

HEALTH SERVICES FACILITY

31-33 SMITH STREET, CHARLESTOWN

CRIME RISK ASSESSMENT

NOVEMBER 2022



WILSON PLANNING



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1.0 Introduction

1.1 Purpose of Report

This Report has been prepared for GPV Charlestown Pty Ltd ATF GPV Charlestown Trust, the proponent of the subject application. It undertakes a Crime Risk Assessment and Safety Audit of the proposed Health Services Facility against the provisions of the NSW Police Guidelines 'Safer by Design' and the Department of Planning and Infrastructure's Crime Prevention and the Assessment of Development Applications: Guidelines.

The purpose of this Report is to undertake an assessment of the crime profile of the area, the likely crime risks associated with the development, and amelioration measures to ensure that the proposal adequately minimises crime opportunity through implementation of the Crime Prevention Through Environmental Design (CPTED) Principles. This report also has regard to the objective and controls contained in Lake Macquarie Development Control Plan 2012 Part 4 Development in Business Zones Section 6.25 - Safety and Security.

This Report is to be read in conjunction with the Statement of Environmental Effects prepared by Wilson Planning Pty Ltd dated November 2022, together with the architectural plans prepared by Archadia Projects Pty Ltd accompanying the application.

The author has a Bachelor of Urban and Regional Planning from the University of New England and has undertaken the Safer By Design course and is knowledgeable in Crime Prevention Through Environmental Design (CPTED).

1.2 Site Analysis

The site comprises Lots 1 and 2 in DP 877977 and is known as 31-33 Smith Street, Charlestown. The site is approximately 8,151m² in area and has a rectangular shape. The site has three road frontages – 82 metres to The Pacific Highway to the west; 99 metres to Frederick Street; and 82 metres to Smith Street. See Figure 1 for the location of the site. The Pacific Highway is an arterial road controlled by Transport for NSW.

The site once contained a public primary school – Charlestown Primary School. All former school buildings and infrastructure have been removed from the site. The site contains various native and exotic trees along its three street frontages.

The site has a gentle slope from its northern boundary to its southern boundary, as shown on the detailed survey of the site, accompanying the application. There are several existing retaining walls around the perimeter of the site. The site is capable of draining to the public drainage system and has several existing vehicle access points (via Smith and Frederick Streets; there is no vehicular access from The Pacific Highway). A concrete and bitumen footpath is located along all three road frontages of the site.

The following development surrounds the site:

- To the north – multi storey commercial building and McDonalds restaurant
- To the east – Charlestown Public School and single storey medical suites
- To the south – multi storey commercial developments
- To the west – two service stations, commercial development and sporting fields.

1.3 The Proposed Development

Consent is sought for the erection of a 4-storey health services facility with associated multi-level carpark on the subject site.

The site is located within the Charlestown Town Centre Area, covered by Part 10 of Lake Macquarie Development Control Plan (DCP). The building has been designed having regard to the built form policy controls applicable to this precinct, as set out in Part 10 Charlestown Town Centre Area and Part 4 Development in the Business Zones of the DCP.

The building has been designed with its main bulk along the Pacific Highway and corner of Frederick St, which is in-keeping with the scale and bulk of the surrounding commercial buildings. The primary bulk and height of the development is contained in the western portion of the site facing the Pacific Highway and Frederick Street. The smaller scale, separate car park faces the Charlestown Public School on Smith St and commercial development on Frederick St.

There are three public points of entry to the building, the main two being (1) the Pacific Highway providing prominent, legible access for pedestrians arriving by public transport and foot; and (2) the other being at the rear drop-off zone and carpark. The third is a separate entrance to the ground floor Imaging Suite.

An additional entry point directly from carpark is provided for the loading dock/waste collection area. All entry points are on Level 1, at grade with the surrounding footpath and carpark. The two main building entry points lead to a single foyer area and lift lobby. A goods lobby/access point is provided adjacent to the loading dock, truck parking area, and delivery bays.

Vehicular access will be provided from both Frederick and Smith Streets, with the Frederick Street access limited to drop off vehicle movements and deliveries/collections. All other vehicle movements will be via Smith Street. Pedestrians accessing the main building from the rear car park are provided with raised and painted crossings and generous gathering spaces.

Figures 1-5 show the proposed vehicular and pedestrian access points for the development, as well as views of the surrounds.

