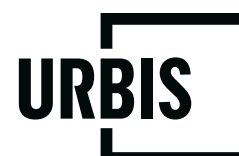




CPTED ASSESSMENT

Westfield Hurstville
3 Cross Street, Hurstville

Prepared for
SCENTRE GROUP
13 May 2021



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We acknowledge, in each of our offices, the Traditional Owners on whose land we stand.

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1. INTRODUCTION

This Crime Prevention Through Environmental Design (CPTED) Assessment has been prepared by Urbis Pty Ltd (Urbis) on behalf of Scentre Group Ltd (Scentre Group) for Westfield Hurstville Shopping Centre at 3 Cross Street, Hurstville. This CPTED Assessment is to inform a development application (DA) on site to provide alterations and additions to the existing entertainment and leisure precinct (ELP).

Under Section 4.15 of the *Environmental and Planning Assessment Act 1979*, the likely impacts of a development are required to be considered and assessed as part of the planning process. This includes the impacts on the natural and built environments, as well as the social and economic impacts in the locality.

This CPTED assessment forms part of a response to a Request for Information (RFI) for George's River Council. The scope of this CPTED assessment has been confined to the matters raised by Council in the RFI which related to security, CCTV, lighting, late night management and safe access to public transport and the taxi rank. This assessment has also been prepared with consideration to Section 3.19 Crime Prevention Through Environmental Design of the *Georges River DCP 2020*.

1.1. AIM

A CPTED is a specialist study undertaken to help reduce opportunities for crime by using design and place management principles. A CPTED assessment employs four key principles as shown in Figure 1.

Where CPTED risks are identified in the proposed design, recommendations are made within this report to help reduce the likelihood of the crime from occurring.

Figure 1 CPTED principles



2. PROPOSAL

This application specifically relates to the central portion of the rooftop, above the intersection of Cross Street and Park Road. In summary, the development comprises:

- Demolition of part of the existing ELP and associated roof plant
- Minor demolition works to stairs along northern façade (level 3) and conversion of precast façade to glazing
- Removal of 69 car spaces
- Construction of and associated use of a new ELP split over levels 3, 4 and 5 (new level) comprising:
 - Level 3 & 4 – recreation facility
 - Level 4 – food and drink premise (eat street)
 - Level 5 – food and drink premise (destination restaurant / anchor tenant)
 - Level 5 – community green space to be used for a variety of leisure based activities
- Relocation of cooling towers and plant
- New lifts, services and storage areas (including new street-facing lobby and lift core along Park Road)
- Modifications to the existing pedestrian accessway along the northern boundary adjoining the childcare centre
- Upgrades to the existing childcare centre, including replacement of fence and awning and construction of a new entry portal
- Façade upgrades to Cross Street, between Park Road and Humphrey's Lane, and to the southern side of Park Road, including provision for public art
- Site landscaping including construction of a new rooftop garden, alfresco dining area and integrated planters
- New building and business identification signage zones.

Figure 2 Concept masterplan



3. SOCIAL BASELINE

3.1. CRIME PROFILE

Crime data from the Bureau of Crime Statistics and Research (BOCSAR) was analysed to identify the crime profile at Hurstville. Data for Georges River LGA and NSW were used to help assess risk compared to LGA and state wide averages. The full crime profile is contained in Appendix A.

Key crime findings of relevance to this assessment include:

- Hurstville and Georges River LGA generally have lower rates of crime (per 100,000 people) compared to the Georges River LGA and NSW averages. However, yearly crime rates (July 2019 to June 2020) indicate that Hurstville does experience some higher rates of crime that typically occur in public settings including:
 - Steal from person (82.5 per 100,000 in Hurstville; 36.5 in NSW)
 - Steal from retail store (565.6 per 100,000 in Hurstville; 295.7 in NSW).
- BOCSAR publishes hotspot maps to illustrate areas of high crime density relative to crime concentrations across NSW. These maps show that from July 2019 – June 2020, the site is in a hotspot for several crimes including non-domestic assault, break and enter non-dwelling, malicious damage to property, motor vehicle theft, steal from motor vehicle and steal from person offences.

