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24 NOV 2015

SINGLETON COUNCIL

ISSUE:

Safety Assessment made on Development Application No.150/2015 – Proposed Shopping Centre, comprising of Woolworths supermarket store, five (5) speciality shops and car parking at Lot 4 DP1196266 – 1 Glass Parade, Hunterview.

BACKGROUND:

Singleton Council have emailed the Development application and plans on the request of Police for assessment.

COMMENT:

I have perused the documents and plans and completed a Crime Prevention Through Environmental Design (CPTED) assessment. I have attached my report.

RECOMMENDATION:

For the attached report to be forwarded to Philip Carroll, Manager Development & Regulatory Services, Singleton Council for his information.



S. Gray
Senior Constable
Crime Management Unit
9 November, 2015

1. Crime Manager, Hunter Valley

Recommended, please forward as requested.

- ~~2. Local Area Commander, Hunter Valley~~



TIM SEYMOUR
DET CHIEF INSPECTOR
Hunter Valley LAC
Date: 19 Nov 15

Enquiries to: Planning & Sustainable Environment Group
02 6578 7290

Our Ref: DA150/2015

8 September 2015

NSW Police
26 William Street
Muswellbrook NSW 2333



Attention: Senior Constable Hain

Dear Derek

Subject: Referral of Development Application No. 150/2015 seeking CPTED comments

Reference is made to Development Application No. 150/2015 seeking consent for a proposed shopping centre at Lot 4 DP1196266, 1 Glass Parade Huntview.

The proposed development consists of:

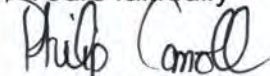
- approximately 4672sqm of floor area (Woolworths Supermarket, BWS and speciality shops);
- parking for 224 vehicles;
- loading docks;
- landscaping and associated works; and,
- operating hours of 24 hours per day 7 days per week.

The application will be determined by the Hunter Central Coast Joint Regional Planning Panel (HCCJRPP) given Council is the land owner and the estimated cost of construction for the project.

The application is referred to your office seeking comment on CPTED. A copy of the application is enclosed for your consideration. It would be appreciated if these comments could be provided to Council within 28 days from the date of this letter.

Thank you for your assistance with this matter. Should you require any further information please contact Julie Wells at jwells@singleton.nsw.gov.au.

Yours faithfully



Philip Carroll
Manager Development & Regulatory Services

ABN 52 877 492 396

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correspondence to
the General Manager:
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SINGLETON
NSW 2330

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SINGLETON

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Recycled Stock.*



09 November, 2015

Philip Carroll
Manager Development & Regulatory Services
Singleton Council
SINGLETON. NSW. 2330

RE: DEVELOPMENT APPLICATION NO. 150/2015 - proposed Shopping Centre, comprising of Woolworths supermarket, BWS store, five (5) speciality shops and car parking at Lot 4 DP1196266 – 1 Glass Parade, Hunterview.

An email copy of the plans and a Statement of Environmental Effects were forwarded to Hunter Valley Police for comment on the proposed development.

In April, 2001 the NSW Minister for Planning introduced Crime Prevention Guidelines to Section 79C of the Environment 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 minimise crime risk, or, refusal of the development on the grounds that crime risk cannot be appropriately minimised.'

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.

HUNTER VALLEY LOCAL AREA COMMAND

Muswellbrook Police Station 26 William Street Muswellbrook NSW 2333
T 02 6542 6999 EN 61999 F 02 6542 6911 EN 61911 W www.police.nsw.gov.au
TTY 02 9211 3776 for the hearing and speech impaired ABN 43 408 613 180

TRIPLE ZERO (000)

Emergency only

POLICE ASSISTANCE LINE (131 444)

For non emergencies

CRIME STOPPERS (1800 333 000)

Report crime anonymously

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).

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)

Site Description

The proposed development is to establish a Woolworths Supermarket, a BWS store, 5 speciality stores. Car parking is ground level only with a separate area for deliveries and staff parking. One entry/ exit driveway from Glass Parade and an exit- left turn only from the car park onto Bridgeman Road.

The proposed site is approx. 2.17 hectares of undeveloped land at the corner of Bridgeman Road and Glass Parade, Huntview. The proposed site is approximately 3km from Singleton CBD and within 2km from Singleton Heights Shopping centre.

The east side of the proposed development has newer residential properties and the land on the west side of Bridgeman Road has older, more established homes. Crime in the general vicinity of the proposed development is consistent with reports of Steal from motor vehicle, malicious damage and Break, enter and steal offences. These offences are over represented at times.

I have perused the plans and documents supplied by Singleton Council. The plans and documents supplied have a basic review of the CPTED guidelines. I have addressed a number of requirements as follows:-

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:

- There is natural surveillance from the development into the car park area with the specialist shop fronts facing towards the car park..
- The placement and orientation of common entry areas should maximise opportunities for natural supervision by staff and other guardians.
- Customers moving throughout the car park increase the level of guardianship of the areas furthest from the entry.
- The location of the bike rack allows for natural surveillance from the development users.
- Toilets are located between Woolworths and BWS store.

