 68-70 Regent Street looking north east as viewed from Regent Street

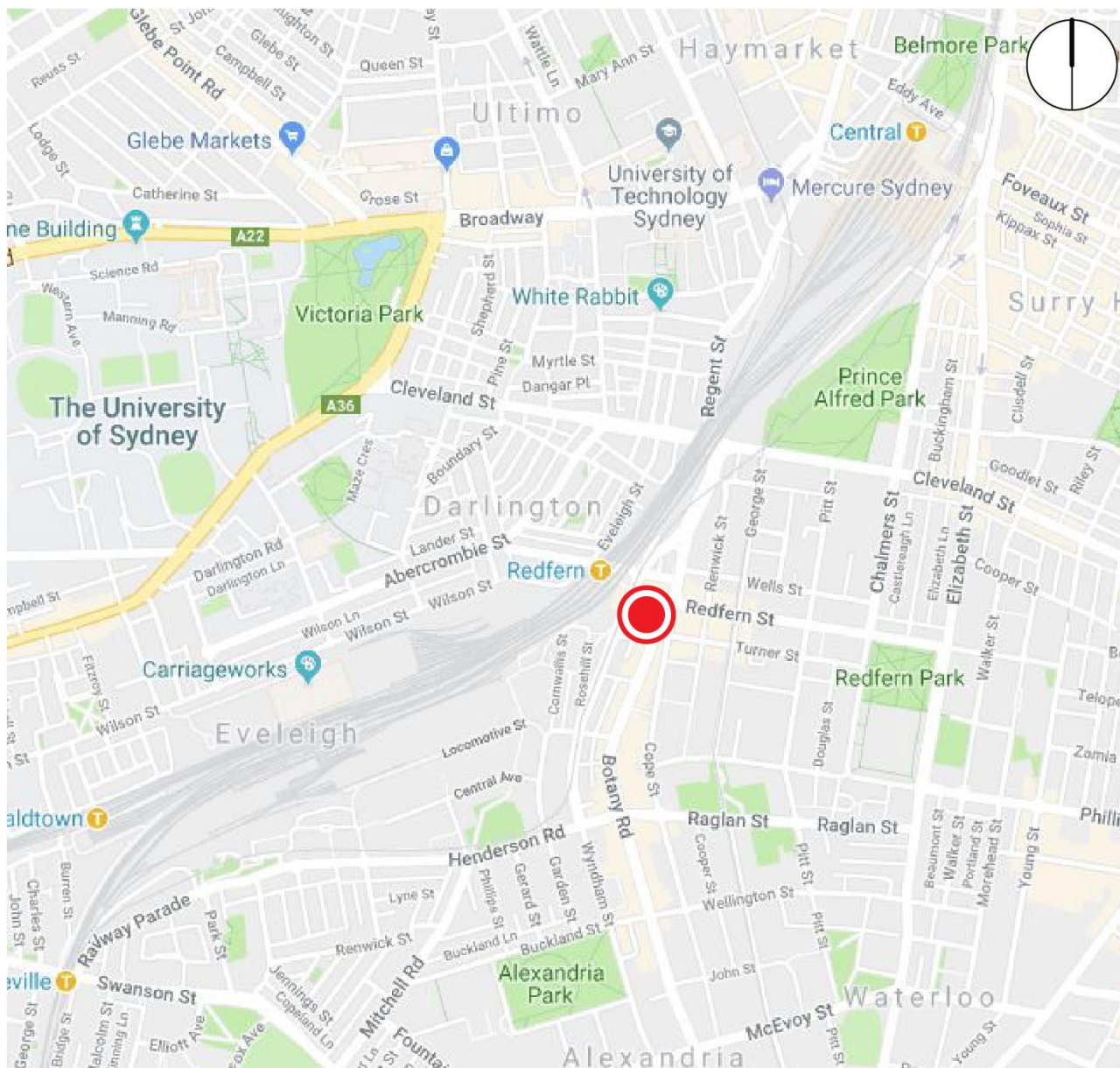
Source: Ethos Urban

3.0 The Site

3.1 Site Location and Context

The site is located at 80-88 Regent Street, Redfern within the City of Sydney Local Government Area. The site is located at the southern fringe of the Sydney CBD and is in proximity to a number of regionally significant facilities and amenities including the Australian Technology Park, University of Sydney, University of Technology Sydney, Sydney Institute of TAFE, Central Park and Prince Alfred Park.

The site's locational context is shown at **Figures 2** and **3** below.




