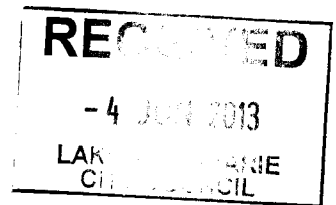


D/2013/87644.



ISSUE:

Development Application DA/251/2013 for a Building Products Warehouse and Showroom, Bulky Goods Premises, Restaurant, Signage, Demolition and Consolidation/Subdivision, as a staged development 4B South Street Windale completed.

BACKGROUND:

Please see attached assessed Crime Prevention Through Environmental Design (CPTED) Report for the abovementioned property.

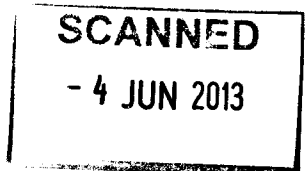
COMMENT:

This site is currently bushland owned by LMCC. The Applicant is proposing a major 20 million dollar development which will trade between 6am and 11pm. This development potentially could have negative public support for the demolition of the Skate Park adjacent to the PCYC, and rare fauna and flora ecosystems within the bushland set to be developed/demolished.

Positives for the development is that Newcastle/Lake Macquarie do not have the Masters Chain for retail as yet. This chain should bring people to the area and enhance natural surveillance opportunity between 6am-11pm, by staff, security and consumers. The development also will bring 150 jobs to an area recognised as socially disadvantaged.

RECOMMENDATION:

For the consideration of the Commander and to be signed off if police comments for conditions of consent are supported.



Please forward to Lake Macquarie City Council, for the attention of Brian GIBSON.

Sharmala Whitehead
Senior Constable
Crime Prevention Officer
Charlestown Police Station

E/N: 71920

Crime Coordinator - Senior Sergeant Mark Dixon Supported. I have read & agree with all of S/C Whiteheads recommendations.

Snr Sgt Mark Dixon
Crime Co Ordinator

27/5/13.

Crime Manager – Detective Inspector Craig Davis

Noted. Recommendations accepted.

Craig Davis
DETECTIVE INSPECTOR
27/5/2013.

Commander – A/Superintendent Murray Lundberg

Approved & Recommended.

[Signature]
M. Lundberg
A/Supt.

LAKE MACQUARIE LAC.
20.5.13.



www.police.nsw.gov.au ABN 43 408 613 180

LAKE MACQUARIE LOCAL AREA COMMAND

Crime Management Unit
25 Smith Street

Charlestown NSW 2290

Ph: (02) 4942 9999

Fax: (02) 49 42 9952

27 May 2013

Brian T Gibson

Senior Planner

Lake Macquarie Council

128-138 Main Road

Speers Point NSW 2284

RE: Development Application DA/251/2013 for a Building Products Warehouse and Showroom, Bulky Goods Premises, Restaurant, Signage, Demolition and Consolidation/Subdivision, as a staged development 4B South Street Windale.

Police have reviewed the plans for this development and commented on CPTED principles only. Police note the removal of the skate park and fauna/flora studies. Both these issues are matters for LMCC. Lake Macquarie Police have not considered either in this assessment.

Introduction

On the 27th of May, 2013 a Safer by Design Evaluation was conducted on the Masters Home Improvement and Specialty Stores Development. The purpose of the evaluation is to assess the Development Application by the applicant Hydrox Nominees Pty Ltd, C/-Urbis Pty Ltd, Level 23 Darling Park Tower 2, 201 Sussex St, Sydney NSW 2000.

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 a 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. 'Part A' details the need for a formal crime risk assessment (Safer by Design Evaluation) to be done in conjunction with trained police, and 'Part B' 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. (DUAP 2001:2)

A protocol agreement has been drafted between Lake Macquarie Police and Lake Macquarie City Council relating to the legislative guidelines of S79C of the Environmental Planning Assessment Act.

This consultation protocol requires a formal risk assessment to be conducted by trained Council and Police personnel of certain types and scales of development. The proposed development is covered in that consultation protocol.

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 neighborhoods. 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 crime are greater than the likely benefits. This is achieved by creating environmental and social conditions that:

- Maximize risk to offenders (increasing the likelihood of detection, challenge and apprehension).
- Maximize the effort required to commit crime (increasing the time, energy and resources required to commit crime)
- Minimize the actual and perceived benefits of crime (removing, minimizing or concealing crime attractors and rewards) and
- Minimize excuse making opportunities (removing conditions that encourage/facilitate rationalization of inappropriate behavior)

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

Factors Considered in determining the Evaluation

The project scale determined by the guidelines of Crime Prevention Through Environmental Design 'Safer By Design'.