Recommended Conditions of consent:

- Design of the shop fronts should be emphasized with windows and transparent materials to encourage good surveillance opportunities into and out of the business.
- Vegetation/ beautification should not impede surveillance.
- The use of vandal resistant mirrors allows people using toilet facilities to see around corners and increases feeling of safety.
- Pedestrian pathways should be well defined and Lighting should be designed to the Australian and New Zealand Lighting Standards.
- Any landscaping should not interfere with sightlines or provide hiding places once established.
- Security alarm system should be installed
- The placement of automatic Teller Machines (ATM) should be near capable guardians or direct view of pedestrian movement. The use of reflective panelling around the ATM allows for extra surveillance when using the machine.
- The use of visually permeable fencing along pedestrian path separating the loading bay area from general car park area. This allows for separation but allows that natural surveillance into the loading dock area. The colour of the fence can raise or lower privacy.

CCTV

- CCTV surveillance cameras shall be strategically installed, operated and maintained throughout the premises with particular coverage to:
 - All principal entrance/s and exits (including fire doors)
 - All areas within the premises occupied by the public (excluding toilets)
 - The area within 50m radius external to the public entrance/s to the premises.
 - Approved outdoor area(s) (including car parks and loading bay area)
 - Cover hallway to public toilets and any secured area.
 - Loading bay area and staff car park area

-CCTV recording equipment video tapes, discs and or hard drive recordings shall be retained for **30 days** before being re-used, destroyed or deleted. Time and date shall be auto recorded on the video tape, disc or hard drive. Video tapes and or disc must be handed to Council, Police or Special Inspectors upon request. Recordings must include the premise's CCTV software.

It is requested that all video equipment and cameras be of high-grade digital quality so as to facilitate identification and adjudication of patrons, offenders and incidents occurring within the subject premise.

That all CCTV recording devices and cameras shall be checked daily to ensure the equipment is operating correctly. The Owner/Licensee shall record this daily checking activity in the premises incident register or book that meets the standards required by Police and Council.

That all CCTV recording devices and cameras shall be operated 24 hours per day 7 days per week or **all** trading hours plus one (1) hour after closure of the premise if it does not trade 24 hours per day.

(Plan of Management)

The applicant shall submit to Council a comprehensive 'Plan of Management' prior to the development application being approved.

Lighting

There is a proven correlation between poor lighting, fear of crime, the avoidance of public places and crime opportunity (Painter, 1997). Good lighting can assist in increasing the usage of an area. There is no information with the plans, which were reviewed to indicate the lighting proposals for the development.

General Comments in Design for Lighting:

- Lighting should be designed to the Australian and New Zealand Lighting Standards.
- Australia and New Zealand Lighting Standard 1158.1 , 1680,2890.1– Pedestrian, requires lighting engineers and designers to consider crime risk and fear when selecting lamps and lighting levels.

Recommended Conditions of Consent:

- A lighting maintenance policy needs to be established for the development.
- Install security lighting in and around the business, particularly over entry/exit points to create an even distribution of light with no glare, e.g. sensor lighting, floodlighting.
- *NB: Consider installing sensor lighting, which is cost effective as it only, activates when movement is detected within the zone.*

- Lighting along pedestrian pathways should be of a standard where facial recognition of a person 15 metres away is desirable. Areas beside thoroughfares should be evenly lit to avoid opportunities for concealment/entrapment.
- Security lighting should project outwards towards pathways and not towards windows or doors, unless in the loading dock where that is the area in need of protection and the lighting should highlight the access areas.
- Signs in the public places should be lit so that information can be seen and understood.
- The use of vandal resistant, high mounted light fixtures which are less likely to be damaged in the car park and pedestrian way.
- Staff car parking areas to be well lit as they are located away from main car parking area.

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:

- The boundaries of the development are defined.
- Rear loading dock is separate to general car parking area.
- Directional arrows painted on roadway in car park.

Generally

- Effective signage and directions will provide guidance to visitors/customers in locating main areas and keep them away from restricted areas.
- Signs can also assist in controlling activities and movements throughout the premises.
- Signs and the use of directional arrows painted on the ground in car park will encourage safe vehicle and pedestrian movement

Recommended Conditions of Consent:

- There is no information to indicate smaller signage, which might be used in and around the development. Confusion resulting from vague entry design can legitimise exploration, trespassing and excuse making by opportunistic criminals. Entries should be legible and inviting.
- Signage also needs to be provided at entry/exit points and throughout the development to assist users and warn intruders they will be prosecuted.
- Signage also needs to be provided on the fire exit doors warning users that the doors are to be used for emergency purposes only.

