

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED) STATEMENT

Glenmore Park Town Centre

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Originally prepared by Santel Architects 10 November 2010

Rewritten by Benier Francis May 2014 in accordance with the new design.

Glenmore Park Shopping Centre 2014

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1.0 INTRODUCTION

This report reviews the proposed redevelopment of the Glenmore Park Town Centre against the performance criteria established by Crime Prevention Through Environmental Design (CPTED).

The review identifies elements of the design which require special consideration and outlines proposed measures in an Endeavour to minimize the risk of a crime being committed or minimise a threat to the safety of any of the building's users.

2.0 SITE DESCRIPTION

The development site is situated in Glenmore Park which is a suburb of Penrith. It is bounded by Glenmore Parkway to the North and West, Luttrell Street to the East and the existing shopping Centre to the South East. The general characteristics of the site are summarised as follows:

- The main entry to the new shopping centre will be via the existing at grade car park currently shared with the existing centre at the south end of the site.
There will also be retail outlets facing Luttrell Street at street level, together with an entry into the two level car park at the rear.
- Opposite the site are the existing playing fields and skate park to the east.
- To the west of the site is a KFC and Service Station.
- The existing shopping centre comprises a Woolworths store and specialty shops over 1 level. McDonalds and an ANZ bank are also on the site.
- The area to the North and West of the site across Glenmore Parkway is residential.

3.0 EXISTING STATUS OF THE SITE

The site of the new shopping centre development is currently an unused Greenfield site.

The remainder of the site, adjacent to the at grade car park and the Greenfield site is comprised of several separate entities, including a drive in drive out KFC to the west and a Community Centre to the east facing Luttrell Street.

4.0 PROPOSED DEVELOPMENT

In summary, the proposed development includes the following:

- Undercroft 1 - Car parking, and commercial space of 422 sqm
- Undercroft 2 - Car parking, retail spaces of 524sqm and a Supermarket of 1543 sqm.
- Ground Floor – Supermarket of 4250 sqm, retail space of 2574 sqm•
- Total car parking on site for 391 cars, plus 24 on-street car spaces

5.0 ASSESSMENT CRITERIA

Crime Prevention through Environmental Design (CPTED) Principles

The principles adopted in this report are those of CPTED, which are based on a situational approach to crime prevention. This involves using design to both intensifying the difficulty and risks to possible offenders and diminishing the rewards. The approach acknowledges, however, that any design strategy can only be part of a wide ranging approach to crime prevention which includes social and community strategies.

The study is consistent in principle and philosophy with the guidelines outlined in the NSW Department of Urban Affairs and Planning, Crime prevention and the assessment of development applications: Guidelines under section 79C of the Environmental Planning and Assessment Act 1979 in that it investigates how the proposal embraces/intends to embrace principles central to CPTED such as natural surveillance, access control, ownership (territoriality) and space management (maintenance). Other guidelines that have been used during the assessment include The Penrith City Council's DCP 2006 Section 2.2 Crime Prevention Through Environmental Design. This study focuses on exploring how the intent of the Development Plans support CPTED Principles.

Reviewed Documents

The following documents were reviewed as part of the preparation of this report:

- Glenmore Park Town Centre Security
- Village Fair Glenmore Park Policy for installation of CCTV

This CPTED assessment is supported by the following five overlapping principles that have been applied to the Concept Plan:

Territorial reinforcement / ownership

Territoriality is a concept that clearly delineates private space from semi-public and public spaces, and creates a sense of ownership. People usually protect territory that they feel is their own and have a certain respect for the territory of others. Fences, paving, art, signs, good maintenance and landscaping are some physical ways to express ownership. Identifying intruders is much easier in a well-defined space. An area that looks protected gives the impression that greater effort is required to commit a crime. A cared for environment can also reduce fear of crime. Areas that are run-down and the subject of graffiti and vandalism are generally more intimidating than areas that do not display such characteristics.