The following information and analysis will be viewed during the evaluation:

- 1 Review architects drawings
- 2 Assess current crime trends
- 3 Identify current problems
- 4 Visit site for evaluation.

Section 1:

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, **medium crime risk.**

Current Crime Trends/Area Crime

1.2 Statistical Content

Area Crime Ranking

- ◆ Break, Enter & Steal – residential and commercial
- ◆ Malicious Damage
- ◆ Stealing
- ◆ Motor vehicle theft

1.3 Statistical Area / Range

Lake Macquarie City Council Statistical area – Mount Hutton/Windale/Belmont North/Bennetts Green.

1.4 Nature of recorded crime in the area

Residential/Commercial Premises

- ◆ Property / Asset theft /Assaults
 - Break, Enter and Steal – residential, commercial
 - Malicious damage
 - Stealing
 - Motor vehicle theft

Section 2:

Surveillance

General Comments and Recommendations

- All comments from Barker Ryan Stewart Crime Risk Assessment are supported by police.
- The development is positioned to receive good natural surveillance opportunity, however after trading hours the site will have very little natural surveillance opportunity. Regular security patrol is highly recommended.

- It is noted the Service road which borders the Playing Fields/PCYC in Stage 1B and future stages will not have any surveillance opportunity. CCTV is highly recommended for this corridor, to capture all vehicular and pedestrian traffic. The service lanes in similar developments at Warners Bay Homemaker Centre generate complaints re traffic offences/burnouts, graffiti.
- Police highly recommend CCTV to areas of cash handling, safes, and pedestrian entry and exit points of the store including the loading dock, and vehicle entry/exit points. It is important that if camera's are installed that they comply with requirements of the Surveillance and Privacy Act. – Note – Charlestown Square has not had a vehicle stolen since implementing CCTV on vehicle entry/exits which also work in conjunction with boom gates. Note – Bunnings Belmont North has been targeted for break and enters with safes targeted. Offenders have used power tools in store to slice open safes stealing tens of thousands of dollars. (This occurred 12 months ago) Thieves have also used power tools to cut entry into the exterior wall.
- Staff should be trained in the correct use of the CCTV system. Mirrors can be used to increase surveillance opportunities. Security should also actively patrol the car park.

Lighting/Technical supervision

General Comments and Recommendations

- All comments from Barker Ryan Stewart Crime Risk Assessment are supported by police.
- Adequate lighting should cover all public and car park areas. The emphasis should be on installing low glare/high uniformity lighting levels in line with Australian Standard AS: 1158.
- If lighting is in other areas that cannot be observed then it may only help the offender see what they are doing.
- Preferred external lighting should be of a 'white light' source. Note that low or high pressure sodium 'orange' lighting is not compatible with quality CCTV systems.

Landscaping

General Comments and Recommendations.

- Landscaping should not be close to the buildings as trees can be used as natural ladders and provide concealment. They should be regularly

maintained to ensure branches cannot act as a natural ladder to gain access to higher parts of the building.

- The proposal appears to comply with CPTED principles. It is **recommended** that plantings along this boundary have elongated trunks where the first branch is no lower than 1.5 metres.

Territorial Re-enforcement

General Comments and Recommendations

- Confusion resulting from vague entry design can legitimize exploration, trespassing and excuse making by opportunistic criminals. The entry should be legible and inviting.
- Signage should be strategically posted around the vehicle and pedestrian access to the car park to warn intruders of what security treatments have been implemented to reduce opportunities for crime. **'Park Smarter'** signage should be strategically placed throughout the car park to remind people to lock their vehicles and remove valuables.
- It is **recommended** directional signage should be posted at decision making points, clearly defining the direction of travel.
- It is also **recommended** the 'path of travel' for loading/unloading delivery vehicles is clearly defined through clear signage and directional arrows on the road surface to avoid confusion and reduce collisions with other vehicles.
- Security fencing of the rear boundary fence boarding the playing fields is **strongly recommended**. Wire fencing is easily penetrated and requires a daily maintenance plan. I note Council seek access to the site from the playing fields. If this is to be the case it is **highly recommended** that gates are put into place that are locked during hours of darkness to restrict access and escape routes/entrapment opportunity from the darkness of the playing fields to the car park. Which could be used as a crime corridor with ability to conceal a vehicle. Fencing should be black or dark in colour for optical permeability. Fencing light in colour reflects light and cannot readily be seen through.

Environmental Maintenance

General Comments and Recommendations

- Traffic calming devices such as speed humps and posted speed limit signage should be strategically placed to reduce the opportunity of the large car park being used for traffic offences such as burnouts after

hours, and displacement for skateboards and bicycles using the area with the removal of the local skate park.

