

Marrickville Metro – Crime Prevention Through Environmental Design Assessment

Prepared for AMP Capital Investors

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urbis

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Executive Summary

Introduction

Urbis Social Planning has been engaged by AMP Capital Investors (AMPCI) to prepare a Crime Prevention through Environmental Design (CPTED) assessment to accompany a Concept Plan Application under Part 3A of the *Environmental Planning and Assessment Act 1979* for the proposed redevelopment of the Marrickville Metro Shopping Centre. The development is being considered under Part 3A of the Act as it satisfies the criteria described in Schedule 1 of the Major Projects State Environmental Planning Policy (Major Projects SEPP).

AMPCI is looking to expand the retail offer of the Marrickville Metro through an expansion of the site to adjoining Smidmore Street. The proposal will include an additional discount department store, supermarket, mini major and specialty retail space. The concept incorporates a vision to enhance the town square together with improved street activation, pedestrian connections, additional parking and the relocation of the bus terminal to Edinburgh Street. The proposal also includes the partial closure of Smidmore Street between Edinburgh Road and Murray Street in order to create a new pedestrian plaza including a two storey retail link and car parking access.

This CPTED assessment has been prepared to guide and inform the final design of the Marrickville Metro development by considering in detail the design, treatment and security measures required to maximise public safety.

The study explores the public safety implications of the development upgrade in its entirety and provides guidance to support a design process that is responsive to community safety requirements, and proactive about limiting crime in the vicinity.

The CPTED includes:

- Contextual social and demographic data, which identifies the level and type of crime most likely to occur in or around the development.
- Assessment of the *function* of the development and recommendation of management measures to increase community safety.
- Assessment of the *design* of the development to identify the type of security measures which will increase community safety.

Aims of this study

CPTED aims to influence the design of buildings and places by:

- Increasing the perception of risk to criminals by increasing the possibility of detection, challenge and capture.
- Increasing the effort required to commit crime by increasing the time, energy or resources which need to be expended.
- Reducing the potential rewards of crime by minimising, removing or concealing 'crime benefits'.
- Removing conditions that create confusion about required norms of behaviour (NSW Department of Urban Affairs and Planning, 2001).

Methodology

The following tasks were undertaken in the preparation of this CPTED assessment:

- Site visit on 18 February, 2010.
- Review of key literature on CPTED and analysis of the applicability of this literature to the proposed Marrickville Metro redevelopment.

- Progressive review and input of the proposed plans and design with the consultant team.
- Collection and analysis of local and NSW state crime statistics from the Bureau of Crime Statistics and Research (BOSCAR).
- Interviews with representatives from Marrickville Council, Marrickville Local Area Command and Marrickville Metro Centre Management.
- A safety audit including an assessment of the proposed design, to identify security and safety measures to increase community safety.

Conduct of a safety audit in the current NSW policy and practice environment involves consideration of the following regulation and assessment principles:

- CPTED principles endorsed by NSW Police
- Section 79C of the NSW Environmental Planning and Assessment Act, 1979 (EP&A Act), which includes guidelines for the consideration of safety issues in the development approvals process
- NSW Department of Urban Affairs and Planning's *Crime Prevention and the Assessment of Development Applications* (2001).

Crime in Marrickville

Overall, rates of crime in Marrickville are declining. The three most reported offences occurring in Marrickville Local Area Command (LGA) during 2009 (and that potentially relate to the redevelopment of Marrickville Metro) were:

- Malicious damage to property (1,183)
- Steal from a motor vehicle (966)
- Non-domestic violence related assault (409)

Consultation with the Crime Prevention Officer at Marrickville Local Area Command revealed that the biggest issues relating to crime and safety and the Marrickville Metro occur during the day and during trading hours. The most common types of crime related to Marrickville Metro include:

- Steal from a vehicle
- Steal car
- Bag snatches (occasional)
- Stealing from shopping trolley
- Shoplifting
- Opportunistic crime

The incorporation of recommendations included in this report into the design would ensure that the proposed development does not become attractive to perpetrators of these types of crimes.

Pro-active responses to crime and safety in and around the Marrickville Metro would include:

- Secure car parking and facilities;
- Traffic management and managing the interface between loading docks and car park entrance/egress.
- Passive surveillance;
- Active surveillance;
- Anti-graffiti and anti vandalism measures.