3.2. LIQUOR CONTEXT

The proposed redevelopment of the ELP will create new food and beverage tenancies. While this DA does not seek approval for any licenced premises, it is likely that some of these tenancies will apply for a liquor licence from the NSW Office of Liquor and Gaming (Liquor and Gaming NSW) at a later stage. As such, high-level liquor data has been considered as part of the overall understanding of the context for the proposal.

Liquor and Gaming NSW provides data on the distribution of liquor licences to help understand potential alcohol-related risk in communities. The data below was accessed on 11 September 2020 and is accurate to that date.

Key liquor findings of relevance to this assessment include:

- There are 33 authorised liquor licences in Hurstville. Of these, nine are authorised to sell packaged liquor and 24 are on-premises licences. Four of the 33 authorised liquor licences in the suburb are located in Westfield.
- Hurstville has a lower outlet saturation¹ (110.7 liquor licences per 100,000 residents) compared to the NSW average (196.6 per 100,000 residents). Outlet saturation has increased in the suburb over the past two years, from 100.6 in September 2018 to 110.7 in July 2020.
- Hurstville has a lower rate of outlet clustering (proximity of licenced premises in a local area to another)² (33.1) compared to the NSW average (92.0). This rate has increased in Hurstville over the past two years, rising from 30.1 in July 2018 to 33.1 in July 2020.

¹ Outlet saturation is a measure of the number of liquor licences compared to the population and is calculated per 100,000 residents.

² Outlet clustering refers to the proximity of liquor licences to each other. Outlet clustering is calculated by drawing a 1km radius around each authorised liquor licence and then dividing the number of liquor licences within this radius by the total number of liquor licences in area.

4. CPTED ASSESSMENT

This section provides an assessment of the proposal against the four CPTED principles: surveillance, access control, territorial reinforcement, and space management, and Section 3.19 of the Georges River DCP 2020.

As the proposal includes many different uses and areas, the assessment has been divided into the following three priority areas.

- Access and wayfinding
- Internal areas
- Maintenance and management.

Recommendations are provided for each priority area to minimise any crime risk.

4.1. INTERNAL AREAS

The new ELP provides multiple internal areas, which are primarily situated across levels four and five of Westfield Hurstville.

Level four consists of 14 new food and beverage tenancies, one of which is an anchor restaurant. Licensed seating areas are provided within 11 of the tenancies, in addition to a central courtyard seating area. A recreation facility is also located on Level four and includes a bowling alley, dodgem car track, function rooms, a bar and seating areas. A lower level is contained within the recreation facility on Level three. Amenities and storerooms are also provided to support the new ELP.

Level five, the new level of Westfield Hurstville, includes the upper level of the anchor restaurant. A community open space with a community room and kids play area is also provided on Level five. A variety of activities and events such as performances, fitness groups, an outdoor cinema and seasonal markets can be hosted in the community open space.

Assessment of proposed development

The proposal incorporates the following CPTED principles:

Level four:

- An 'eat street' style internal layout enables clear sightlines to the tenancies and provides a direct flow of pedestrian movement throughout the level.
- The licensed seating areas provide opportunities for passive surveillance of the new ELP including the entry situated near the car park, the lift waiting area and courtyard.
- Landscaping treatments (i.e. planting) are provided at the entry near the car park and along the connected walkway, which assists with guiding pedestrians to the food and beverage tenancies. The orientation of planting towards the edges also enables clear sightlines.
- Concrete and brick edge seating and landscaping treatments (i.e. planting, artificial turf) are provided in the courtyard area, which helps activate the public domain and creates a welcoming place for patrons. It also provides an opportunity for passive surveillance of the retail and food tenancies and patron movement.
- The skylight has been maintained to provide natural lighting to the new ELP, creating an inviting and well lit space for patrons during the day.

Level five:

- The community open space will have the ability to host a variety of activities and events, which will activate the space during the day and night and create an inviting and vibrant space for patrons.
- Landscaping treatments (i.e. planting, feature tree) are located at the outer edges of the community open space which enables clear sightlines throughout the space.
- The licensed seating area associated with R05 provides an opportunity for passive surveillance of the open pedestrian bridge, connecting patrons from the lifts and internal stairs to the public domain.

