Introduction

On 16th May 2011 a Safer by Design Evaluation was conducted on the proposed site, 46-56 Liverpool Road, Summer Hill. The following recommendations have been made as a result of this evaluation.

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

The Guidelines contain two parts. Firstly, it details the need for a formal crime risk assessment (Safer by Design Evaluation) to be done in conjunction with trained police, and secondly it outlines basic Crime Prevention Through Environmental Design (CPTED) principles and strategies that can be used by consent authorities to justify the modification proposals to minimize risk.

Crime Prevention Through Environmental Design (CPTED)

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

Predatory offenders often make cost-benefit assessments of potential victims and locations before committing crime. CPTED aims to create the reality (or perception) that the costs of committing the crime are greater than the likely benefits. This is achieved by creating environmental and social conditions that:
- Maximise risk to offenders (increasing the likelihood of detection, challenge and apprehension.
- Maximise the effort required to commit crime (increasing the time, energy and resources required to commit crime)
- Minimise the actual and perceived benefits of crime (removing, minimizing or concealing crime attractors and rewards) and
- Minimise excuse making opportunities (removing conditions that encourage/facilitate rationalization of inappropriate behaviour)

CPTED employs four key strategies. These are **surveillance, access control and lighting, territorial re-enforcement and space/activity management.**

Site Description

The proposed development relates to an application for alterations, additions and adaptive re-use of the existing heritage structures, demolition of various buildings and construction of a residential apartment development above a basement car park.

The site is bordered by Liverpool Road and Gower Street Summer Hill to the north and Grosvenor Crescent to the east. It is well serviced by public transport with the inner western railway line and Summer Hill Railway Station located within close proximity. The site is located on Liverpool Road which is one of the main arterial roads to the west. The Ashfield town centre is located approximately 500 metres to the West of the site.

Site Risk Rating

The NSW Police Safer by Design Evaluation process is based upon Australia and New Zealand Risk Management Standard ANZS4360:1999. It is a contextually flexible, transparent process that identifies and quantifies crime hazards and location risk. Evaluation measures include crime likelihood (statistical probability), consequence (crime outcome), distributions of reported crime (hotspot analysis), socio-economic conditions (relative disadvantage), situational hazards and crime opportunity.

After conducting this process the rating for this development has been identified as, **low crime risk**.

With this in mind the following Crime Prevention Through Environmental Design (CPTED) treatments should be considered for the development in order to reduce opportunities for crime.
Natural
Organised (low)
Technical/Mechanical (low)

Natural CPTED treatment levels include: Clear site design, territorial definition and design, natural surveillance, strategically located windows doors and vantage points, open building and landscaping sightlines and natural access control measures including symbolic and real barriers, clearly defined vehicle/pedestrian routes and channelling systems.

Organised CPTED treatment levels include: Low level organised guardianship eg, the strategic placement of employee workstations and the use of managed activity (community and private) and routine environmental maintenance. Organised strategies built upon natural measures.

Technical/mechanical CPTED treatments levels include: Basic target hardening. Good quality access control hardware. Corridors, mirrors and public address systems, help phones, motion detectors etc. Low level technical strategies built upon low level organised and natural treatment measures.

Surveillance

Natural surveillance is achieved when normal space users can see and be seen by others. This highlights the importance of building layout, orientation and location; the strategic use of design; landscaping and lighting. Natural surveillance is a by-product of well-planned, well-designed and well-used space. Technical/mechanical Surveillance is achieved through mechanical/electronic measures such as CCTV, help points and mirrored building panels. Technical/mechanical surveillance is commonly used as a 'patch' to supervise isolated, higher risk locations. Formal (or Organised) Surveillance is achieved through the tactical positioning of guardians. An example would be the use of on-site supervisors at higher risk locations.

General Comments in Design for Surveillance:

- Buildings facing 'outward' towards public and semi public areas provide natural surveillance and informal supervision (eyes on the street).
- Entry points should be designed so as to maximize surveillance opportunities to and from these areas from both inside as well as outside.
- The placement and orientation of common entry areas should maximize opportunities for natural supervision by staff and other guardians.
- Laminated glass walls and windows facilitate supervision of common entry areas.
- Surveillance equipment can enhance the physical security of the premises and assist in the identification of people involved in anti-social or criminal behaviour.
    - Cameras should be installed both within and around the premises.
    - Cameras should monitor those areas with poor natural supervision within the premises such as entry and exit points.
    - TV monitors should enable activities to be easily monitored.

Recommendations

- It is recommended that the surveillance system include a 24 hour digital, multi camera network with 30 day storage capacity and high resolution images to better assist police with offender identification.
- Surveillance cameras should be installed both in and around the site most particularly in and around the basement car park areas.
- Ensure that requirements of the Surveillance Devices Act 2007 (NSW) are adhered to.