- As malicious damage (graffiti) is often an offence caused to such developments strong consideration must be given to the use of graffiti resistant coatings particularly ground floor and areas which are accessible by other structures to reduce such attacks or assist in the quick removal of such attacks. **The rear service lane for the future stages of this development, at the rear of the Bulky Goods development, are a high risk for graffiti crime.**
- A graffiti management plan needs to be incorporated into the maintenance plan for the development. Research has shown that the most effective strategy for reducing graffiti attacks is to employ a Rapid Removal Program, all graffiti is removed within 24 hours.

Access Control

General Comments and Recommendations

- All comments from Barker Ryan Stewart Crime Risk Assessment are supported by police.
- Security fencing of the rear boundary fence boarding the playing fields is **strongly recommended**. Wire fencing is easily penetrated and requires a daily maintenance plan. I note Council seek access to the site from the playing fields. If this is to be the case it is **highly recommended** that security gates are put into place that are locked during hours of darkness to restrict access and escape routes/entrapment opportunity from the darkness of the playing fields to the car park. Which could be used as a crime corridor with ability to conceal a vehicle.
- It is **recommended** all gates be secured with quality locks which comply with Australian Standards, Lock Sets, AS: 4145 to restrict access.
- Security fencing is also recommended for the South Street Boundary to channel pedestrians to the exit points and pathways at the South Street. The security fencing should also extend from the eastern South Street boundary along the bushland to the Southern Pacific Highway access. Which will achieve access control for pedestrian traffic using the public transport system. It will also limit a thoroughfare from Yertala/Opala Street Windale which borders with bushland and laneways back up through Doongara Street Windale which could be used as an escape route. Fencing this street access may also limit the appeal of the acoustic fence being used for concealment opportunity near the trade shed during hours of darkness. Or steal from Motor vehicle opportunity. It may also stop persons parking on South Street

to walk through the landscaping/bushland and access the site to evade CCTV systems. Similarly the Playing fields could be used for this purpose.

- Police also recommend security gates on the South Street, Lake Street and Southern Pacific Highway entry/exit, which can be secured by the patrol guard after trading, to tighten access control and limit escape routes within the site. It is noted the site is intended to receive deliveries after trading to add surveillance opportunity to the site. Police highly recommend provision for security gates in this early stage of planning. Which will restrict access if the site trends in robbery offences or Break and Enter offences. These types of offences may be less attractive if exits are limited and offenders using vehicles are captured on CCTV upon entry and exit.
- It is **recommended** a corrugated surface is used on all car park ramps to reduce the opportunities for use by skateboarders etc.

Conclusion

Upon completion of the evaluation the following Crime Prevention through Environmental Design (CPTED) treatments should be considered for the development in order to reduce opportunities for crime.

- **Natural**
- **Technical/Mechanical (low)**
- **Organized (low)**

Disclaimer:

The New South Wales Police have a vital interest in ensuring the safety of members of the community and their property. By using the recommendations contained in this evaluation, any person who does so acknowledges that:

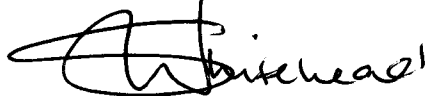
1. It is not possible to make areas evaluated by the NSWP absolutely safe for members of the community or their property
2. It is based upon the information provided to the NSWP at the time the evaluation was made,
3. The evaluation is a confidential document and is for use by the consent authority or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

We would like to thank you for the opportunity of inspecting the plans for this development.