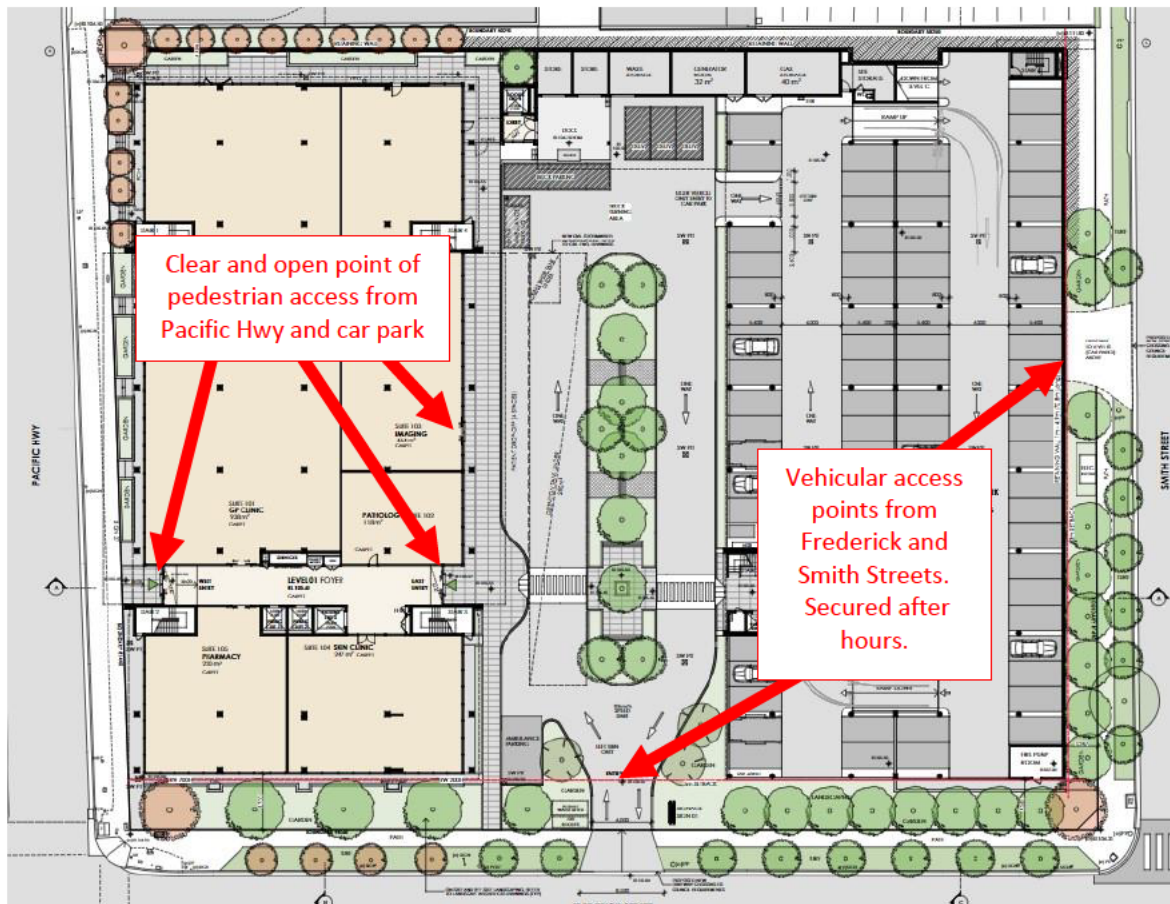


Figure 1 – Plan showing vehicular and pedestrian access points – Level 1

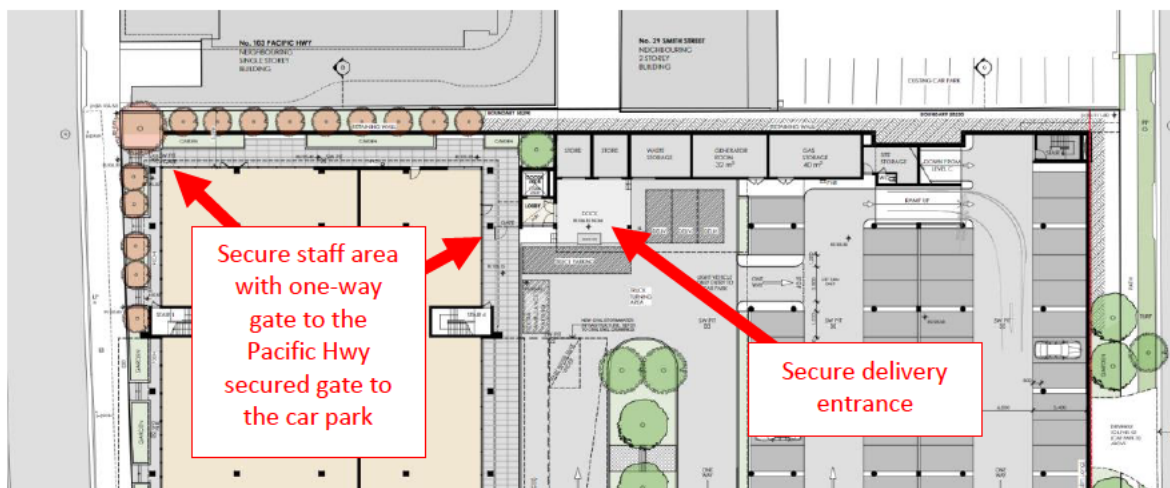


Figure 2 – Plan showing private staff area at Level 1



Figure 3 – 3D Perspective of Pacific Highway and Frederick Street

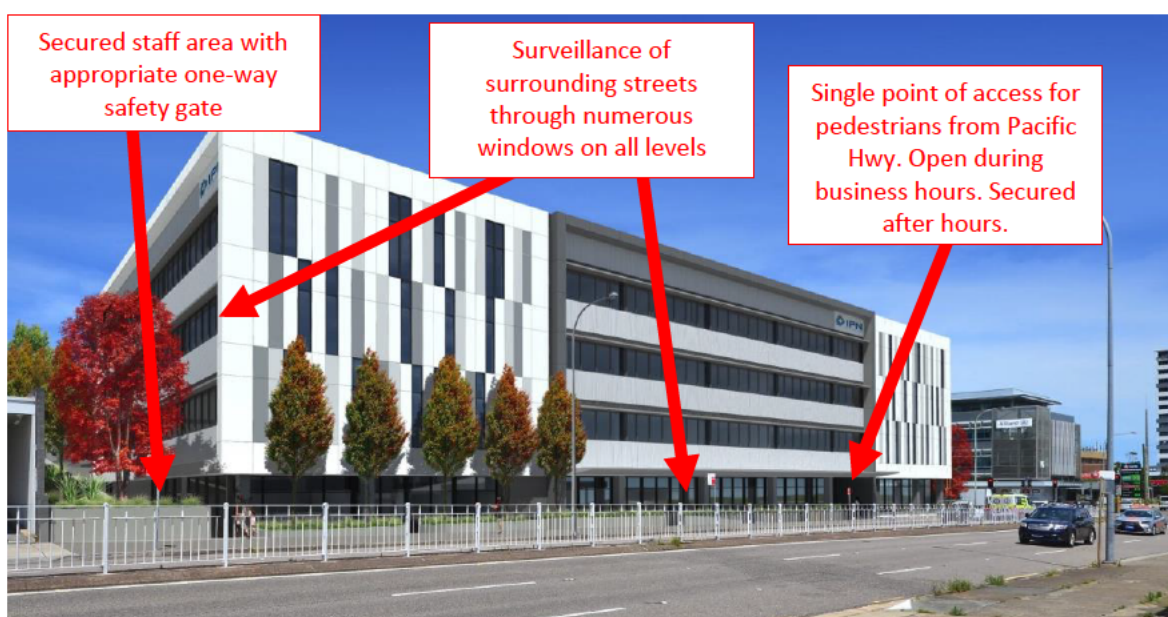


Figure 4 – 3D Perspective showing pedestrian access points on Pacific Hwy

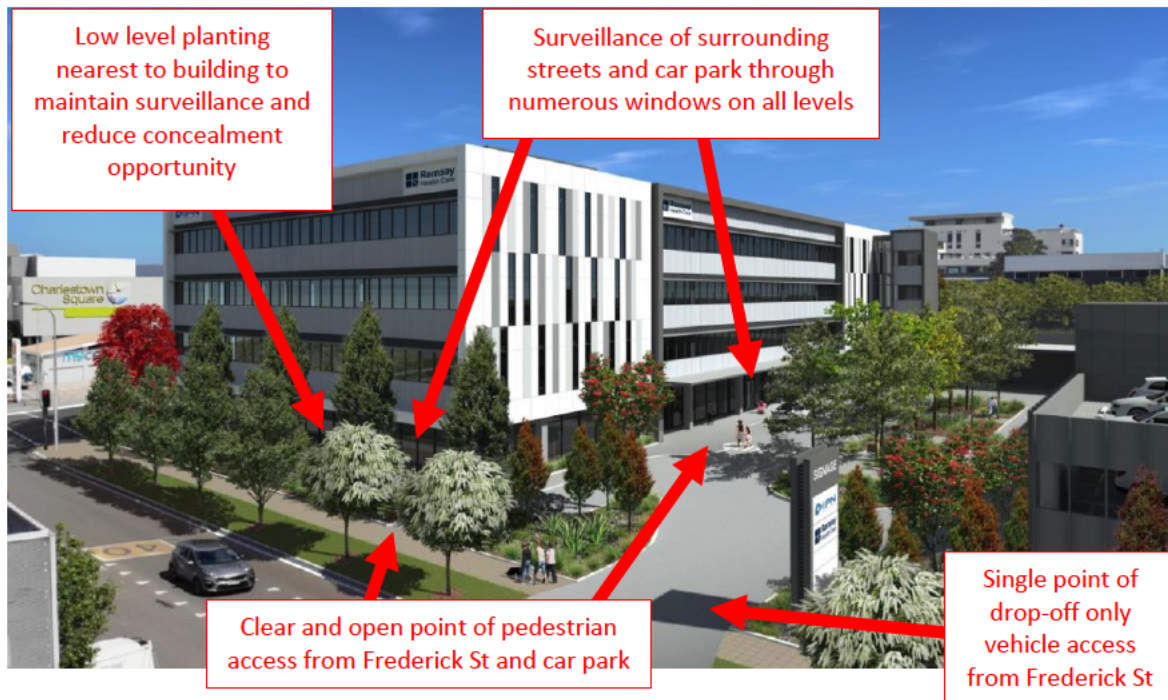


Figure 5 – 3D Perspective showing vehicular and pedestrian access points on Frederick Street and from the car park

1.4 Crime Statistics for Charlestown

A review of the NSW Crime Maps for Charlestown (published by the NSW Bureau of Crime Statistics and Research) indicates that for April 2021 to March 2022 the area had 'low' rates of crime per 100,000 persons in the following relevant categories:

- Non-domestic assaults (465.7 per 100,000 population, slightly higher than NSW state average 341.0)
- Homicide (0 per 100,000 population, lower than NSW state average)
- Robbery (51.7 per 100,000 population, slightly higher than NSW state average 20.9)