CPTED Assessment

Section 5 of this report details how design measures in the proposed redevelopment ensure safety and comfort for those patronising Marrickville Metro. Briefly these design measures include:

- Lighting key areas such as entry/exit points and ensuring that lighting in all locations is not obscured creating dark spots.
- Maximising natural surveillance in all areas of the development, both internal and external.
- Landscaping needs to minimise the opportunities for crime and maximise safety.
- Opportunities for graffiti and vandalism need to be limited through minimisation of blank walls, dark areas, the use of graffiti resistant treatments and removal programs.
- Use of signage to direct pedestrians around the site and to inform them of security measures.
- Access control for car parking areas and loading dock areas to deter unauthorised access after hours.
- Ensure internal design layout is legible and that the location of public amenities and ATMs are in highly visibly areas with regular thoroughfare and natural surveillance.

The key areas where these strategies need to be considered are car parking areas, loading dock areas pedestrian pathways and public spaces.

In addition to the above design measures, the development of a comprehensive maintenance and management plan will further enhance the safety and security of the redevelopment. The combination of design and management of the area will determine the actual and perceived level of safety of Shopping Centre precinct.

Conclusion

The proposed design is a significant improvement on the current shopping centre complex. Some of the key design features that will add to the improved safety and amenity of the area include:

- Reconfiguration of the building orientation to include improved entrance/egress points from Smidmore Street and Edinburgh Road, in addition to the main entrance at Victoria Road;
- Closure of Smidmore Street and the creation of a community space/plaza with active retail which will activate the area and improve natural surveillance;
- Relocation of the bus terminal to Edinburgh Road and the development of a new entrance to the southern shopping centre precinct to improve pedestrian access;
- Improved access to the car park areas with external spiral ramps from Smidmore Street, Edinburgh Road and Murray Street to rooftop parking.

Overall, we regard the design of the proposed Marrickville Shopping Centre upgrade to comply with key CPTED principles. While precaution should be taken around common crimes associated with shopping centres such as petty theft, steal from motor vehicle, and so forth, it is considered that the functional planning and the proposed design detail and services will provide an environment which is secure for the Centre's users and minimise the likelihood of petty crime.

1 Introduction

AMP Capital Investors (AMPCI) engaged Urbis Social Planning and Research to conduct a Crime Prevention through Environmental Design (CPTED) assessment of the likely community and patron safety implications of the proposed upgrade to the Marrickville Metro Shopping Centre. This report will accompany a Concept Plan Application under Part 3A of the *Environmental Planning and Assessment Act 1979* for the proposed redevelopment of the Marrickville Metro Shopping Centre.

AMPCI is looking to expand the retail offer of the Marrickville Metro through an expansion of the site to adjoining Smidmore Street. The proposal will include an additional discount department store, supermarket, mini major and specialty retail space. The concept incorporates a vision to enhance the town square together with improved street activation, pedestrian connections, additional parking and the relocation of the bus terminal to Edinburgh Road. The proposal also includes the partial closure of Smidmore Street and the creation of a public space with active retail.

The CPTED aims to influence the design of building and places by:

- Increasing the perception of risk to criminals by increasing the possibility of detection, challenge and capture;
- Increasing the effort required to commit crime by increasing the time, energy or resources which need to be expended;
- Reducing the potential rewards of crime by minimising, removing or concealing 'crime benefits'; and
- Removing conditions that create confusion about required norms of behaviour (NSW Department of Urban Affairs and Planning, 2001).

Methodology

The following tasks were undertaken in the preparation of this CPTED assessment:

- Site visit on 18 February, 2010.
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- A safety audit including an assessment of the proposed design, to identify security and safety measures to increase community safety.

Conduct of a safety audit in the current NSW policy and practice environment involves consideration of the following regulation and assessment principles:

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2 Site and Surrounding Area

2.1 Regional Overview

The suburb of Marrickville is located approximately seven (7) kilometres south-west of the Sydney Central Business District (CBD). Marrickville is the largest suburb in the Marrickville Local Government Area. Marrickville Station is situated on the Bankstown line of the City Rail network. The area is also served by a number of State Transit Authority bus lines, that service most of the main roads within the region, including: Marrickville Road, Enmore Road, Illawarra Road, Victoria Road, Wardell Road and Livingstone Road. These buses service areas such as Dulwich Hill, Rockdale, Newtown and the CBD. The suburb also lies under the Sydney Airport flight path.