Recommendations and design considerations

- Provide ample lighting throughout the new ELP to ensure the area is well lit at all times of the day and night. This includes lighting to the north of R02 to help reduce potential opportunities for concealment.
- Consider utilising plants of a low height at the eastern boundary of the community open space. This will provide an opportunity for passive surveillance onto the courtyard area located below.

4.2. ACCESS AND WAYFINDING

The proposal includes multiple patron access points on Levels three, four and five. Patrons can access Level three from a pedestrian bridge, and stairs and walkway at the corner of Cross Street and Crofts Avenue. This provides a direct pedestrian route from Hurstville Station and the bus interchange. New stairs that connect patrons to the new ELP on Level four are provided within the walkway.

Patrons can access the new community open space on Level five through stairs situated in the walkway at the western boundary at Level four. Lifts and escalators located on the lower levels of Westfield Hurstville also provide patrons with access to both Levels four and five.

Assessment of proposed development

The proposal incorporates the following CPTED principles:

- The walkway at the northern boundary which also connects to public transport and the taxi rank is generally straight, restricting opportunities for concealment and enabling clear sight lines to the stairs. The stairs are also illuminated to create a well lit and safe walkway for patrons.
- Glazing is provided at the walkway, specifically at the entry to the childcare centre and the existing shopfront. This provides an opportunity for passive surveillance of the walkway, creating a safe environment for patrons.
- Integration of public art within the streetscape at ground floor to guide patrons to the stairs and accessway at the corner of Cross Street and Crofts Avenue.
- Centrally locating lifts to provide direct access for patrons from lower levels. The existing access lobby on Level four, adjacent to the courtyard, is maintained to provide access from P5 parking, the cinema and below levels.
- Landscaping treatments (i.e. planting, overhead integrated plant frame) at the new ELP entry on Level four is a focal point for patrons and provides clear sightlines into the area.
- An open pedestrian bridge on Level five provides direct patron access between the lifts and the community open space.

Recommendations and design considerations

- Provide ample lighting at all access points including the stairs and walkway at the northern boundary to ensure the area is well lit at all times of the day and night.
- Provide wayfinding signage at all access points to assist with pedestrian movement throughout the site and to nearby public transport and taxi rank.
- Implement security locking measures to the storage areas on Level three.

4.3. MAINTENANCE AND MANAGEMENT

The new ELP will operate in accordance with the existing hours of operation of Westfield Hurstville, which are Monday to Sunday, 6am to midnight. It will accommodate up to 1,818 patrons:

- Eat street and community garden – 1,217 patrons
- Destination restaurant – 317 patrons
- Recreation facility – 284 patrons.

Maintenance and management are considered a priority area for this assessment as the site is in a hotspot for malicious damage to property and crimes relating to theft. Centres that are well managed and maintained are less likely to attract criminal activity.

Assessment of proposed development

The proposal incorporates the following CPTED principles:

- A CCTV system is operational throughout the Centre, including the new ELP, to monitor patron safety, damage and assist emergency services if necessary.
- Standard operating procedures (SOPs) are provided to staff and outline the day to day operations and management of the Centre, including the opening and closing procedures. The centre is manually opened at 6am and closed at midnight by security staff.
- Security staff are provided while the centre is operational (6am to midnight) and are increased during peak times, such as during special events.

Recommendations and design considerations

- Provide security staff to monitor the new ELP, specifically during the evening as patrons are leaving via the walkway and stairs at the northern boundary. This will create a safe environment for patrons using public transport and the taxi rank.
- Provide bins outside food and beverage tenancies to reduce littering from patrons.
- Undertake regular maintenance of public domain areas (i.e. rubbish removal, cleaning of furniture, landscaping maintenance) to ensure the space is well looked after and safe for patrons.
- Provide alcohol management training to Centre staff and security to prevent patron intoxication and ensure the Responsible Service of Alcohol occurs.