Ownership creates an environment where appearance of strangers and intruders stand out and are more easily identified through:

- An enhanced feeling of legitimate ownership by reinforcing existing natural surveillance and natural access control strategies with additional symbolic or social ones.
- Design of space to allow for its continued use and intended purpose.
- Use of pavement treatments, landscaping, art, signage, screening and fences to define and outline ownership of space.

Natural surveillance

Natural surveillance is a design concept directed primarily at keeping intruders under observation. Provision of natural surveillance helps to create environments where there is plenty of opportunity for people engaged in their normal behaviour to observe the space around them. Criminals usually do not want to be seen. Placing physical features, activities and people in ways that maximise the ability to see what is happening discourages crime. For example, placing cafés and kiosks in public spaces increases natural surveillance by users. Barriers such as bushes and other obstructions can make it difficult to observe activity. Areas can be designed so they are more easily observed through design and placement of physical features to maximise visibility.

This will include:

- Building orientation, windows, entrances and exits, car parks, rubbish bins, walkways, - landscape, trees and shrubs, use of wrought iron fences or walls, signage and other physical obstructions.
- Placement of persons or activities to maximise surveillance possibilities.
- Minimum maintained lighting standards that provide for night-time illumination of car parks, walkways, entrances, exits and related areas to promote a safe environment.

Access control

Access control is a design concept directed primarily at decreasing criminal accessibility. Provision of natural access control limits access and increases natural surveillance to restrict criminal intrusion, especially into areas where they will not be easily observed. Access can be restricted by physical barriers such as bollards, fences, doorways etc., or by security hardware such as locks, chains and alarms. Human measures can also be used, such as security guards. All these methods aim to increase the effort required to commit a crime and therefore, reduce the potential for it to happen.

When present, intruders are more readily recognised through:

- Use of footpaths, pavement, gates, lighting and landscaping to clearly guide the public to and from entrances and exits.
- Use of gates, fences, walls, landscaping and lighting to prevent or discourage public access to or from dark or unmonitored areas.

Activity support

Activity support involves placing activity where the individuals engaged in such an activity will become part of the natural surveillance system.

Examples include:

- Placing safe activities in areas that will discourage would be offenders, to increase the natural surveillance of these activities and the perception of safety for normal users, and the perception of risk for offenders.
- Place high-risk activities in safer locations to overcome the vulnerability of these activities by using natural surveillance and access control of the safe area.

- Locate gathering areas in locations that provide for natural surveillance and access control or in locations away from the view of would-be offenders.
- Improve the scheduling of space to allow for effective use and appropriate intensity of accepted behaviour.

Space Management

Proper maintenance of landscaping, lighting treatment and other features can facilitate the principles of CPTED, territorial reinforcement, natural surveillance and natural access control ensures that space is appropriately utilized and cared for. Space management strategies include: activity coordination, site cleanliness, rapid repair of vandalism and graffiti, the replacement of burned out lighting and the removal or refurbishment of decaying elements.

Functions include:

- Proper maintenance of lighting fixtures to prescribed standards.
- Landscaping which is maintained at prescribed standards.
- Minimising the conflicts between surveillance and landscaping as the ground cover, shrubs and trees mature.

It is also important to distinguish between passive security measures (eg better lighting, enhancing natural surveillance) and active security measures (eg security guards, CCTV). Effective use of the former can reduce the need, and associated cost, of the latter.

6.0 RETAIL DESIGN ASSESSMENT

Disclaimer

In conducting this report, Benier Francis and Village Fair do not offer any promise or guarantee of safety to persons or property.

Areas have been identified that require specific attention to ensure maximum safety and mitigate crime within the overall development. These have been considered in detail to ensure that the combination of design, treatment and security measures maximise public safety. It should be noted that design is one aspect, which should be considered in establishment of a safe and inviting physical environment. It is stressed that the combination of design and management of an area will determine the level of actual and perceived safety. Ideally design supports and accommodates good management practices. Our assessment therefore considers the design of the Glenmore Park Town Centre development in terms of broad CPTED principles and proposed management practices, which when combined, aim to enhance overall safety.