- Gates to restrict access to the rear of the building. These areas are not visible and unwanted activities may occur if unauthorised access is permitted.

Environmental Maintenance

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.

Recommended Conditions of Consent:

- As malicious damage (graffiti) is often an offence that can be caused to such developments, strong consideration must be given to the use of graffiti resistant materials or apply a resistance coating, particularly on the fences, and blank walls which are accessible. There is currently at least three walls that remain blank.
- A graffiti removal plan should be in place with the view of removing graffiti within 48 hours. This time frame is most effective for deterring more graffiti.
- There is no information within the plans which indicate what maintenance policies will be included within this development. A maintenance policy needs to be established for this development.
- 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 the quick removal of such material generally with a forty-eight hour period.
- Placement of garbage bins near pedestrian thoroughfares and food outlets encourages customers to use them.
- The use of cleaners during the day and trolley retrieval increases perceived surveillance in and around the development.
- All public areas should be well maintained and free of rubbish.

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.

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 Access Control:

- As businesses of similar design within this area have been targeted for stealing and malicious damage offences it is important that access to and from the development be established and maintained.
- Fire exit doors to the development should also be fitted with single cylinder locksets (Australia and New Zealand Standard – Lock Sets) to restrict unauthorized access to the development.
- Access control should be set in place to exclude unauthorized access to restricted areas, particularly to the loading docks.

Recommended Conditions of Consent:

- The main entry/exit points for this development should be fitted with single cylinder locksets (Australia and New Zealand Standards – Locksets), which comply with the Building Code of Australia.
- The windows should also be fitted with key operated locksets (Australia and New Zealand Standard – Lock Sets) to restrict unauthorized access to the development.
- Bollards or barriers can be installed to reduce the opportunities for ram raid attacks.
- Businesses retaining money on premises should have a safe designed and installed to the Australian Standards to provide additional security to money and other valuables.
- To enhance the security of the business, a monitored intruder alarm system is recommended.
 - Consider incorporating a duress facility into the system for those businesses like the liquor store and supermarket, which are open after normal trading hours, to enable staff to activate the system manually in the event of an emergency, such as a robbery.
- Access to the loading dock needs to be controlled and restricted to all unauthorized persons. As there is minimal surveillance to this area, proper security needs to be considered. Access to tenants only via a large security door with an intercom or security card lock system.
- Clear signage on loading dock driveway and area indicating no access to general public.

Additional Recommendations:-

Bridgeman Road exit

- The development has a dual entry/exit driveway from Glass Parade and a left turn only exit driveway onto Bridgeman Road. Concerns are held regarding the left turn only driveway as per sheet marked TP1.02 P11 and the proposed median strip. This plan indicates that the median strip will finish at the driveway. It is highly recommended that the Median strip be raised concrete and continues approximately 30 metres past the driveway. This will discourage any vehicle attempting to turn right for their convenience.

Car park

- There is no drop off/ pick up zone for Community vehicles/taxis catering for the elderly or other residence without a vehicle, within the car park. It is recommended that a designated area out of the flow of traffic be provided. This zone could also be used by small delivery vans to service the 5 specialty retail stores.
- To provide an area, sign posted for emergency vehicle.

Waste disposal

- Industrial waste bins in the loading dock area should be locked to prevent unauthorised access and all waste removal should be done in the loading dock area.

'Complex Hours Operation'

- NSW Police - Hunter Valley Local Area Command seeks consistency from Singleton Shire Council in its determination of the proposed development, in particular permitting 24/7 trade within the Singleton LGA (Local Government Area).
- NSW Police - Hunter Valley Local Area Command are concerned the development in its proposed form may negatively impact upon neighbouring residential premises through anticipated increases in noise & real likelihood of increased crime rates.
- Each speciality store should be individually assessed for hours of operation and Police object to the blanket 24/7 to the whole development as proposed.
- Please note NSW Police - Hunter Valley Local Area do not in support of the proposed 'Hours of Operation', being 24/7 trade, & would seek a condition that allows the proposed development's 'Hours of Operation' be subject to review within its first twelve (12) months of operation.
- *(Condition)*
- 'Hours of Operation' shall be reviewable within the first twelve (12) months of operation.
-
- **'BWS'**
- *(Hours of Operation)*
- The premises hours of operation should be in line with the premise's authorised hours of trade under the Liquor Act, 2007 - Packaged Liquor Licence.
- (Monday-Saturday 5am til 10pm - Sundays 10am til 10pm)

Conclusion

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 NSW Police absolutely safe for members of the community or their property
2. It is based upon the information provided to the NSW Police 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 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.

We would like to thank you for the opportunity of inspecting the plans for this development and should you require further information on the subjects mentioned within this report feel free to contact Senior Constable Sheree Gray, Crime Prevention Officer, Hunter Valley LAC, Phone 6542-6999.



Timothy Seymour
Detective Chief Inspector
Crime Manager
Hunter Valley Local Area Command