5. CONCLUSION

Urbis has undertaken a CPTED assessment for the proposed development against the four CPTED principles and has identified potential risk areas and recommendations to help reduce crime and anti-social behaviour. The assessment has been informed by a review of relevant local and state policies, and crime and demographic data.

The assessment found that the design of the new ELP incorporates the four CPTED principles: surveillance, access control, territorial reinforcement and space management.

To further increase safety and reduce crime risk, the following recommendations should be implemented:

Internal areas

- Provide ample lighting throughout the new ELP to ensure the area is well lit at all times of the day and night. This includes lighting to the north of R02 to help reduce potential opportunities for concealment.
- Consider utilising plants of a low height at the eastern boundary of the community open space. This will provide an opportunity for passive surveillance onto the courtyard area located below.

Access and wayfinding

- Provide ample lighting at all access points including the stairs and walkway at the northern boundary to ensure the area is well lit at all times of the day and night.
- Provide wayfinding signage at all access points to assist with pedestrian movement throughout the site and to nearby public transport and taxi rank.
- Implement security locking measures to the storage areas on Level three.

Maintenance and management

- Provide security staff to monitor the new ELP, specifically during the evening as patrons are leaving via the walkway and stairs at the northern boundary. This will create a safe environment for patrons using public transport and the taxi rank.
- Provide bins outside food and beverage tenancies to reduce littering from patrons.
- Undertake regular maintenance of public domain areas (i.e. rubbish removal, cleaning of furniture, landscaping maintenance) to ensure the space is well looked after and safe for patrons.
- Provide alcohol management training to Centre staff and security to prevent patron intoxication and ensure the Responsible Service of Alcohol occurs.

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This report is dated 13 May 2021 and incorporates information and events up to that date only and excludes any information arising, or event occurring, after that date which may affect the validity of Urbis Pty Ltd (**Urbis**) opinion in this report. Urbis prepared this report on the instructions, and for the benefit only, of Scentre Group (**Instructing Party**) for the purpose of CPTED Assessment (**Purpose**) and not for any other purpose or use. To the extent permitted by applicable law, Urbis expressly disclaims all liability, whether direct or indirect, to the Instructing Party which relies or purports to rely on this report for any purpose other than the Purpose, and to any other person which relies or purports to rely on this report for any purpose whatsoever (including the Purpose).

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This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.

APPENDIX A

CRIME PROFILE

Table 1 Crime rates per 100,000 people, July 2019 – June 2020

Crime type	Hurstville	Georges River LGA	NSW
Non-domestic assault	327.1	212.1	376.6
Break and enter non-dwelling	27.5	36.6	112.5
Liquor offences	42.8	20.2	116.3
Malicious damage to property	464.7	387.6	682.8
Motor vehicle theft	85.6	91.5	157.7
Steal from motor vehicle	210.9	254.4	419.2
Steal from person	82.5	29.7	36.5
Steal from retail store	565.6	164.8	295.7
Trespass	94.8	54.3	136.4