The suburb of Marrickville is also located within the South Subregion designated by the Draft South Subregion of the Sydney Metropolitan Strategy. The South Subregion consists of a vibrant mix of natural and built forms as well as a diverse cultural setting. The South Subregion covers an area of approximately 456km² and is home to approximately 650,000 people. Marrickville is an important node within the region that reaches many other surrounding suburbs and LGAs through its services, facilities and community and cultural events. As stated within the Draft South Subregional Strategy, Marrickville is located within the Global Economic Corridor and is a gateway to Botany Bay and Sydney Airport.

2.2 Site Description

Marrickville Metro Shopping Centre is located within an established residential and industrial precinct in the eastern part of Marrickville Local Government Area (LGA), approximately seven kilometres from the Sydney CBD. The centre provides a buffer between the industrial estate to the south and the residential neighbourhoods located to the north and west.

Marrickville LGA contains some of the earliest suburban neighbourhoods to be developed in Sydney and contains several areas of Victorian-era heritage housing. The LGA also contains a mix of industrial and commercial areas. In recent years the LGA has been subject to urban consolidation and gentrification.

The main centres of retailing are Marrickville Metro, the Marrickville Road/Illawarra Road retail strip in Marrickville and the King Street/Enmore Road retail strip in Newtown. Each of these centres contains a diverse mix of retail and non-retail uses.

Marrickville Metro is defined as a subregional shopping centre serving the shopping needs of Marrickville LGA residents and adjacent suburbs.

The current centre includes a single retail level and is internally-oriented, with rooftop car parking. Access to the retail malls is provided via travelators from the roof, while pedestrian access is provided from Smidmore Street and Victoria Road. The shopping centre provides a mix of food and non-food retailing including the major tenants of Kmart, Aldi and Woolworths and a range of speciality stores.

Marrickville Metro is accessible by bus or train with three bus routes providing inner-city links and St Peters railway station, 800 metres to the south-east of the site.

Figure 1 (below) shows the three sites that form the basis of proposed redevelopment. They include the existing site, Marrickville Metro(1) located at 34 Victoria Road, Marrickville, the site (2) located to the south of Marrickville Metro at 13-55 Edinburgh Road, and the section of Smidmore Street immediately to the south of Marrickville Metro, between Murray Street to the east and Edinburgh Road to the west (3).

Figure 1 – Aerial Site View



2.3 Proposed Development

AMPCI proposes to upgrade and expand Marrickville Metro Shopping Centre to accommodate additional retail floor space, improved facilities and services, as well as enhance convenience and accessibility for the community.

The proposal has three key elements:

- An extension of retail floor area at first floor level above the existing shopping centre building with further additional roof top parking above;
- Redevelopment of the existing industrial land south of Smidmore Street (13-55 Edinburgh Road) to create a two level retail addition to the shopping centre with car parking above.
- The closure of Smidmore Street between Edinburgh Road and Murray Street in order to create a new pedestrian plaza including a two storey retail link and car parking access.

The additional retail floor area will primarily accommodate a discount department store, supermarket, mini major and specialty retail space. The development will incorporate additional car parking as well as improved vehicle access and loading facilities.

The proposal will create a new urban plaza in Smidmore Street and will be complimentary to an enhanced public space fronting Victoria Road. The proposal will include works to the public domain in

order to improve the pedestrian, cycling and public transport connections to and from the site and enhance pedestrian and patron safety.

Owing to the scale of the project and the need to undertake the development whilst maintaining a safe and functional retail centre, it is proposed that construction will occur over at least two discrete stages.

Stage 1 will involve the redevelopment of the industrial site at 13-55 Edinburgh Road to accommodate the new two level retail centre including car parking above. This work will also incorporate the creation of the pedestrian plaza and retail extension across Smidmore Street linking the two retail buildings and the refurbishment of the existing shopping centre building fronting the northern side of Smidmore Street.

Stage 2 will involve the first floor level retail extension over the existing shopping centre building with the proposed additional car parking at roof top level.