The areas identified as requiring particular attention include:

- Town Terrace and the broader road network
- Luttrell St entry
- Eastern Terrace
- Public amenities
- Loading docks and service areas

Town Terrace

The existing centre is linked via a paved pathway through the at grade car park at the rear of the Community Centre, and acts as a pedestrian hub linking to the new centre, then via a new main entry to a travelator lobby through all three levels, and will generate a high level of pedestrian activity maximizing natural surveillance of the Town Terrace, the at grade car park and neighbouring areas.

Town Terrace acts as a link between Glenmore Parkway, to the west of the Town Centre, to Luttrell Street to the east. The road will continue to provide for shared pedestrian and vehicular traffic.

High visibility at street level will provide predominantly unobstructed natural surveillance from both approaches to the existing and new shops on both sides of the street. Landscaping and street furniture would be placed to enhance the ambience of the outdoor areas encouraging pedestrian use during both night and day. The major criteria in the design of the landscaping will be the type, size and location of planting, and other solid features, to ensure clear visibility at all times. The high level of lighting at night will discourage potential offenders.

The current built form of the Town Terrace avoids recesses and obstructions making it difficult for any potential offenders to hide. Both the architectural and landscaping design delineates areas and provides a sense of territorial ownership of private areas and separates them from the semi-public.

Luttrell Street

The Luttrell Street entry is the secondary entrance to the new centre for pedestrians and potentially the main entry for the vehicles. Due to the natural contours of the land, this entry is at street level. The pedestrian entry provides a secondary to the centre via a lift and travelators, and a primary entry via the travelators to the supermarket and specialty shops located at this level.

This eastern side of the centre is more remote and potential may not be the same level of natural surveillance as the entry from Main Street. An acceptable level of natural surveillance is still provided by the anticipated increase in pedestrian activity to and from the new supermarket and specialty shops. Natural surveillance will also be enhanced by an increase in traffic flow of cars to and from the car park entry.

The eastern side of the centre has excellent visibility from Luttrell Street and the parklands on the opposite side of the road. The extensive use of glazing in the walls of the shops and offices provides natural surveillance. The built form of the centre, landscaping and paving provide a delineation of private property and a sense of territorial ownership.

Activities in the parkland and skate park on the opposite of the road may increase the chance of anti-social activities in and around the centre. Access to the car park would be controlled by security doors or gates at the entry points. These doors would be closed when the centre is not in use. The entry forecourt to the supermarket has a good level of natural surveillance during the day. The forecourt would be well lit at night and in addition to active surveillance with closed circuit TV.

Existing Community Centre

Natural surveillance of the existing community centre is achieved by the high level of visibility from Luttrell Street, Main Street and the Town Square. Active surveillance should be considered at the northern end of the public art and community activity area. The built form and existing landscaping features provide a high level of territorial ownership of the community centre.

Shopping Mall

The entry to the shopping Mall is constructed from aluminium frames glazed with clear toughened glass. The clear glass allows high visibility in the internal mall prior to entry, and vice-versa. The Mall layout is linear in design from the carpark entry to the discount supermarket store where it changes direction parallel to the store and heads towards the secondary lift entry from Luttrell Street. The nature of the design of the Mall allows unobstructed visibility in both directions. The height of kiosk walls are kept low making it difficult for any potential offender from hiding. The Mall will by its nature highly lit during operating hours and the high level of activity generated by shoppers provides a high level of natural surveillance which is further enhanced by the high visibility from adjacent shops and pedestrian traffic from the two sets of travelators through all three levels.

Active surveillance should also be considered for management reasons and connected into the system currently installed in the existing centre.

Eastern Terrace

The Eastern Terrace remains a public recreation area providing a high level of natural surveillance by the activities generated both from indoor and outdoor eating. This area is under natural surveillance from all sides from inside the building and from Luttrell Street and Main Street. The Eastern Terrace boundaries are clearly delineated and separated from the semi-public areas providing a sense of territorial ownership. Any landscaping features are located and sized to maintain clear sightlines from all directions. The external area will be well lit to discourage anti-social behaviour or crime. Additional natural surveillance is provided by night trading in this area.