Lighting and Access Control

There is a proven correlation between poor lighting, fear of crime, the avoidance of public places and crime opportunity. Good lighting can assist in increasing the usage of an area. Studies show that effective lighting can reduce fear, increase community activity, improve visibility and increase the likelihood offenders will be detected and apprehended.

It is recommended that special attention be paid to lighting of pedestrian access areas to avoid opportunities for concealment and entrapment. Furthermore, walking from overly bright places into dark places or dark to light places can lessen a person's ability to see and recognise people, objects and colours.

Access control is used to increase the time and effort required to commit crime and to increase the risk to criminals. *Natural access control* includes the tactical use of landforms and waterways features, design measures including building configuration; formal and informal pathways, landscaping, fencing and gardens. *Technical/Mechanical access control* includes the employment of security hardware and *Formal (or Organised) access control* includes on-site guardians such as employed security officers.

General Comments in Design for Lighting and Access Control:

- Access control treatments restrict, channel and encourage people and vehicles into, out of and around the development. Way-finding, desire-lines and formal/informal routes are important crime prevention considerations.
- Natural ladders are design features, trees or nearby structures that help criminals to climb onto balconies, rooftops, ledges and windows.
- Lighting should be designed to the Australian and New Zealand Lighting Standards.
- Australia and New Zealand Lighting Standard 1158.1 – Pedestrian, requires lighting engineers and designers to consider crime risk and fear when selecting lamps and lighting levels.
- Lighting needs to eliminate opportunities for concealment and avoid shadowing as well as enable effective use of surveillance equipment throughout the development site.

Recommendations
- Access control devices to restrict entry/exit to the premises and underground car park.
- Ensure the basement car park is well illuminated and provides good orientation and even light distribution.
- Ensure lighting enhances visibility around all entry/exit points and ensure that illumination supports picture quality and compliments the CCTV surveillance system without glare, shadowing or blind spots.
- Consider lighting timers and sensor lighting as required to illuminate potential loitering zones.

Territorial Re-enforcement

Criminals rarely commit crime in areas where the risk of detection and challenge are high. People who have guardianship or ownership of areas are more likely to provide effective supervision and to intervene in crime than passing strangers. Effective guardians are often ordinary people who are spatially 'connected' to a place and feel an association with, or responsibility for it. *Territorial Re-enforcement* uses actual and symbolic boundary markers, spatial legibility and environmental cues to 'connect' people with space, to encourage communal responsibility for public areas and facilities, and to communicate to people where they should/not be and what activities are appropriate.

General Comments in Design for Territorial Re-enforcement:

- Boundaries of the development should be reasonably well defined.
- All external doors should be kept closed and locked when not in use and regularly maintained to assist with the protection of the property.
- Effective signage and directions will provide guidance to visitors/residents in locating main areas and keep them away from restricted areas.
- Signs can also assist in controlling activities and movements throughout the premises.
- Consider the use of graffiti resistant materials in the building design.

Recommendations

- Ensure adequate perimeter fencing around the property
- Consider "Park smarter" signage is displayed within the car park to warn motorists to secure their vehicle and property.
- Upgrade the signage around the premises reflecting the security environment within. Warning signs can help deter and warn intruders of consequences of their actions. Particularly to identify surveillance measures in use.

Space/Activity Management

Space/Activity management strategies are an important way to develop and maintain *natural* community control. Space management involves the formal supervision, control and care of the development. All space, even well planned and well-designed areas need to be effectively used and maintained to maximize community safety. Places that are infrequently used are commonly abused. There is a high correlation between urban decay, fear of crime and avoidance behaviour.

General Comments on Space/Activity Management

77% of all public order incidents are alcohol related. Street offences, public violence and vandalism often occur within eyesight of pubs and other licensed premises. Shops and businesses located near existing licensed premises are at greater risk of crime than other areas.

Recommendations

- Consider locating a security/management office in or near the basement car park
- Ensure public areas and restricted areas are clearly delineated to reduce opportunities for unauthorised access and trespass.
- A graffiti management plan should be incorporated into the maintenance plan for the development. Research has shown that the most effective strategy for reducing graffiti attacks is the quick removal of such material generally with a forty-eight hour period.
- A landscaping maintenance program should be implemented to provide routine maintenance of all garden beds, outdoor structures and external surfaces of the premises.