2.4 Snapshot of the Local Community

According to the 2006 Census, there were a total of 23,159 residents living in the suburb of Marrickville with a total of 440 (1.9%) Indigenous persons. The number of Indigenous persons resident in Marrickville LGA represents 1.5% of the total population compared to 1.1% in Sydney SD and 2.1% across NSW. There were a total population of 71,812 persons within Marrickville LGA at the time of the 2006 Census, a decrease of 1,314 (1.8%) persons since the 2001 Census.

Table 1 – Age Distribution for Marrickville (suburb), Marrickville LGA and Sydney SD

Age	Marrickville (suburb)	Marrickville LGA	Sydney SD
Population	23,159	71,812	4,119,190
Median Age	36	35	35
0-4 years	6.1%	6.0%	6.6%
5-14 years	9.0%	7.9%	13.0%
15-24 years	11.9%	12.0%	13.8%
25-34 years	18.8%	21.9%	15.3%
35-44 years	18.1%	19.3%	15.3%
45-54 years	13.6%	13.6%	13.5%
55-64 years	9.7%	9.1%	10.2%
65 years and over	12.8%	10.5%	12.3%

- The majority of persons living in both Marrickville (suburb) and Marrickville LGA are aged between 20 and 39 years of age (35.4% and 40.3% respectively);
- Marrickville (suburb) and Marrickville LGA have a considerably smaller population of persons aged 0 to 19 years compared to the Sydney SD (20.1%, 19.6% and 26.0% respectively); and
- Marrickville LGA as a whole has a slightly smaller population of persons aged 60 years and over (14.1%) compared to Marrickville (suburb) and Sydney SD (17.1% and 17.0% respectively).

In addition, a socio-demographic assessment of the local Marrickville community was prepared by Urbis as part of the Social Impact Study to accompany this Development Application. The key findings of this assessment are detailed below.

- There will be a steady increase in population size from 2007 to 2027 (10,182 or 13.3%);

- Marrickville (suburb) and Marrickville LGA is a culturally rich and diverse community with a higher proportion of residents born overseas in Greece, Vietnam and England;
- Marrickville (suburb) had a higher percentage of persons who were unemployed (6.5%) compared to Marrickville LGA (5.1%) and Sydney SD (5.3%);
- Marrickville LGA has a significantly higher number of persons who consider themselves as 'professionals' than the average for the Sydney SD (32.6% and 23.8% respectively);
- Marrickville (suburb) has a slightly lower weekly household income than Marrickville LGA and Sydney SD;
- Marrickville (suburb) and Marrickville LGA have a lower percentage of couple families with children and a higher proportion of one parent families than the Sydney SD; and
- Marrickville (suburb) and Marrickville LGA have a lower proportion of person who own their own properties compared to the Sydney SD and a higher proportion of persons who rent compared to the Sydney SD.

Traditionally a working class suburb with a high migrant population, the Marrickville community has changed remarkably over that last 10 years with a mass increase in young professionals and a continuing trend of gentrification. These changes have resulted in a decrease in the average family size, an increase in house and rental prices which has resulted in a younger wealthier community moving into the area. However, despite these dominant changes, Marrickville still remains a culturally rich and diverse inner city suburb with a diverse group of residents from a variety of socio-economic strata. In addition, the industrial land and warehouses that surround Marrickville Metro have attracted collectives of artists to this part of the LGA leading to the creation of a very strong creative arts industry.

Refer to the *Urbis Social Impact Study (2010)* for further information on the composition of the local community including income and affluence, housing tenure and family structure and employment.

3 Crime and Safety in Marrickville

It is necessary to consider the prevalence and nature of crime within the local area of the proposed development. Australian Bureau of Statistics 2006 Census data has been used to provide a local context of offences and crime rates, whilst 2007 statistics from the Bureau of Crime Statistics and Research (BOCSAR) have been analysed to provide the broader context of crime rates and trends relative to New South Wales. It is difficult however to attribute incident data and trends to events specifically within, or in the immediate surrounds of Marrickville Metro.

Due to the nature of the development BOCSAR data has been considered in relation to the Marrickville Local Government Area (LGAs).

3.1 Marrickville Council – Key Policies and Plans

It is important that wherever possible, the final proposal should respond to, and support the local council's intentions for the site and for Marrickville more broadly. This section reviews the key policy and planning documents produced by Marrickville Council to promote public safety and crime prevention. The relevant information from these documents has been summarised here, and has informed the report's final recommendations for the proposal.