 **The Site**

Figure 2 Site Location
Source: Google Maps & Ethos Urban



Figure 3 Site Location and Context

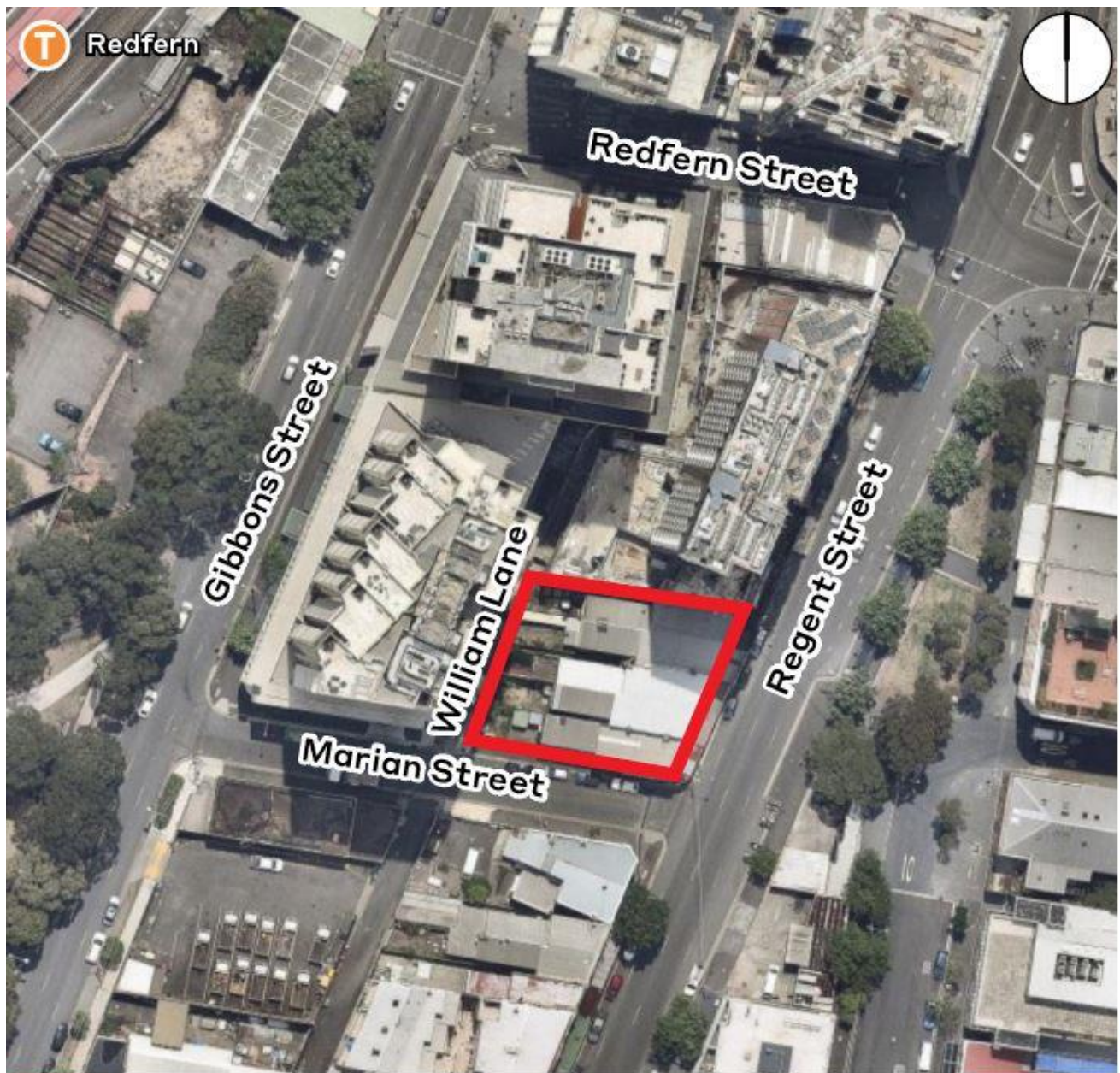
Source: Bates Smart

3.2 Site Description

The site is generally square in shape and is comprised of 5 lots which are legally described as:

- Lot A in DP105824;
- Lot B in DP105824;
- Lot C in DP105824;
- Lot D in DP105824; and
- Lot E in DP105824.

The site contains a total area of 821.7m² and has three road frontages including Regent Street to the east (26.6m), Marian Street to the south (31.7m) and William Lane to the west (26.6m). An aerial photo of the site is shown at **Figure 4**.




 **The Site**

Figure 4 Site Aerial

Source: Nearmap and Ethos Urban

3.3 Existing Development

The site currently comprises a row of five two-storey attached terraces with ground floor retail tenancies and upper level office and residential uses. The terraces are largely unoccupied and are in poor condition.

The terraces are of brick construction, however the street facades have been painted over in a variety of styles and colours. Awnings from the existing buildings project over the Regent Street footpath along the length of the site. The terraces are all provided with rear courtyards fronting William Lane.

Photographs of the existing buildings are included at below at **Figures 5 to 8**.



Figure 5 Existing buildings looking north west from Regent Street

Source: Ethos Urban



Figure 6 Existing buildings looking west from Regent Street

Source: Ethos Urban

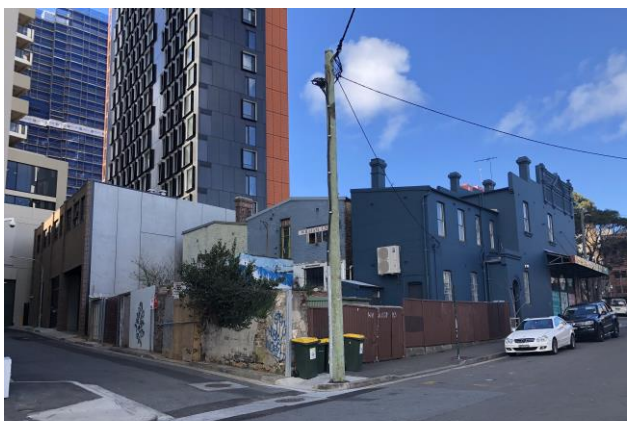


Figure 7 Existing building and boundary fencing looking north west from Marian Street

Source: Ethos Urban



Figure 8 Existing buildings and rear fencing looking north west from Marian Street

Source: Ethos Urban

3.4 Access and Security

Pedestrian access into the existing shops is gained at street level from Regent Street. Rear access is gained via William Lane to Marian Street (refer to **Figure 7**). As illustrated in **Figure 16**, there is no direct access between Redfern Street Laneway and William Lane via the rear service laneway. Vehicle access to the existing shops is gained via William Lane to Marian Street.