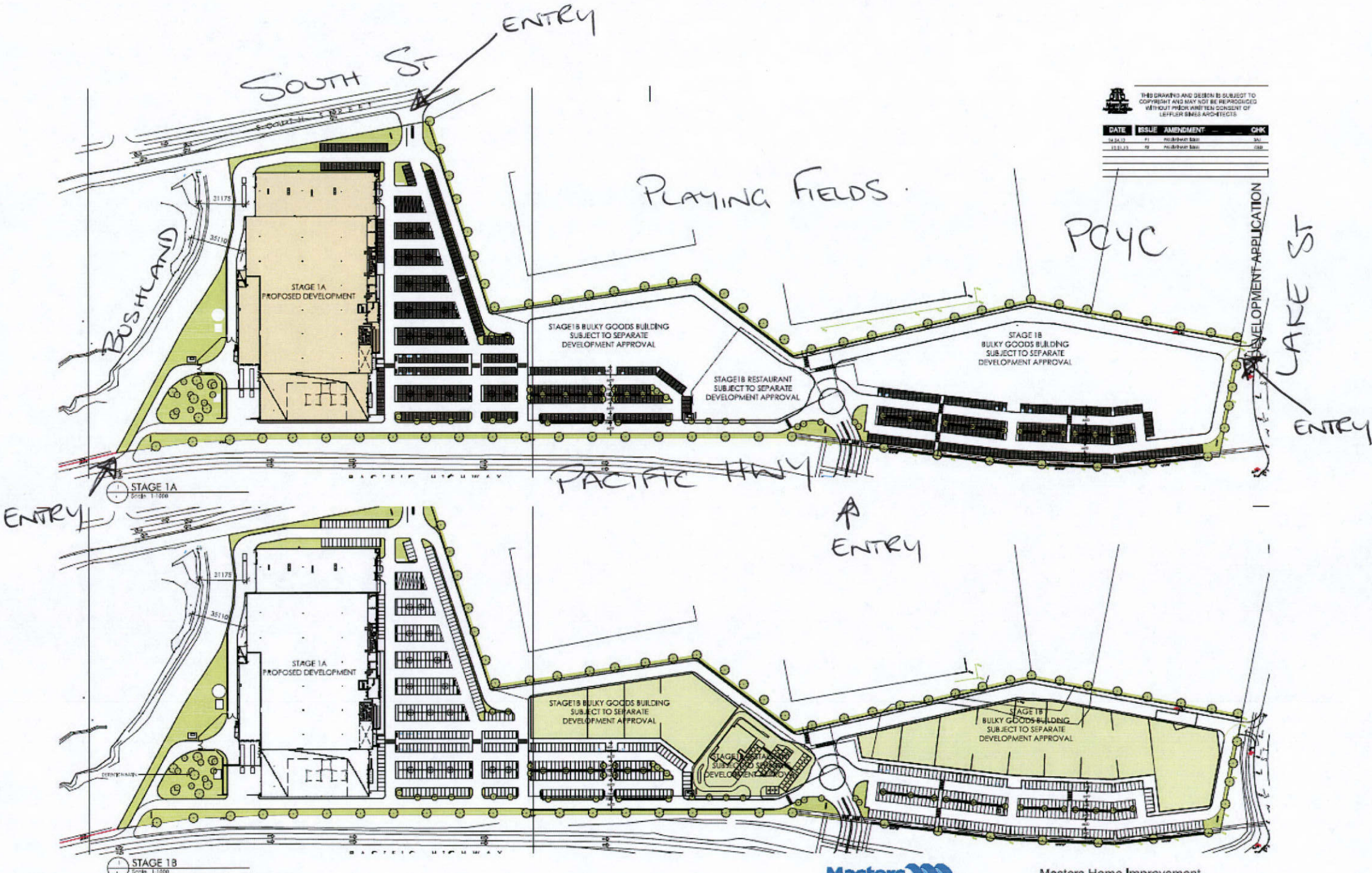
Yours sincerely

A handwritten signature in black ink, appearing to read 'Sharmala Whitehead', with a stylized flourish at the end.

Sharmala Whitehead
Senior Constable
Lake Macquarie Police

Murray Lundberg
Acting Superintendant
Lake Macquarie Police

WINDALE.



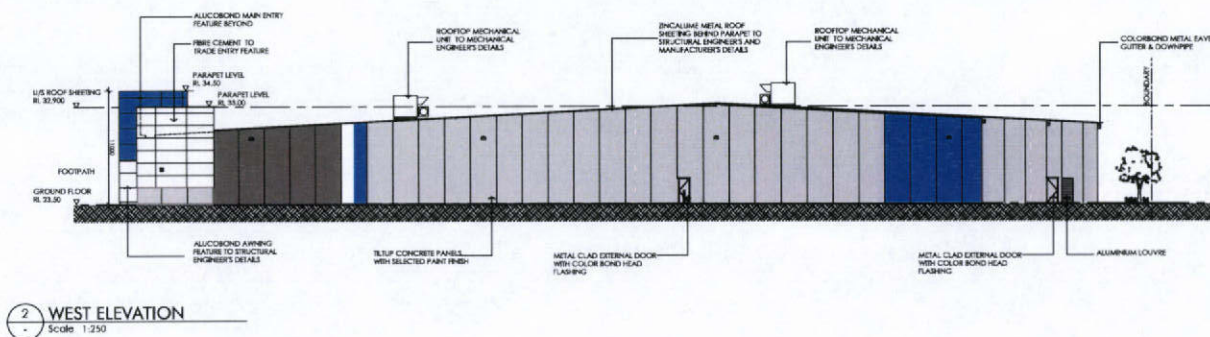
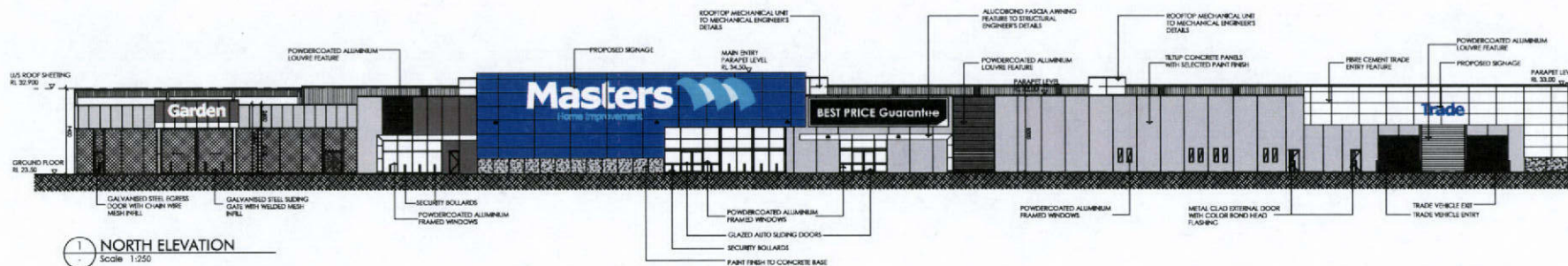
Overall Site Staging Plan