3.1.1 Marrickville Local Environmental Plan (MLEP) 2001

Clause 62 of the MLEP 2001 requires Council to consider community safety matters prior to granting consent to a development. With regard to community safety, the LEP states:

Before granting an application for development consent, the consent authority must take into consideration such of the following matters relating to the provision of community safety (if any) as are of relevance to the application:

- (a) the provision of active street frontages where appropriate,*
- (b) the provision of lighting for pedestrian site access between public and shared areas, parking areas and building entrances,*
- (c) the visibility and legibility of building entrances from streets, public areas or internal driveways.*

As such, Development Control Plan 38 – Community Safety provides the detailed information to assist applicants and Council officers to satisfactorily address clause 62 of the MLEP 2001.

3.1.2 Development Control Plan No. 38 – Community Safety

Marrickville Council developed a Community Safety Plan to complement the State Government's approach to crime prevention by setting out detailed objectives and controls for CPTED against which Council can assess all developments. The ultimate aim of the Plan is to *provide a co-ordinated, whole-of-Council approach to making Marrickville a safer place in which to live and work.*

The DCP outlines Council's approach towards enhancing community safety through CPTED and sets out the core principles for safety required to be addressed by all developments.

Of relevance to the proposed expansion of Marrickville Metro are the controls for commercial and community developments detailed in Chapter 7 of the DCP. This section details the objectives, compliance controls and suggested and recommended strategies for design and best practice for commercial developments. Table 2 details key objectives for each relevant category.

Table 2 – Controls and Objectives for Commercial and Community Developments

CRIME AND SAFETY IN MARRICKVILLE

Controls	Objectives
Location of buildings and Structures	<p>O1 To orientate buildings to maximise surveillance from the street to the building and from the building to the street to enhance the safety of building occupants and the general public;</p> <p>O2 To encourage a 'sense of community' by orienting buildings towards the public street;</p> <p>O3 To maximise the surveillance of the spaces within the development (such as car parks, communal open space areas and the like)</p> <p>O4 To ensure that access points to buildings and car parks are in clearly visible locations;</p> <p>O5 To encourage development which adjoins laneways, alleyways, parks and open spaces or other public areas to contribute to the safety of these areas by maximising opportunities for surveillance; and</p> <p>O6 To ensure any pedestrian and vehicular access to the subject site from a laneway/alleyway maximises personal safety.</p>
Design of Entrances	<p>O1 To ensure that pedestrian entrances to buildings are clearly visible from the street and can be easily located by users;</p> <p>O2 To minimise the opportunities for intruders to enter without detection.</p>
Design of Communal and Public Areas within Developments	<p>O1 To ensure communal and public areas associated with a development are clearly defined;</p> <p>O2 To encourage natural surveillance of communal and public areas by the building occupants and users; and</p> <p>O3 To encourage a sense of ownership of the communal and public areas by the building occupants.</p>
Blind Corners	<p>O1 To avoid the creation of blind or sharp corners along pathways or in stairwells, hallways and car parks as this inhibits surveillance; and</p> <p>O2 To provide treatments for blind corners where they are unavoidable in developments, to allow users to see ahead and around corners.</p>
Lighting	<p>O1 To encourage the use of external lighting to improve the safety and security of the development by improving its visibility after dark and deterring illegal access; and</p> <p>O2 To ensure lighting does not create adverse amenity impacts upon neighbouring properties.</p>
Landscaping	<p>O1 To ensure site landscaping:-</p> <ul style="list-style-type: none"> a) preserves opportunities for surveillance; b) minimises opportunities for intruders to hide or to climb into buildings or properties.
Shop Fronts and Other Building Frontages	<p>O1 To ensure shopfronts as well as other building frontages provide for surveillance of the public domain and have a positive streetscape appearance.</p>