The site is hoarded up and our understanding is that the site is regularly patrolled a security guard. The existing building on 88 Regent Street has been built to the southern boundary with the remaining boundaries comprising of a range of boundary fencing with pedestrian and vehicle access from William Lane. No lighting is evident along the rear of the properties or along William Lane (refer to **Figure 16**). The Iglu development to the north includes a secured access laneway network from Regent Street connecting to the Redfern Street Laneway as shown in **Figures 9 and 11**.

3.5 Topography and Landscaping

A Site Survey has been prepared by Mitchell Land Surveyors. The survey illustrates that the site has a fall of approximately 3 metres from the northern boundary down to the southern boundary. The site has a high point of RL 28.9 at the north-eastern corner and a low point of RL 25.9m at south-western corner.

The site is largely free of vegetation, with low scale planting present within the private terraces at the rear of the existing buildings.

3.6 Surrounding Development

The street block bounded by Regent Street, Marian Street, Gibbons Street and Redfern Street has undergone significant urban renewal over recent years which reflects the blocks strategic and locational attributes, namely its proximity to the Redfern Railway Station. The site’s immediate and future context is detailed below.

3.6.1 North

To the adjoining site to the north is 60-78 Regent Street, Redfern (**Figure 1**). The facility comprises ground floor retail tenancies and an 18 storey student accommodation tower above. The Iglu development to the north includes a secured access laneway network from Regent Street connecting to the Redfern Street Laneway. (**Figures 9 and 11**).

The rear of the Iglu facility provides vehicle access from William Lane to the loading dock (**Figure 10**)

The historic terrace facades fronting Regent Street were refurbished to maintain the existing fine grain character and scale of Regent Street. The tower above is slender in form and includes a staggered composition of windows which provide texture and depth to the facade.

Beyond the existing Iglu facility to the north is the Regent Redfern hotel (**Figure 12**). The hotel is a two-storey building with a bar, bistro, TAB and gaming facilities. The Regent hotel is accessed from the corner of Regent Street and Regent Lane. Regent Lane is a highly utilised thoroughfare with vehicle and pedestrian access between Redfern Station and Regent Street.



Figure 9 Existing Rear Elevation of Iglu looking east from William Lane

Source: Ethos Urban



Figure 10 Secured access between William Lane and secured

Source: Ethos Urban



Figure 11 Secured Laneway between Redfern Street looking south from Redfern Street

Source: Ethos Urban



Figure 12 Regent Redfern hotel and Redfern Street looking east from Regent Street

Source: Ethos Urban

3.6.2 South

To the south on the opposite site of Marian Street are two to three storey attached terraces (**Figure 13**).



Figure 13 Existing terraces to the south of the site as viewed from Regent Street looking south east

Source: Ethos Urban

3.6.3 East

To the east on the opposite site of Regent Street is a landscaped public open space area (**Figure 14**) and a vehicle repair station (**Figure 15**). To the east of the landscaped area are a range of 2-3 storey residential and retail buildings, generally in terrace typologies and a bus shelter (**Figure 14**).



Figure 14 Landscape area, commercial and retail and bus shelter looking east from Regent Street

Source: Ethos Urban



Figure 15 Vehicle Repair Station looking south east from Regent Street

Source: Ethos Urban

3.6.4 West

To the west on the opposite side of William Lane, is an 18 storey mixed use residential development known as 'Urba' at 7-9 Gibbons Street. The loading dock for the development is accessed from Marian Street and the rear elevation comprises of service entries and a generally blank façade (**Figure 16**).



Figure 16 Existing development, Iglu, the site and William Lane looking north from Marian Street

Source: Ethos Urban

3.7 Risk Assessment of the Existing Site

A Risk Assessment of the Site in its existing context form has been undertaken. The Crime Risk Rating is considered 'moderate'.

The key positive elements of the site are:

- The site fronts a busy road that supports a high level of pedestrian and vehicular traffic.
- The Iglu development to the north includes a secured access laneway network from Regent Street connecting to the Redfern Street Laneway and shows evidence of CCTV.
- The surrounding streetscape incorporates dedicated footpaths that have a high level of pedestrian usage.
- Redfern train station is within close proximity to the site.
- The surrounding uses relate to businesses that operate outside of standard trading hours and encourage the pedestrianisation of the area both during the day and at night
- Redfern Police Station is within close proximity to the site and increases perceptions of safety and risk to criminals.
- The corner terrace house to the south across Marian Street is orientated to the site and provides some onlooking.
- There is evidence of CCTV within William Lane.

The key negative elements of the site are:

- The site is located in proximity to a licensed premises (The Regent Redfern) which is more likely to experience incidences of anti-social behaviour.
- To the east across Regent Street is a park and bus shelters which provide opportunities for loitering.

- The rear of the site adjoins William Lane which provides a connection to Marian Street and the secured laneway which have potential to function as escape routes and show evidence of graffiti.
- The site directly to the north accommodates the existing Iglu facility, incorporates blank walls, a loading dock and the back of house which reduces activation and the opportunity for natural surveillance.
- The site to the west across William Lane accommodates the mixed use Urba building, which incorporates blank walls which reduces activation and fire exits which provide for opportunities for loitering.
- The surrounding area shows evidence vandalism due to the presence of graffiti and litter.