The following is a list of additional security treatments that can also be considered to reduce the risk of crime from occurring and enhancing the four key strategies relating to CPTED. They include:

Security Guards

General comments
- Security Industry Act 1957 No. 157
- A person must be licensed to carry on a security activity. In general this would apply to general duties police in two ways.
  > 1 Acting as a bodyguard, crowd controller or bouncer.
  > 2. Patrolling, protecting, watching or guarding any property (including cash in transit)
- The holder of a security licence must, at all times while carrying on a security activity, wear on his or her person so as to be clearly visible their security licence.
- An exemption to wearing the licence can be granted by the commissioner but if performing the duties above, the licence holder must display at all times a laminated card which includes a recent photograph, the name of the company, and a unique and easily decipherable identifying number.
- If you identify a person performing a security activity without displaying their licence records their details and the circumstances and forward information to licensing who will breach the person.
- Extra security should be provided on nights where there is extra activity. Security guards should actively patrol through the premises as well as monitor the access/egress doors.
- Security should be able to provide assistance to a person at risk/victim of crime if required even if this simply to know that it may be appropriate to contact police and not handle a situation themselves. It is recommended that female security is also employed to provide assistance to female patrons when required. This includes regular checks of female toilets for intoxication and drug issues.
- Security should be employed to monitor activities outside a premises for up to 30 minutes after closing. This will assist in deterring anti-social behaviour, and it will also provide added surveillance for the business in the prevention of armed robberies

Intruder Alarm Systems

General Comments:

- Intruder Alarm Systems should be designed and installed to the Australian Standard – Domestic & Commercial Alarm Systems to enhance the physical security of the property.
- As a number of premises have had telephone lines cut to prevent alarms being reported to the security monitoring company, a supplementary system such as Global Satellite Mobile (GSM) or Radio Frequency (RF) systems should be used to transmit alarm signal by either mobile telephone or radio frequency.
- It is recommended that any existing intruder alarm system be upgraded.
- Consideration should also be given to incorporating duress facility into the system to enable staff to activate the system manually in the event of an emergency.
- Staff should be aware that duress devices should only be used when it is safe to do so.
- LED's (Lighting Emitting Diodes) within the detectors should be deactivated, to avoid offenders being able to test the range of the system.
- The system should be tested on a regular basis to ensure that it is operating effectively.

- Test alarm system and duress facility to ensure to ensure that the system is fully operational.
- Conduct practice 'LOCKDOWN' procedures at the premises during operational hours and break periods to ensure program is working efficiency.

Key and valuable control

General Comments:

- The control of keys and valuables is very important and should be closely monitored by management.
- A key register should be used to list which staff members have been issued with keys, the type of keys issued and what areas they have access to.
- The control of valuables is just an important and a register should also be used to record which staff members have been issued with valuable items such as laptop computers, mobile phone, etc. These registers should be detailed and regularly maintained and audited.
- In addition, all valuables should be clearly marked with the business details where possible and the serial numbers and other details should be recorded and stored in a safe place.

Telephones

- Telephones should be pre-programmed with the security number, emergency number '000' and your local police number, Ashfield Police phone number 97974099, for quick reference by any one using the facility.
- Telephone lines or boxes should be secured to avoid unlawful tampering.

General

- Sensitive materials, including confidential records, should be appropriately destroyed or secured, e.g. confidential records should be shredded or disposed of through security destruction services.
- Computer and access passwords should be changed regularly to restrict access and avoid misuse by past and present staff.
- Emergency evacuation plans should be implemented and maintained to assist staff and emergency services in the event of an emergency. This plan should be prominently displayed.
- Staff should be suitably trained and updated regularly with refresher training in evacuation procedures.

Conclusion

The New South Wales Police have a vital interest in ensuring the safety of members of the community and their property. Consideration of the potential impact on local residents, community resources, Police and Ashfield Council needs to be observed. By using the recommendations contained in this evaluation, any person who does so acknowledges that:

1. It is not possible to make areas evaluated by the NSWP absolutely safe for members of the community or their property
2. It is based upon the information provided to the NSWP at the time the evaluation was made,
3. The evaluation is a confidential document and is for use by the consent authority or organizations referred to on page 1 only,
4. The contents of this evaluation are not to be copied or circulated otherwise that for the purposes of the consent authority or organization referred to on page 1.

The NSW Police hopes that by using the recommendations contained in this document, criminal activity will be reduced and the safety of members of the community and their property will be increased. However, it does not guarantee that all risks have been identified, or that the area evaluated will be free from criminal activity if its recommendations are followed.

Factors considered in determining this assessment include:
1. Review of architect's drawings (submitted with proposal)
2. Assess current crime trends
3. Identify current problems
4. Review of Statement of Environmental Effects (submitted with proposal)
5. Review of similar sites in the area.

Should you require any further information on the subjects mentioned within this report please feel free to contact Constable Sean Brennan, Crime Prevention Officer, Ashfield Local Area Command, phone 97974051.

Yours sincerely

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31st May 2011