Public Facilities (e.g. telephones, toilets)	<p>O1 To maximise the safety, and sense of security of users of any public facilities which may be provided within developments by:</p> <ul style="list-style-type: none"> a) locating these facilities in areas of high activity with maximum accessibility and visibility, and b) incorporating appropriate security features into their design.
Car park Access and Egress	<p>O1 To facilitate ease of access and egress in carparks without compromising the safety and security of users.</p>
Minimising Unintended Access	<p>O1 To minimise unintended or unauthorised access to the subject or neighbouring premises by the appropriate design and location of built and natural elements.</p>
Fencing	<p>O1 To provide boundary fencing (where appropriate to the context of the development) which delineates public and private areas;</p> <p>O2 To ensure front fencing maximises surveillance from the street to the building and to the spaces and communal areas around the building; and</p> <p>O3 To ensure the design of front fencing minimises opportunities for intruders to hide.</p>
Security Measures	<p>O1 To reduce the opportunities for unauthorised access to buildings, individual dwellings and communal areas by the use of appropriate security devices, hardware or human resources;</p> <p>O2 To ensure that any security devices used will:-</p> <ul style="list-style-type: none"> a) preserve natural surveillance of the street, b) be compatible with the design of the building and the streetscape and c) will not prevent escape in an emergency. <p>O3 To ensure that sites are designed and managed to promote safety of the general public, staff and other users by:-</p> <ul style="list-style-type: none"> a) ensuring the safe routes between key locations within the site; b) ensuring clear directions to key destinations outside the site eg: main roads, transport services, taxi are provided by adequate signage; and c) ensuring that a high level of surveillance is provided within the site.
Building Identification	<p>O1 To provide clear numbering of all buildings to prevent unintended access and to assist persons (including emergency personnel) trying to find the place.</p>

CRIME AND SAFETY IN MARRICKVILLE

Boundary Delineation	O1 To reinforce the development boundary to strengthen the distinction between public and private space in order to establish a clear sense of ownership and discourage illegitimate use.
Minimising Opportunities for Vandalism	O1 To use building materials and design to minimise opportunities for vandalism in order to encourage a sense that the development space is well cared for.
Materials and Maintenance	<p>O1 To promote an image of a well cared-for development through the use of hardwearing materials and effective maintenance of buildings and spaces; and</p> <p>O2 To use building materials that enhance surveillance within car parks.</p>

3.1.3 Safety in Marrickville (Crime Prevention) Plan 2008-2011

This plan outlines key community outcomes and strategies and provides a detailed response by Council in relation to community safety and crime prevention.

This Safety Plan has been written in five parts that outline the following:

- Part 1: A description of Marrickville as a vibrant and diverse community as well as complementary background information to the LGA;
- Part 2: Explains why people commit crime and the different aspects to why they occur;
- Part 3: Provides an in-depth look at the community profile of Marrickville LGA relating to ABS 2006 statistics as well as the crime profile 2007; and
- Parts 4 and 5: Outlines crime prevention and safety projects and strategies to occur between 2008 and 2011. This includes a series of consultations with community stakeholders including Indigenous, aged, disabled and youth.

This Plan aims to prevent and reduce crime as well as focus on safety within the LGA through a range of strategies. These strategies focus on events, programs and initiatives by Council to educate, promote and provide requirements for development, design and planning in the LGA.

The plan outlines the recorded criminal incidents in Marrickville LGA for offence categories between 2001 and 2007. The total number of criminal offences recorded in the Marrickville LGA for 2007 was 16,315, an increase of 4.3% over the 2006 statistics. There has been a gradual increase in incidents from 2004 to 2007, however, this remains well below the higher levels seen between 2001 and 2003. In regards to the most common criminal incident, driving offences had increased significant from 2001 (4,130) to 2007 (6,297). Offences against property had lowered significantly from 8,016 in 2001 to 5,381 in 2007. Offences against the person and drug and other offences have also lowered in number between 2001 and 2007. Public order and justice offences have had a sporadic increase and decrease in statistics between 2001 and 2007.

In regards to offences against property and offences against the person, apart from driving offences the most common offences in the Marrickville area were steal from a motor vehicle, malicious damage to property and break and enter of a dwelling (between 1999 and 2007).

3.2 Local Crime Statistics – Marrickville LGA

The crime figures discussed in this section of the report are those crimes that have been recorded by NSW Police, not necessarily *all* crimes committed in the Marrickville LGA. Levels of crime are sensitive to the willingness or ability of people to report crime, levels and nature of police activity and actual levels of criminal activity.