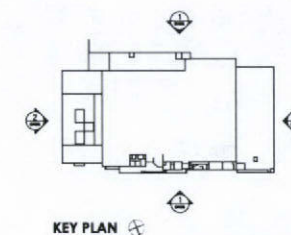
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DATE	ISSUE	AMENDMENT	CHK
27.09.12	P1	PRELIMINARY ISSUE	SA
24.09.12	P2	PRELIMINARY ISSUE	SA
15.01.13	P3	PRELIMINARY ISSUE	DSG

DEVELOPMENT APPLICATION



EXACT LEVEL TO BE ADVISED
BY CIVIL ENGINEER



Elevations

15 110 120

150 SCALE: 1:250 @ A1

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DATE: FEB 2012
DRAWN: CHW

Masters Home Improvement
4B South Street, Windale, NSW

DA-05/P3

LEFFLER SIMES ARCHITECTS



Barker Ryan Stewart

**CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN
ASSESSMENT**

**MASTERS HOME IMPROVEMENT
&
SPECIALTY STORES**

**4B South Street
Windale**

**January 2013
Our Ref: 20120084**



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Project No.	20120084
Author	IS
Checked	RL
Approved	IS

Rev No.	Status	Date	Comments
1	Draft	26/04/2012	
2	Final	30/04/2012	
3	Amdts	15/01/13	

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Attachment A – Architectural Plans

Attachment B – Landscaping Plans

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1 Introduction

This report has been prepared on behalf of Hydrox Nominees.

The purpose of this report is to consider the potential crime risk caused by the proposed Masters Home Improvement development at 4B South Street Windale and to identify proactive and preventative building design measures to minimise opportunities for crime.

The report has been prepared in accordance with the Crime Prevention Through Environmental Design (CPTED) guidelines prepared by the NSW Police in conjunction with the Department of Planning.

CPTED is a crime prevention strategy that focuses on the planning, design and structure of cities and neighbourhoods.

There are four CPTED principles that need to be considered when designing developments.

- Surveillance;
- access control;
- territorial reinforcement; and
- space management.

The assessment of the development considers these principles to recommend preferred design outcomes.

2 Description of Proposal

The plans reviewed as part of this CPTED assessment have been prepared by Leffler Simes Architects and Site Image Landscape Architects, refer Attachments A and B.

Development consent is sought for a Masters Home Improvement store, approximately 13 bulky goods retail outlets and a drive-thru food outlet.

The proposal is summarised as follows:

Proposed Works:

1. *Construction of a Masters Home Improvement Centre comprising a single building with associated parking, loading areas and landscaping.*
2. *The construction of an internal roundabout and access way from the Pacific Highway will also be included.*
3. *Concept approval for the use, building envelope, parking, loading areas and landscaping areas associated with 13 tenancies forming a Bulky Goods Centre development.*
4. *Concept approval for the use, building envelope, parking and drive thru facility, loading areas and landscaping areas associated with a family restaurant.*
5. *Design of the individual bulky goods tenancies and restaurant will form Stage 2 works and will be subject to a separate DA.*

Business Operations / Activities:

1. Stage 1 Masters

- a. General sales area including hardware, timber and building materials, décor and home decoration, and kitchen / bathroom fittings.
- b. Nursery area including landscaping and gardening products including plants, pots, landscape trimming, and gardening equipment.
- c. Trade sales area for trade sales which will include a drive-in loading area for all stock for sale in other areas of the building.
- d. Servicing area including service access road and waste and recycling collection along the southern boundary of the Home Improvement Centre
- e. Separate customer and general servicing entries to the site

2. Stage 2

Development applications will be lodged to Lake Macquarie Council seeking approval of detailed design of buildings, parking layout and landscape design, and signage for the future development of the bulky goods and restaurant tenancies.