Staff and Public Amenities

Staff and public amenities are located at the south-eastern end of the centre. These amenities are accessed via a visually prominent entry adjacent to the three level glazed façade off the at grade carpark.

The entry will allow passive surveillance from all directions, into the internal and vice-versa to prevent potential offenders from hiding and surprising users. This entry is under natural surveillance from pedestrians and passing traffic along Main Street. Natural surveillance of the actual entry to the amenities off the corridors is limited by its nature and security cameras could be considered in the corridors. The corridor is basically straight avoiding areas where someone could hide. The corridor will also be well lit to discourage unwanted activities.

Car parking

Car parking in the new centre provides car parking for both the new and existing portions of the shopping centre. Car parking is provided over two levels. These include Undercroft 1, and Undercroft 2.

Access to Undercroft 1 is provided from two entrie/exits off the existing at grade car park between the existing and new centres.. Access to Undercroft 2 is provided from Luttrell Street and the ramp off the existing at grade car park. Circulation between levels is achieved via a connection between the two levels in the at grade car park. The car park layout allows a constant flow of traffic to all parts of the car park thus avoid blind or hidden areas.

A high level of visibility is maintained by avoiding major obstructions to sightlines other than structural elements.

Travelator connection between levels, and in particular, the main one connecting the Mall with Undercrofts 1 and 2, provide a constant flow of people and hence high level natural surveillance and excellent sightlines due to its central location.

A high level of lighting in Undercroft 1 and 2 car parks provides enhanced visibility and discourage anti-social behaviour and criminal activities. The car parking areas would also be supplemented with active close circuit TV surveillance in the car parks and entry and exit ramps. Security doors and gates would be shut outside operating hours to prevent entry to unauthorized people.

Loading and Service Areas

Services areas are provided externally. On the north-west corner the loading and compactor facilities are dedicated to the supermarket. On the northern end of the site the loading and compactor facilities are dedicated to the supermarket. On the western side adjacent the existing KFC shop, combined loading facilities are provided for the specialty shop operators. Due to the location and layouts of these areas a degree of territorial ownership is perceived and some natural surveillance is achieved from passing traffic, staff, the KFC car park and from the constant flow of cars accessing the different car park levels.

The external loading facilities are not proposed to be fenced and security cameras would be installed in clearly visible locations to deter anti-social behaviour and crime. Management would also use regular security patrols. The majors would also provide their own level of active surveillance of their premises.

Service corridors

The nature of shopping centres requires various service and escape corridors. These are unavoidable and have been kept to a minimum and as straight as possible. Escape doors would be alarmed and well lit. Service corridors will well lit to discourage potential offenders. Entrances to the corridors have a high level of natural surveillance from the Mall. They also have limited natural surveillance from the loading areas which would be enhanced by the use of closed circuit TV.

Concealed corners in the corridors have generally been avoided to prevent people from hiding behind them. The exception is the escape corridor in the east side of the Mall, leading to the escape stair. Considering the door to this corridor would be alarmed it would not offer allow possible offenders to hide inside.

Sub-Stations

Sub-stations are visible from the street and would be constructed in accordance with the supply authority requirements, at the rear of the Coles Supermarket.

Active Surveillance

The centre as a whole has a good level of visibility and natural surveillance. To further ensure and discourage criminal and anti-social behaviour, the recordable video surveillance system in the existing centre would be extended to include the new centre. Security patrols would also cover the new centre.

7.0 SUMMARY

This report identifies areas within the development which require attention in response to the performance criteria of the Crime Prevention Through Environmental Design policy. It has outlined the conditions that the built form will create to maximise personal safety, reduce vandalism and anti-social behaviour. It also optimises performance against the criteria of the policy. Overall it is considered that the design of the new centre buildings, hard and soft landscaping, and services provide an environment that discourages anti-social behaviour and minimises the opportunity for criminal activities in and around the new centre.