The three most reported offences occurring in Marrickville LGA during 2009 (that relate to the redevelopment of Marrickville Metro) were:

- Malicious damage to property (1,183)
- Steal from a motor vehicle (966)
- Non-domestic violence related assault (409)

Crime rate per 100,000 population for the LGA 2005-2009

There was either a significant decrease or stability in the crime rate for the following offences in Marrickville LGA between 2005 and 2009. The following figures in brackets indicate the crime rate per 100,000 of the population for the LGA during 2009 and the average annual percentage change.

Robbery without a weapon (98.5 down by 19.9%), steal from a person (186.7 stable), break and enter – non-dwelling (252.8 down by 14.0%), motor vehicle theft (518.5 down by 11.7%), break and enter –

dwelling (617.1 down by 12.0%), steal from dwelling (270.9 down by 12.4%) and assault – non domestic violence related (530.2 down by 6.2%).

NOTE: The annual percentage decrease in the crime rate from 2008-2009 was for robbery without a weapon, down by 45.3%, break and enter – non-dwelling, down by 14.0% and indecent assault, down by 7.0%.

There was no increase in crime rate for all other offences listed. All other offences were 'stable for this period.

3.2.1 Comparison with Selected NSW Recorded Incidents

The NSW Bureau of Crime Statistics not only publishes crime statistics for LGA's but also publishes crime statistics for NSW. Table 3 compares the NSW 2009 statistics with the statistics recorded in the Marrickville LGA per type of offence during that year. Offences that occur in the public domain and that would be sensitive to CPTED principles have been selected. Overall, data indicates that the incident rate for Marrickville LGA is higher than the NSW average. Of particular concern for the proposal is the rate per 100,000 population of the following criminal offences compared to the NSW average:

- Malicious damage to property – 1533.6 per 100,000 compared to 1449.5 per 100,000 for NSW
- Motor vehicle theft – 518.5 per 100,000 compared to 319.6 per 100,000 for NSW
- Steal from motor vehicle – 1252.3 per 100,000 compared to 672.4 per 100,000 for NSW (almost double)

Table 3 – Selected recorded criminal incidents and rates per 100,000 population – Marrickville LGA and NSW 2009

Area	Malicious Damage	Rate per 100,000 pop.	Robbery	Rate per 100,000 pop.	Motor Vehicle Theft	Rate per 100,000 pop.
Marrickville LGA	1183	1533.6	143	185.3	400	518.5
Total NSW	101,236	1449.5	5,873	84.1	22,322	319.6

Area (con't)	Steal from motor vehicle	Rate per 100,000 pop.	Steal from retail store	Rate per 100,000 pop.	Assault (non-domestic violence related)	Rate per 100,000 pop.
Marrickville LGA	966	1252.3	210	272.2	409	530.2
Total NSW	46,961	672.4	20,514	293.7	39,985	572.5

Note: Robbery includes; robbery without a weapon, robbery with a firearm and robbery with a weapon not a firearm.

Source: NSW Bureau of Crime Statistics and Research.

3.3 Crime Hotspots in Marrickville

The NSW Bureau of Crime Statistics and Research published a Local Government Area Crime Report Series for Marrickville in 2008. Part of this crime report uses kernel density maps to illustrate areas of

high and low crime concentration within the LGA. The data in this report were extracted from the NSW Police Force's Computersied Operational Policing System (COPS) which is a live database.

Based on the density maps, Marrickville experienced a medium-high proportion of criminal activity for the following offences (only those offences deemed relevant to a the proposed development are considered):

- Robbery (medium – high) – most commonly committed Wednesdays, 6pm to 12am;
- Break and Enter Non Dwelling (medium – high) – most commonly committed Sunday to Monday, 12am to 6am;
- Motor Vehicle Theft (medium) – most commonly committed Tuesday, 6am to 12pm and Thursday, 12pm to 6pm;
- Steal from a Motor Vehicle (medium – high) – most commonly committed Sunday, 12pm to 6pm, Monday, 6am to 12pm and Tuesday, 6am to 12pm; and

3.4 Stakeholder Consultation

Consultation with Marrickville Local Area Command, Marrickville Council and Marrickville Metro Centre Management provided a current and more targeted assessment of crime and safety in Marrickville and in particular, the Marrickville Metro precinct. Their comments and recommendations are detailed in this section.