- Sexual offences (sexual assault/indecent assault) (37 per 100,000 population, lower than NSW state average 85.9)
- Theft (break and enter, motor vehicle theft, steal from motor vehicle, steal from person) (4,516.6 per 100,000 population, higher than NSW state average particularly for motor vehicle theft and steal from motor vehicle)
- Malicious damage to property (724.4 per 100,000 population, slightly higher than NSW state average)
- Disorderly conduct (199.6 per 100,000 population, lower than NSW state average)
- Arson (0 per 100,000 population, on par with NSW state average).

All categories were identified as 'stable' using a 2-year trend assessment.

As indicated above, Charlestown experiences higher than state average instances of non-domestic assaults, robbery, theft and malicious damage to property. As such, the probability of an incident or damage occurring to the proposed building or carpark levels, is slightly higher than average. Also, the safety of carpark users, security of personal property, and protection of the building itself are key areas to address in the design of the building.

It is also important to consider the fact that the facility will not be open or occupied at night or parts of weekends, and the facility will be at higher risk of criminal activity during these times. To ameliorate this risk, the proposal's design has considered the principles of Crime Prevention Through Environmental Design (CPTED) and specifically the following security measures:

- Built form, including building to the three street frontages, low level landscaping along the Frederick and Smith Street frontages, open and clearly visible pedestrian access from all site access points, limited vehicular access points that will be secured after hours
- Surveillance (CCTV)
- Building security system (monitored alarm system)
- Pedestrian safety and signage for safety of movement between the facility, car park levels and street
- Graffiti control
- Security lighting.

The CPTED principles and above issues are addressed in Section 2.0 of this assessment.