Hours of operation:

- The Home Improvement Centre will operate from 6am to 10pm Monday to Friday, and 6am to 10pm Saturday and Sunday.
- The Drive-thru restaurant will operate from 7.00am to 11.00pm seven days a week.
- The various bulky goods outlets will operate from 6am to 10pm Monday to Friday, and 6am to 10pm Saturday and Sunday.

Staff:

Approximately 150 Masters staff (mixture of Fulltime, Part-time and Casual) are expected to work from the site. Staff numbers for the future tenants are yet to be determined.

3 Local Context

3.1 Site Description & Locality

The site is known as 4B South Street Windale.

The site is bounded by South Street to the west, Pacific Highway to the east and Lake Street to the north.

A four-way intersection will be formed at the sites main entry between Groves Road and Pacific Highway.

Surrounding land uses include:

- To the north – Windale / Gateshead Bowling Club
- To the south – open space and residential housing
- To the east – Bennetts Green bulky goods centre
- To the west – playing fields and residential land



Figure 1: Aerial Photo of Site and Locality

3.2 Local Crime Statistics

The crime statistics for the area have been sourced from the NSW Bureau of Crime Statistics & Research.

Hotspot mapping shows that Windale is affected by a high number of crimes.

Data for the Lake Macquarie LGA indicates:

- Levels of crime at Windale are above the State average but are relatively stable;
- The majority of assaults occur in residential and outdoor/public places between 6.00pm to 6.00am from Fridays to Sundays;
- Approximately 35.5% of all assaults are alcohol related;
- Young males (under 29) are the most likely criminal offenders;
- Rates of break and enter of non-dwellings is higher per capita than NSW and the majority of break and enters are at retail / wholesale premises;
- Rates of graffiti are stable but higher per capita than NSW;
- Rates of malicious damage to property is decreasing; and
- Rates of motor vehicle theft and stealing from vehicles are also decreasing.

Provided below are diagrammatic extracts from the NSW Bureau of Crime Statistics and Research mapping system.

Lake Macquarie Local Government Area

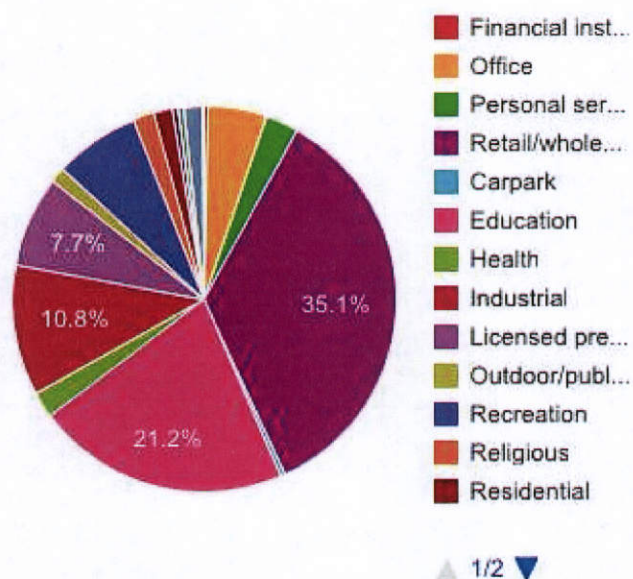
Crime summary table for Assault - non-domestic violence related offences in Lake Macquarie LGA

Year	Rate	Count	Rank
2006	484	929	87
2007	464.4	899	89
2008	460.2	904	88
2009	458.2	913	85
2010	434.1	865	81