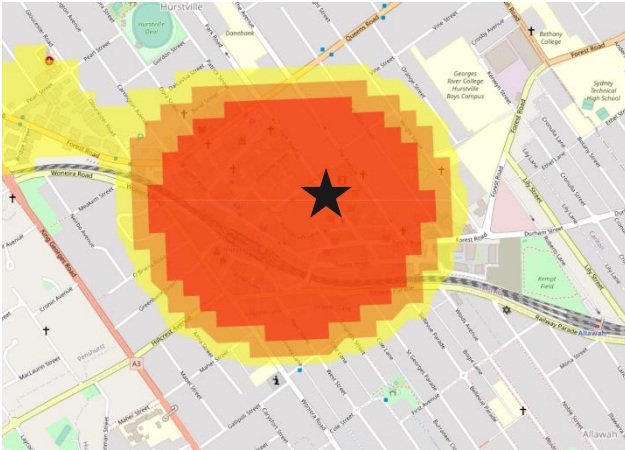
Source: BOCSAR

Table 2 Two-year crime trend, June 2018 – June 2020

Crime type	Hurstville	Georges River LGA	NSW
Assault (non-domestic)	Stable	Stable	Stable
Break and enter non-dwelling	n.c.	-35.6% per year	Stable
Liquor offences	n.c.	Stable	-22.4% per year
Malicious damage to property	Stable	-16.7% per year	-5.4% per year
Motor vehicle theft	Stable	Stable	Stable
Steal from motor vehicle	Stable	Stable	-12.1% per year
Steal from person	Stable	Stable	-24.4% per year
Steal from retail store	Stable	Stable	Stable
Trespass	Stable	Stable	+3.8% per year

Source: BOCSAR

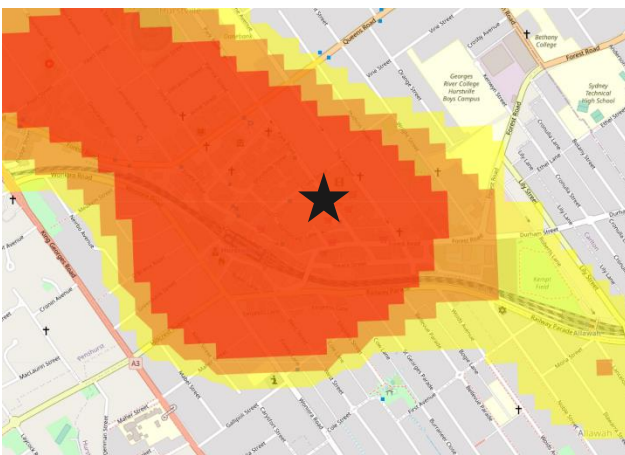
Figure 3 Crime hotspots, July 2019 – June 2020



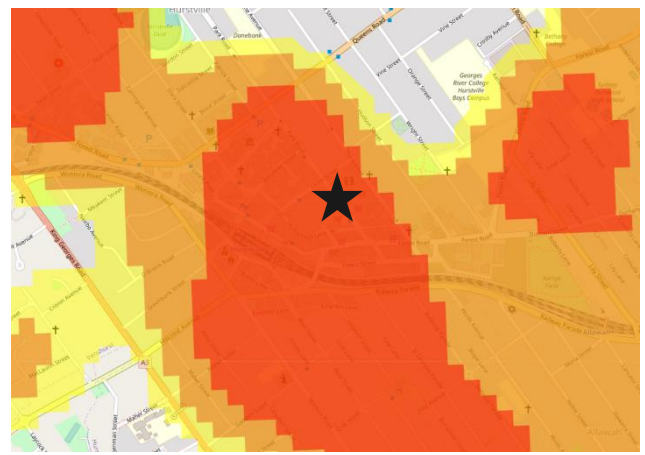
Picture 1 Non-domestic assault



Picture 2 Break and enter non-dwelling



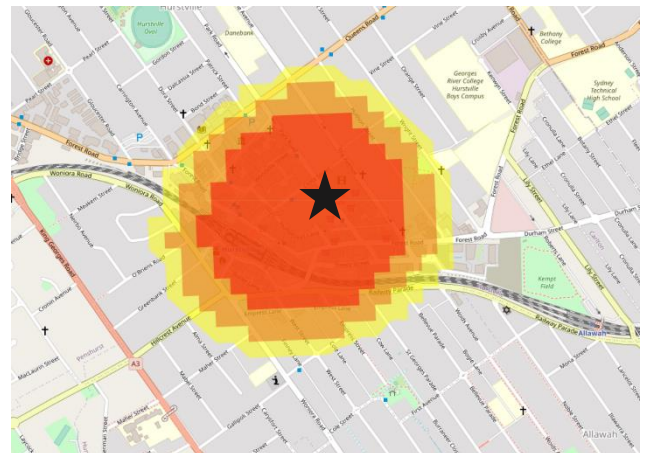
Picture 3 Malicious damage to property



Picture 4 Motor vehicle theft



Picture 5 Steal from motor vehicle



Picture 6 Steal from person

Source: BOCSAR

NB: Approximate site location indicated by black star