2.0 Crime Prevention Through Environmental Design

2.1 The CPTED Principles

The publication 'Crime Prevention Legislative Guidelines to Section 4.15 of the *Environmental Planning and Assessment Act 1979* identify four Crime Prevention through Environmental Design (CPTED) principles which are summarised below.

Inclusion of the principles in the design of developments seeks to:

- 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, minimising or concealing crime attractors and rewards), and
- Minimise excuse making opportunities (removing conditions that encourage/facilitate rationalisation of inappropriate behaviour).

| CPTED Principles | |
|----------------------------|--|
| Territorial Re-enforcement | Community ownership of public space sends positive signals to the community. Places that feel owned and cared for are likely to be used, enjoyed and revisited. People who have guardianship or ownership of areas are more likely to provide effective supervision and to intervene in crime than passing strangers and criminals rarely commit crime in areas where the risk of detection and challenge are high. Effective guardians are often ordinary people who are spatially 'connected' to a place and feel an association with, or responsibility for it. |

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| | <p><i>Territorial Re-enforcement</i> 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.</p> |
| Surveillance | <p>People feel safe in public areas when they can see and interact with others, particularly people connected with that space, such as shopkeepers or adjoining residents. Criminals are often deterred from committing crime in places that are well supervised.</p> <p><i>Natural surveillance</i> 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 – it is a by-product of well-planned, well-designed and well-used space.</p> <p><i>Technical/mechanical surveillance</i> is achieved through mechanical/electronic measures such as CCTV, help points and mirrored building panels. It is commonly used as a 'patch' to supervise isolated, high risk locations.</p> <p><i>Formal (or Organised) surveillance</i> is achieved through the tactical positioning of guardians. An example would be the use of on-site supervisors, e.g. security guards at higher risk locations.</p> |
| Access Control | <p><i>Access control</i> 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. Effective access control can be achieved by using physical and symbolic barriers that channel and group pedestrians into areas, therefore increasing the time and effort required for criminals to commit crime.</p> <p><i>Natural access control</i> includes the tactical use of landforms and waterways features, design measures including building configuration; formal and informal pathways, landscaping, fencing and gardens.</p> <p><i>Technical/Mechanical access control</i> includes the employment of security hardware. Crime, Design and Urban Planning: From theory to Practice Formal (or Organised) access control includes on-site guardians such as employed security officers.</p> <p><i>Formal (or Organised) access control</i> includes on-site guardians such as employed security officers.</p> |
| Space/Activity Management | <p><i>Space/Activity Management</i> 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 maximise community safety. Places that are infrequently used are commonly abused. There is a high correlation between urban decay, fear of crime and avoidance behaviour.</p> |

2.2 Safety Audit

| CPTED Principles | |
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| Territorial Re-enforcement | <p>The main building will be built to the Pacific Highway and Frederick Streets in line with the design guidance for the site outlined in Part 10 of the Charlestown Town Centre Area Plan of the DCP; reinforcing the built form edge in these locations; and removing opportunities for offenders to hide and loiter. This is especially important for the multi-storey carpark, which will have limited human supervision/surveillance, although some passive surveillance from the windows on the eastern side of the main building is possible (which will be overcome with CCTV and security lighting, as outlined below).</p> <p>Physical vehicle access to the parking levels will be limited to a single entry/exit point from Smith Street, thereby reducing penetrability by unwanted pedestrians and allowing access to be monitored and controlled. 'Staff Parking' and 'Patient Parking Only' signage at the entry to parking levels will be provided to further reinforce the change from public space to private property. Although, the staff parking area on Level 3 will be controlled through automated gates. These access points will be secured after hours.</p> <p>The pedestrian forecourt off the Pacific Highway and the car park will be large enough to allow congregation of patients, staff and the public before entering the lift foyer inside the building. The awning over the pedestrian entry, including the covered footpath leading to the Imaging Centre, will further signal the change from public to private space and CCTV and low-level lighting will provide incentives for unwanted persons to move on.</p> <p>Low level landscaping along the Smith and Frederick Street frontages, will provide softened facades without increasing the risk of concealment.</p> <p>All surfaces on each elevation should be maintained regularly, with graffiti removed and damage repaired immediately to reduce repeat offending and further anti-social behaviour.</p> |
| Surveillance | <p>The pedestrian forecourt off the Pacific Hwy and the car park will be large enough to allow congregation of patients, staff and the public before entering the lift foyer inside the building, as well as the covered footpath leading to the Imaging Centre.</p> <p>Natural surveillance of all street frontages and the pedestrian path on the northern side of the main building will be provided from all levels due to the large number of windows to medical suites, staff rooms and patient waiting rooms. Natural surveillance of the carpark level entry/exit points and footpaths surrounding the site is also provided by existing development to the south, north and east.</p> <p>CCTV will be provided at each vehicle entry/exit, within each carpark level, within the lift foyers on each level, above the pedestrian forecourts, within the stairwells, and above the service entrances, among other locations. CCTV will be used 24/7 to deter theft, opportunity for assault, and malicious damage to property. CCTV will be designed and installed in compliance with</p> |