4.0 Proposed Development

The Environmental Impact Statement to which this CPTED report is appended is submitted to the Department of Planning and Environment in support of State Significant Development Application (SSDA) for the development of student accommodation that incorporates the following works:

- construction and use of an 18 storey building comprising:
 - 265 student accommodation beds within 185 units, arranged as follows:
 - 163 x studio units;
 - 6 x loft units; and
 - 16 x 6-bed cluster units.
 - communal student facilities including study areas, rooftop terrace and laundry facilities;
 - three ground floor retail tenancies;
 - a single commercial tenancy;
- landscaping works including terrace planting; and
- extension and augmentation of services and infrastructure as required.

The proposal will operate as an integrated campus with the adjoining Iglu facility to the north which commenced operation in early 2018.

A photomontage is included at **Figure 17** and the Architectural Drawings package which include floorplans are included in the State Significant Development package, however the ground floor is replicated in **Figure 18**.



Figure 17 Photomontage of proposed development looking north east as viewed from Regent Street
Source: Bates Smart

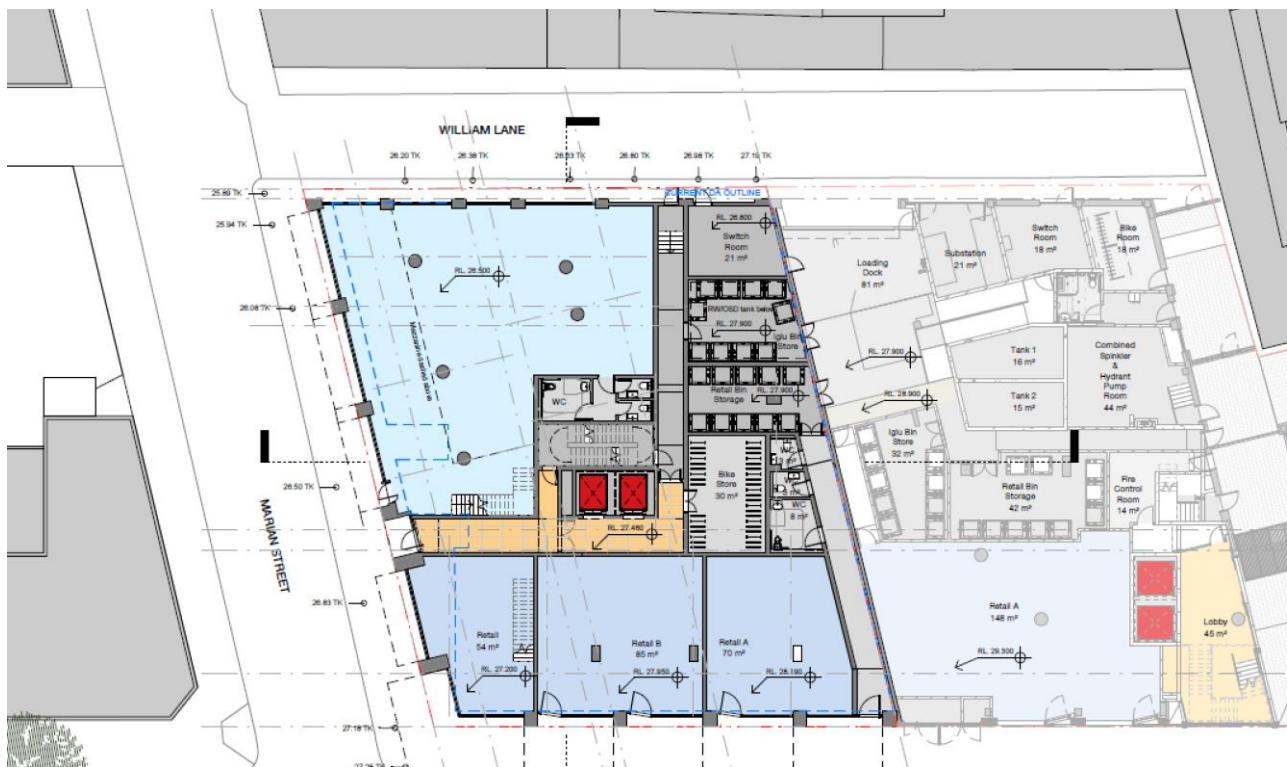


Figure 18 Proposed Ground Floor amalgamated with the existing adjacent Iglu

Source: Bates Smart

4.1 Operational Management

An Operational Management 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:

- The proposed development will be integrated with the existing Iglu located adjacent at 60-78 Regent Street (now consolidated as 66 Regent Street), Redfern which commenced occupancy in early 2018.
- The General Manager will be contactable 24 hours per day, 7 days a week with a team of professional staff members and Resident Leaders who are also available at various times.
- Access to the property will be via the existing main entry foyer for the adjoining Iglu facility via Regent Street and will be restricted via an electronically coded swipe card provided only to current in-house residents and staff.
- Each student residing at Iglu will receive a swipe card programmed specifically for zoned access, namely the main foyer, lift access to their floor, access to their studio or share apartment (and access to their room).
- Students will not be able to access any other share apartment/bedroom that they do not occupy.
- The electronic system will allow Property Management to review and read every lock throughout the building and the cards that have accessed that point.
- CCTV will be installed to monitor all external access points, lifts and public areas within the property. In line with current operations at Iglu Redfern, all external access points will have reed switches and are alarmed and linked to a 24-hour monitoring company which will call the duty manager if left open for an extended time. A duress button is installed within reception/administration office that will be linked to a 24-hour monitoring company in case of emergency.
- Outside of office hours, there are Resident Leaders living onsite that are available to support students with administrative or student welfare issues. Resident Leaders are employed and trained by Iglu to act as duty managers outside of office hours.
- Security Guards patrol the building as dictated by site specific neighbouring establishments and events.