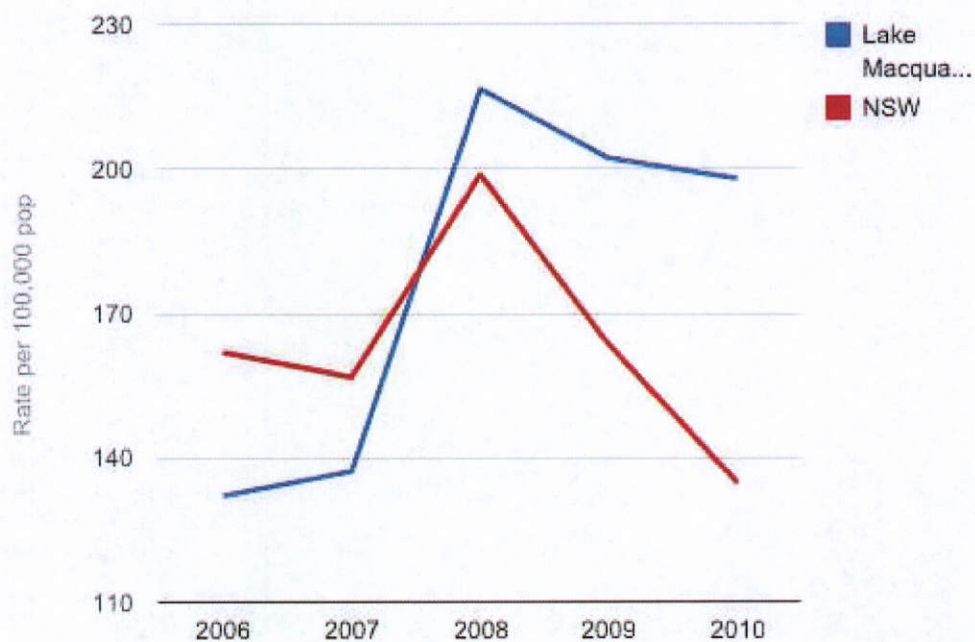
	24-month trend ending Dec 2010 average annual % change	60-month trend ending Dec 2010 average annual % change
Lake Macquarie	Stable	Stable
NSW	Stable	Stable

Lake Macquarie Local Government Area

Proportion of Break and enter non-dwelling incidents occurring in Lake Macquarie LGA by premises type, 2010



Rate of Graffiti in Lake Macquarie LGA per 100,000 population



4 Assessment Against CPTED Principles

4.1 Surveillance

From a design perspective, 'deterrence' can be achieved by:

- clear sightlines between public and private places;
- effective lighting of public places; and
- landscaping that makes places attractive, but does not provide offenders with a place to hide or entrap victims.

Positive surveillance features of the development include:

- The site is clearly visible from the Pacific Highway, Lake Street and South Street.
- The internal driveway layout encourages regular movement of vehicles across the site.
- The site is relatively level with clear sightlines across car park areas.

Table 1 lists potential 'surveillance' issues and recommended strategies to minimise crime risk.

Table 1: Surveillance issues and recommendations

Surveillance Issues	Recommendation
There are limited opportunities for natural surveillance around the loading area to the rear of the Masters Home Improvements store.	<ul style="list-style-type: none"> • Minimise density of planting in this area to maintain clear sightlines. • Install sensor lighting. • Service vehicles should be permitted to enter and exit the site 24/7 to promote regular movement and casual surveillance.
General Recommendations	<ul style="list-style-type: none"> • Lighting should be vandal resistant. • Lighting should satisfy the relevant Australian Standard. • Signs should be erected in areas which are restricted prohibited or under surveillance to discourage criminal or anti-social activity. • Contract a local security firm for regular inspections of the site. • Minimise posters on shop windows (where possible) to ensure visibility to and from the car park is maintained. • Prune all trees and shrubs around buildings to enable clear visibility.

4.2 Access Control

Effective access control can be achieved by creating:

- landscapes and physical locations that channel and group pedestrians into areas
- public spaces which attract, rather than discourage people from gathering
- restricted access to internal areas or high-risk areas (like carpark areas or other visited areas).
This is often achieved through the use of physical barriers.

Table 2 lists potential 'access control' issues and recommended strategies to minimise crime risk.

Table 2: Access control issues and recommendations

Access Control Issues	Recommendations
There is the potential for hiding/entrapment behind the "central" bulky goods building (to the rear of the 'family restaurant' drive-thru).	<ul style="list-style-type: none"> • The service road should remain open 24hrs for use by service vehicles to encourage regular movement in this area. • Avoid designing spaces to the rear of the bulky goods building that can be used for hiding or entrapment. • Install sensor lighting in this location.
Perimeter	<ul style="list-style-type: none"> • Secure fencing should be constructed to prevent uncontrolled access from neighbouring properties. • Minimise, where possible, the density of planting along the perimeter fencing to maintain sightlines to/from the neighbouring open space. • These areas should be regularly inspected by the security contractor. • Install sensor lighting.
Ram raids	<ul style="list-style-type: none"> • Bollards, large rocks or planter boxes should be installed at the frontage and entries to the bulky goods outlets to prevent ram raids. • Any ATM's should be located within the buildings to minimise ram raid risk and use of explosives to access the ATM's.
Landscaping	<ul style="list-style-type: none"> • Avoid planting large trees adjacent to buildings to prevent use of "natural ladders" for access to roofs.
Cash Handling	<ul style="list-style-type: none"> • The business operators should implement their individual cash handling procedures and consider engaging a cash logistics business (such as Armaguard or similar) for cash delivery and collection services. • The cash handling procedures for each business should seek to minimise the amount of cash held at the premises and the amount of cash held within individual cash registers.