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| | <p>Australian Standard 806.1: Closed Circuit Television (CCTV) Management and Operation. Appendix A shows the location of CCTV and Security Lighting in and around the site.</p> <p>Lighting will be provided to all three carpark levels, which, along with being painted in a very light tone, will reduce dark spaces, and increase the effectiveness and quality of CCTV content.</p> |
| Access Control | <p>Physical vehicle access to the three parking levels will be limited to a single entry/exit point at Smith St, thereby reducing penetrability by unwanted pedestrians and allowing access to be monitored and controlled. Either 'Staff Parking' and/or 'Patient Parking Only' signage at the entry to parking levels will be provided to further reinforce the change from public space to private property. These access points will be secured after hours, including on Sundays during the day.</p> <p>The pedestrian forecourt off the Pacific Hwy and car park will be large enough to allow congregation of patients, staff and the public before entering the lift foyer inside the building. An awning over the pedestrian entry, including the covered footpath leading to the Imaging Centre, will further signal the change from public to private space and CCTV and low-level lighting will provide incentives for unwanted persons to move on.</p> <p>A back to base security system will be installed and used after hours, including overnight and on weekends to deter theft and malicious damage within the property.</p> |
| Space/Activity Management | <p>It is in the building owner's commercial interests to ensure that the building and surrounds are maintained to an acceptable level and to ensure that any damage is repaired quickly, and any graffiti is removed immediately. On-site management, together with dedicated cleaning and maintenance services, will ensure that the site remains attractive and well maintained.</p> <p>Motion-activated security lighting will be installed in and around the building to provide additional security to the centre while low level lighting will be provided within the carparks and along the pedestrian footpaths so as not to be obtrusive to residential development.</p> <p>There is some residential development to the east, along Frederick Street, and the Charlestown Police station to the north, on Smith Street, that will provide natural surveillance of the carpark level entry/exit points and footpaths surrounding the site at night and on weekends. There will be a natural desire for the surrounding residents to take ownership of the area around the building, and to report anti-social behaviour or damage to the building when not in operation.</p> |

3.0 Recommendations

To ensure a safe and secure environment in and around the building and carpark levels, the following measures are recommended:

1. 'Staff Parking' and 'Patient Parking Only' signage to be provided at the entry to parking levels to deter persons who are not patients or staff of the centre. Although, the staff parking area on Level 3 will be controlled through boom gates.
2. Vehicle access points to be secured after hours with booms gates, or equivalent.
3. Trees are to be underpruned, with low level plantings and groundcovers along the southern and eastern boundary.
4. CCTV to be provided in the locations shown in Appendix A. CCTV to be designed and installed in compliance with Australian Standard 806.1: Closed Circuit Television (CCTV) Management and Operation.
5. A back to base security system to be installed on the site.
6. Motion-activated security lighting to be provided in the locations shown in Appendix A. Lighting is to be in accordance with Australian Standard 1158 - Lighting for roads and public spaces and Australian Standard 4282 - Control of the obtrusive effects of outdoor lighting.
7. All surfaces on the building to be maintained regularly, with graffiti removed and damage repaired immediately to reduce repeat offending and further anti-social behaviour.

4.0 Conclusion

Due to the slope of the site, design of the carparks, and limited opening hours (not occupied at nights and on weekends) of the proposed health services facility, it is important to consider CPTED principles in its design.

The built form design has had regard to CPTED principles and controls outlined in Lake Macquarie DCP Section 6.25.

The ameliorative measures outlined in this report, and responding to the four principles of CTPED, will ensure the site and premises are at less risk of criminal activity both during the day, and outside of opening hours. Appendix A shows the location of CCTV and Security Lighting in and around the site.

Appendix A

Location of CCTV and Security Lighting

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