The operational management of the ground floor retail/commercial tenancies 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.

4.2 Pedestrian Access

Student Accommodation

The proposed development includes pedestrian access from Marian Street to the central lift core as well as an emergency egress to William Lane and service egress to Regent Street. Notwithstanding this, the existing Iglu Lobby fronting Regent Street will be the main pedestrian access point. Access to the Central Lobby can also be gained via the existing through site link entrance at Redfern Street.

Retail Component

The three ground floor tenancies with mezzanines will be accessed from Regent Street.

Commercial Component

The commercial tenancy located on the ground floor will be accessed from Marian Street.

4.3 Vehicle Access

No vehicle access or parking is provided on site as part of the development, in light of the high accessibility via alternate transit modes including public transport, cycling and walking.

4.4 Landscaping

A Landscape Design Statement and Landscape Drawings have been prepared by 360°. Landscaping has been incorporated into two main zones the internal courtyard located on level one and the rooftop terrace.

5.0 Nature of Recorded Crime

Crime statistics obtained from the NSW Bureau of Crime Statistics and Research (BOCSAR) represents criminal incidents recorded by NSW Police. A review of the local statistics for 2018 found that the most commonly occurring crimes relevant to CPTED within the City of Sydney LGA were:

- Assault – domestic violence related
- Assault – non-domestic violence related
- Steal from motor vehicle
- Steal from retail store
- Steal from dwelling
- Steal from person
- Fraud
- Malicious damage to property

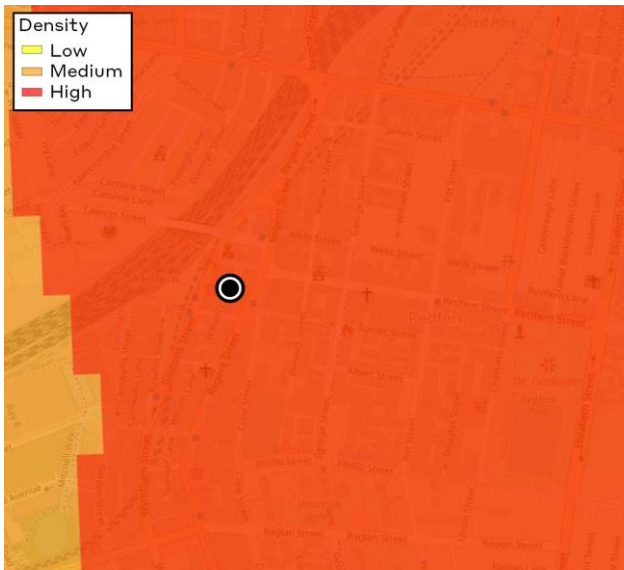
Frequency of the above crimes in the suburb of Redfern, between March 2014 and March 2018 is detailed below.

Table1 Statistics of recorded crime in Redfern (suburb) between 2014 and 2017

Crime	March 2014- March 2015	March 2015- March 2016	March 2016- March 2017	March 2017- March 2018	2014-2018 Trend	Rate per 100,00 Population	Rating Category
Assault – domestic violence related	107	105	132	112	Stable	1392.7	High
Assault – non-domestic violence related	230	212	230	198	Stable	192.7.5	High
Steal from motor vehicle	29	24	38	33	Stable	232.1	High
Steal from retail store	102	67	86	95	Stable	668.2	High
Steal from dwelling	154	184	123	112	Steady Decrease	787.8	High
Steal from person	70	60	47	42	Steady Decrease	295.4	High
Fraud	313	299	225	225	Stable	1582.6	High
Malicious damage to property	327	235	235	272	Stable	1927.3	High

Source: Bureau of Crime Statistics and Research NSW, 2017

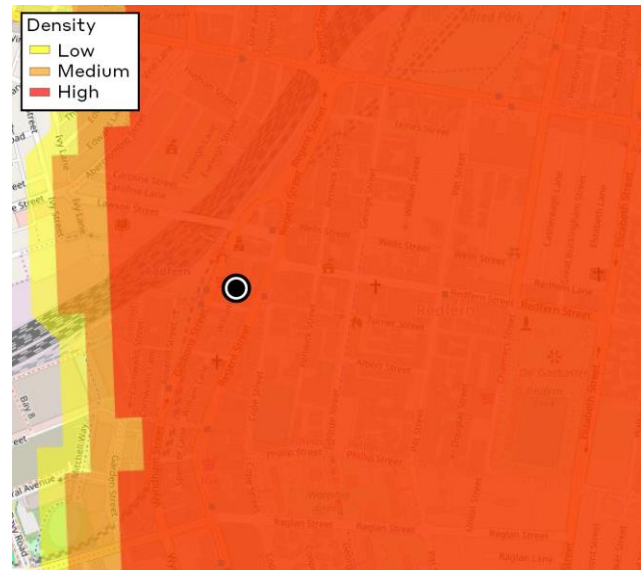
As illustrated in **Figures 19 to 27**, the BOCSAR database indicates that the Site is located within 'hotspots' for the following crimes relevant to CPTED.