General Matters for Consideration	<ul style="list-style-type: none">• Ensure all back and side doors and windows are kept secure.• Predetermine and designate escape routes and safe areas for employees to move to when required.• Ensure that staff members are aware of security and armed robbery procedures and what to do in the case of such an event. This routine should be regularly practiced as with any other type of emergency drill.• Make use of signage and stickers promoting security measures such as: time delay locks, video surveillance and minimum cash held on premises.• Wheelie bins are to be secured so they cannot be used as a climbing aid.
-----------------------------------	--

4.3 Territorial Reinforcement

Territorial reinforcement can be achieved through:

- design that encourages people to gather in public space and to feel some responsibility for its use and condition;
- design with clear transitions and boundaries between public and private space;
- clear design cues on who is to use space and what it is to be used for.
- care is needed to ensure that territorial reinforcement is not achieved by making public spaces private spaces, through gates and enclosures.

Table 3: Territorial reinforcement issues and recommendations

Territorial Reinforcement Issues	Recommendations
Neighbouring land uses.	<ul style="list-style-type: none"> • Maintain quality fencing to restrict access from neighbouring properties.
Way Finding	<ul style="list-style-type: none"> • Provide clear signage for pedestrians and motorists from the car park. • Clearly identify access to the shops. • Introduce a public address system to assist with security and management of emergencies.
General Recommendations	<ul style="list-style-type: none"> • Install monitored security alarm systems. • Prominently display any signs indicating the presence of a security system, the continual surveillance of the premises and any other security measures present. • Fully secure all external doors and windows with good quality locking devices. Make sure they are regularly maintained. All doors should be of solid construction and well fitted. • Consider installation of security bars, screens, grills or roller shutters to vulnerable windows and / or skylights, subject to BCA compliance.

4.4 Space Management

Space management strategies include:

- activity coordination;
- site cleanliness;
- rapid repair of vandalism and graffiti;
- the replacement of burned out pedestrian and car park lighting; and
- the removal or refurbishment of decayed physical elements.

Table 4 lists potential 'space management' issues and recommended strategies to minimise crime risk. The objective should be to minimise the perception of urban decay by maintaining clean and undamaged areas to minimise the fear of crime and avoidance behaviour.

Table 4: Space management issues and recommendations

Space Management Issues	Recommendations
Waste storage	<ul style="list-style-type: none"> • Garbage bins and waste storage receptacles should be regularly emptied to prevent overflowing rubbish.
Graffiti	<ul style="list-style-type: none"> • Remove graffiti as quickly as possible to minimise potential for cumulative graffiti and vandalism actions. • Install vandal resistant lighting where applicable. • Shrub planting to the Amarina Avenue frontage of the specialty shops and convenience store to prevent graffiti on blank walls.
Toilets	<ul style="list-style-type: none"> • Toilets should be regularly maintained and kept clean at all times. • Lighting should be consistent and even to maximise visibility. • Consider installing vandal proof mirrors.
Lighting Repair	<ul style="list-style-type: none"> • The management regime should ensure that lighting is repaired as soon as possible after any lighting failure or damage.
Cleanliness and Maintenance	<ul style="list-style-type: none"> • The management regime shall ensure that the site is kept clean and tidy at all times. • Clear all building perimeters including fences of rubbish and potential climbing aids. • Maintain well-built and adequately secured boundary gates and fences.

5 Conclusion / Recommendations

Our assessment of the proposal in accordance with the CPTED principles confirms that the development can be managed to minimise the potential risk of crime and a re-design of the proposal is not required.

The proposed trading hours until 11.00pm at night will maintain a constant flow of customers to the premises for good passive surveillance.

The recommended strategies are summarised as follows:

- Maintain clear sight lines across the site.
- Clearly delineate public spaces from private areas.
- Maintain low level planting in appropriate locations to provide good visibility of the site from surrounding streets and the neighbouring open space area.
- Engage the services of security contractors to regularly inspect the site.
- The car park and external areas should be well lit at night.
- Implementing an on-going maintenance plan.
- Directional signage shall be provided throughout the development. The signage is to be clear, legible and useful, to aid way finding throughout the site.
- All buildings shall have a security alarm system fitted with remote monitoring and response.
- Introduce a public address system to assist with security and management of emergencies.
- Wheelie bins are to be secured so they cannot be used as a climbing aid.

This report can be relied on as guide for security management across the site. It is anticipated that each business may also implement individual security management plans.