● The Site

Figure 19 Assault, Domestic Violence Related

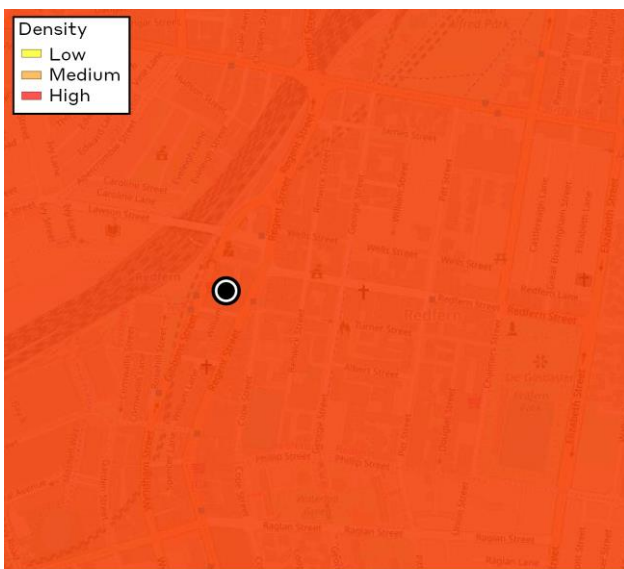
Source: BOCSAR, Ethos Urban



● The Site

Figure 20 Assault, Non-Domestic Violence Related

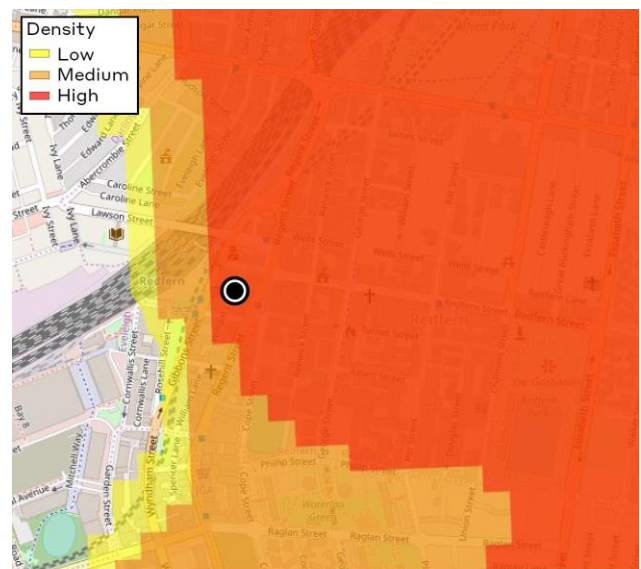
Source: BOCSAR, Ethos Urban



● The Site

Figure 21 Breaking and Entering a Dwelling

Source: BOCSAR, Ethos Urban



● The Site

Figure 22 Breaking and Entering Non-Dwelling

Source: BOCSAR, Ethos Urban



Figure 23 Malicious Damage to Property

Source: BOCSAR, Ethos Urban



Figure 24 Motor Vehicle Theft

Source: BOCSAR, Ethos Urban



Figure 25 Steal from Dwelling

Source: BOCSAR, Ethos Urban



Figure 26 Steal from Person

Source: BOCSAR, Ethos Urban

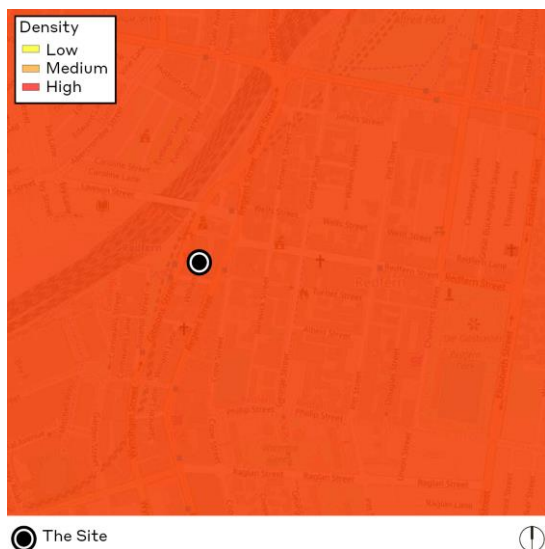


Figure 27 Steal from Motor Vehicle

Source: BOCSAR, 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 the Sydney and Paramatta CBDs are included within these hotspot areas.

5.1 Crime Prevention Policy

The City of Sydney of Sydney Draft Community Safety Plan has been developed by the City of Sydney and was on public exhibition which concluded on the 4 September 2018. The Draft Community Safety Plan states the following objectives for crime reduction within the LGA:

- **Safe streets and spaces:** Working with partners to increase actual and perceived public safety in Sydney’s streets and spaces as well as management of lighting, CCTV, parks, footpaths graffiti and waste management.
- **Crime prevention and response:** Contributing to reducing local crime and supporting initiatives that address domestic and family violence, sexual assault and safeguarding children from abuse.
- **Ready and resilient:** Working together to better prepare for and respond to emergencies that may arise and strengthening community resilience.
- **A safe global destination:** Helping visitors and international students to feel welcome and experience the city safely, and promoting Sydney as a safe place to visit, study and invest.

The proposed development is unlikely to inhibit these objectives and their actions as detailed within the Draft Community Safety Plan.

6.0 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, and theft 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 potential to create opportunities for such crimes.

The proposed development is for student accommodation which will be integrated with the existing student accommodation. This context underpins an assessment of the proposed development in accordance with CPTED principles.

6.1 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; and
- minimal opportunity for offenders to conceal themselves or entrap victims.

The proposed development will undoubtedly increase opportunities for natural surveillance, both within the site and to the immediate surrounds. The proposal incorporates a range of uses including student accommodation, commercial office and retail uses. The proposed mix of uses will encourage people to frequent the site beyond standard business hours.

The frontages including entries from Regent Street, Marian Street 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 and Marian Street and commercial fronting William Lane and Marian Street provide opportunities for natural surveillance from capable guardians. It is recommended that the shopfront glass facades to Regent Street, Marian Street and William Lane are clear glazed to provide unobstructed views from internal spaces. 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 also to deter potential offenders, through the clear demarcation of the various spaces. Security Guards will also patrol the buildings as dictated by site specific neighbouring establishments and events.

Recommendations relating to surveillance are provided in Section 7.1.

6.2 Lighting and Technical Supervision

Effective lighting and discrete 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 safety and perceived safety. All lighting provided within and around the development, including the through site links and laneway should ideally exceed 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.

High quality lighting throughout all publicly accessible areas should be adequate to permit facial recognition, 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. Specifically, high quality lighting along William Lane to ensure that the lane is a well-lit pedestrian connection to the secured laneway providing access to the ground floor retail and through site link from Redfern Street.

Recommendations relating to lighting and technical supervision are provided in Section 7.1.

6.3 Territorial Reinforcement

The *NSW Police Safer by Design Guidelines* note that people generally recognise areas that are well cared for and areas that display strong ownership cues are less likely to be improperly used than those that do not. In particular, ownership cues are heightened and fear can be reduced amongst residents and visitors through the personalisation, marking, maintenance, and decoration of a building.

The clear definition of public and private territory, and the introduction of a greater number of people on the site will increase the risk to an offender and promote territorial reinforcement, as criminals do not want to be detected, challenged or apprehended.

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.

As noted above, the strategic location of capable guardians will increase offender risk and crime effort. It is commonly thought that supervision by employees (such as retail areas and the single commercial office tenancy) is more effective as a crime deterrent than surveillance by passers-by. The development will increase the numbers of users on the site and provide 24 hour surveillance opportunities.

There are four secured gates one located within the secured laneway between William Lane and Redfern Street, two located between the secured laneway and William Lane and one within the existing Iglu through site link. The gates are physical barriers which reinforce the demarcation between public and private areas particularly when the gates restrict public access through the adjoining site. When the gates are closed access is restricted to via swipe cards.

People are commonly attracted to vibrant public areas. Well used areas are made safer by natural community supervision. Furthermore, area reputations can affect the liveability, 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 or anti-social use and provide strong ownership cues.

Recommendations relating to territorial reinforcement are provided in Section 7.1.

6.4 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.

As envisioned in the photomontages the proposed development provides a higher quality development than the existing terraced shops. In addition, the proposed development will be integrated with the existing Iglu adjacent to the site. 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.

Recommendations relating to environmental maintenance are provided in Section 7.1.

6.5 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 access, these include:

- Primary– access to publicly accessible areas. The Iglu development to the north includes a secured access laneway network from Regent Street connecting to the Redfern Street Laneway.
- Secondary – access to semi-public areas and private areas. This includes internal lobbies, rooms and common areas within the student accommodation and the retail and single commercial tenancy.. Access to common internal space with the student accommodation will be consistent with the approved hours with access being restricted outside of these hours.

Access control is very well considered in the proposed development. The ground floor access from the surrounding streets and laneways and through site link is secured and access is controlled via the gates which require swipe card access when closed. The through site link provides a direct view of the laneway and a direct view is provided from Redfern Street to the through site link.

The operational plan of management provides operating parameters for the student housing operations on the site. The access to the student housing will be via the existing main foyer and will be restricted with electronically coded swipe cards provided only to current in-house residents and staff. Each of the students residing at Iglu will be provided with a swipe card programmed specifically for zoned access, including the main foyer door, lift access and to the room they occupy. The Property Management will have the ability to review and read every lock throughout the building in addition to the cards that have accessed each point. In line with the current operations at Iglu Redfern, all external access points will have reed switches and are alarmed and linked to a 24-hour monitoring company which will call the duty manager if left open for an extended time. A duress button is installed within the reception/administration office that will be linked to a 24-hour monitoring company in the event of an emergency.

Recommendations relating to access control are provided in Section 7.1.

6.6 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 design of the proposed development generally benefits multiple principles of CPTED.

The design of the proposed development will be integrated with the existing Iglu. The design clearly divides intended uses. Access to the Central Lobby for the proposal can also be gained via the existing through site link entrance at Redfern Street. Conflict between uses on the ground floor are unlikely to occur with the ground floor retail only having frontages including entrances from Regent Street, Marian Street and William Lane. Conflict could occur with public and private access to the retail and commercial office on the first floor. Furthermore, the existing Iglu Lobby fronting Regent Street will be the main pedestrian access point.

Recommendations relating to design, definition and designation are provided in Section 7.1.

7.0 Crime Risk Rating and Recommendation

The Crime Risk Rating considers the development as proposed in architectural drawings prepared by Bates Smart, landscape drawing and design report prepared by 360°, operational management plan prepared by Iglu, 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 the proposed development would remain within the 'moderate' category with implementation of the below recommendations however this is considered a reflection of the dense urban context of the site rather than specific design concerns.

Overall, it is considered that the proposed development will facilitate the site's regeneration with a mixed-use development which will improve the safety and security of the local area and generally increase the image of the area.

In informing the Conditions of Consent, recommendations to further improve the safety and security of the proposed development are detailed in Section 7.1.

7.1 Recommendations

The operational plan of management should be integrated to create one plan of management for the proposal and existing Iglu to ensure all procedures are consistent for the Iglu facility. The specific recommendations for each CPTED principle are provided in further detail below.

Surveillance

- The retail shops which front onto Regent Street, Marian Street and the William Lane are to incorporate clear glazing to provide unobstructed views from internal spaces to the publicly accessible areas.
- Ensure opportunities for natural and incidental surveillance are maintained through effective lighting, access control and environmental maintenance, through effective lighting, access control and environmental maintenance.
- Use of clear glazing around the courtyard on level one to provide unobstructed views from internal spaces into the courtyard.

Lighting and Technical Supervision

- Ensure the development is well lit, within the internal spaces and in the surrounding public spaces, such as Regent Street, Marian Street and William Lane and meets the minimum Australian and New Zealand standards.
- A CCTV strategy is suggested for the frontages of the retail and commercial tenancies; and along the public domain areas and William Lane. The CCTV strategy is to be designed in consultation with a suitably qualified security consultant with a Class 2A licence under the *Security Industry Act 1997* who can provide specific advice on the placement, installation, monitoring and maintenance of the CCTV network.
- The CCTV network should endeavour to ensure blackspots of coverage are not created.
- The CCTV network strategy should be partnered with the internal and external lighting strategy to ensure facial recognition is achieved in all lighting conditions and a minimum colour rendering index of 60 is achieved.
- Discrete CCTV systems such as small dome cameras are recommended.
- Appropriate lighting should be installed in and around the development.
- A lighting strategy should be developed by or in consultation with a suitably qualified and experienced lighting expert.

All lighting is recommended to have a minimum Colour Rendering Index (CRI) of 60.

Territorial Reinforcement

- Maintain that building entrances remain free of clutter to ensure entry points are highly visible from the street frontages.
- Display CCTV security notice signs to convey that the site is under constant surveillance.
- Ensure that pathways within lobbies and corridors are unobstructed at all times to avoid blind spots.
- Provide wayfinding signage and building / business identification signage where appropriate to reinforce perceptions of safety and legibility and clearly define the uses of the building.
- Ensure wayfinding strategies are incorporated throughout the ground floor to demarcate the commercial retail, the through site link, lane way and the main lobby for the student housing, reducing the disorientation of users.

Environmental Maintenance

- Ensure that landscaping does not create concealment opportunities on level one and on the rooftop.
- Ensure a prompt response is incorporated into environmental maintenance procedures.
- Use of high-quality surface materials to lessen the likelihood of damage and decay.
- Ensure all areas within the development are 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.

Activity and Space Management

- Ensure building and wayfinding signage is appropriate to deter access to private spaces and direct pedestrian movements to desired locations.
- The operational plan of management should detail procedures for the management of after-hours security and the use of the common areas within the student accommodation. The operational plan of management is recommended to be reviewed and updated every two years.
- Maximise the inclusion of glazed facades with anti-graffiti coatings wherever possible to maximise lines of sight and mitigate the risk of damage.

Access Control

- Provide secure electronic access (card / key controlled entries / lifts etc.) to all private entrances of the building and lifts to facilitate in demarcating the student housing accommodation, retail and commercial uses of the building.
- Ensure access to restricted areas is not created by environmental conditions (i.e. tall trees and climbable seating).
- Provide secure electronic access (card/key controlled entries/intercoms) to prevent unauthorised access into the lifts and lobby, back of house facilities, waste disposal, commercial and retail on level 1 and any areas deemed restricted from public access.
- Ensure that the fire egresses which open to William Lane and Marian Street are alarmed. A copy of the Fire Safety Statement and current fire safety schedule for the premises will be displayed in the reception area. The Fire Statement should be reviewed every 12 months to ensure it is up to date.

Design, Definition and Designation

- Maintain the current design definition demonstrated in the proposed development. Ensure clarity of ownership, tenancy and management are clearly understood by users of the development.
- Ensure all doors and windows are lockable, in particular on William Lane and Marian Street.
- Wayfinding signage is recommended to provide clear demarcation between the proposed uses comprising of the retail on both the ground floor and commercial and the Iglu facility.

8.0 Conclusion

Overall, the proposed development will facilitate a new mixed-use student accommodation development which will generally help improve the safety and security of the local area and rejuvenate an underutilised site that is currently inactive. In particular it is considered that:

- The design and operation of the student housing accommodation will be integrated with the existing Iglu facility;
- It will provide the opportunity to ensure suitable technical supervision, lighting and access control mechanisms can be provided;
- It will increase the surveillance opportunities along Regent Street, Marian Street and William Lane through active street frontages and encourage people to frequent the site beyond standard business hours;
- It will provide opportunities 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; and
- The design clearly divides intended uses providing strong ownership cues and provides opportunity for natural community policing 24 hours a day and an increase in vibrancy.

As such our assessment finds that the design of the proposed development is generally consistent with the principles of CPTED and will improve the security and perceptions of safety within the area.