3.4.1 Marrickville Local Area Command

Discussions were held with Marrickville Local Area Command Crime Prevention Officers on the 11th May, 2010. The following outlines issues that arose relating to crime and crime prevention within and around the site.

Crime in Marrickville and at Marrickville Metro

Police noted that crime that occurs at Marrickville Metro happens mostly throughout the day and is no different to other major shopping centre complexes. The most common types of crime related to Marrickville Metro include:

- Steal from a vehicle
- Steal car
- Bag snatches (occasional)
- Stealing from shopping trolley
- Shoplifting
- Opportunistic crime

There has been one hold up in the past eight years as well as a few ram raids. However, it was felt that the current location for cash transiting on Victoria Road is the most suitable location as the majority of banks/ATMs are located at the Civic Place.

Sydenham and St Peters Railway Stations are located nearby – some crime occurs here, in particular graffiti along the access route from the centre to Sydenham Station.

In terms of after hours access and operations, police noted that there is no real trespassing that occurs on the current site.

General Comments

- It was stated that Marrickville Metro is a vibrant, unique shopping centre as it is located in the middle of residential area and attracts people from all over Sydney. It is not located near any major

arterial roads and therefore doesn't get through traffic as often as other main shopping centre precincts. Given its location there is very little loitering by youths in and around the Centre.

- The proximity of the Marrickville Metro to residential areas is beneficial as residents provide a form of passive surveillance.
- Overall, Marrickville Metro does not attract youth crime or anti-social behaviour related to loitering as there is no major appeal at the Centre and its location is not within close proximity to other youth attractors and public transport hubs such as train stations. However, it was noted that there are some waves of loitering and anti-social behaviour during school holidays.

Issues of Concern

- The potential increase in traffic within and around the site. It will be important to ensure that there are systems in place to minimise traffic congestion around loading dock and car park entrance/egress points. The Rouse Hill Town Centre car park was identified as operating a leading car parking system.
- Minimal activity in the car park during late night trading. As detailed below, it was recommended that part of the car park be closed off during late night trading.
- Ensuring that the public plaza does not become a dead space after hours and a potential area of entrapment.
- Safety of pedestrians on Murray Street as pedestrian crossing is located close to the roundabout at Smidmore Street.
- Marrickville Metro has approximately 60 CCTV cameras throughout the shopping centre but none are currently located in the car parking areas and at entrance/egress to car parking areas. It is recommended that cameras be located throughout the car park in the new scheme.

Recommendations for Improving Safety and Reducing the Opportunity for Crime

- There should be a focus on the positioning and design of any new ATMs and banks within the centre so that they are located in areas of high visibility and surveillance.
- It is preferred that there is some form of access control at entrance/egress to loading docks and car parking areas, particularly after hours. This may include installation of gates or boom gates and clear markings that directs traffic movements.
- The need for lighting within and around the site, including car parking areas.
- CCTV should be installed throughout the site including: all car park areas, driveways, loading docks, the civic plaza, key entrance/egress points, the entrance to public amenities, and near ATMs.
- The car park be painted white (including the ceiling) to maximise lighting.
- The introduction of a light-up system for empty car spaces for customers to move around the car park and find a space quickly – lowering traffic congestion.
- Partial closure of car park areas for late night trading to increase activity in one area of the car park for the safety of customers and to prevent opportunity for steal from motor vehicle crimes. This should be part of the centre security management plan. To manage this process it may be necessary for staff to have a designated parking area.
- While there is no need for a designated police room at the Centre as the police station is located relatively close to Marrickville Metro, it would be beneficial for police to be able to share the security room with Centre security. A security room is needed for when police run shop lifting operations at the Centre or when they need to take someone aside.

3.4.2 Marrickville Council

The following comments and suggestions were made by staff of the Social Policy and Planning Unit at Marrickville Council in relation to aspects of the proposal that will promote principles of safer by design:

- Close consideration of the design of the car park areas with the inclusion of signs that warn customers to not leave valuables in cars.
- Specific initiatives targeting certain crimes in Marrickville and around Marrickville Metro are impacted by layout of the parking area which emphasises personal safety as well as steal from motor vehicle.
- Lights in car parking areas indicating vacant parking spaces / disability parking spaces (eg Rouse Hill Town Centre car park) to reduce traffic congestion around the site.
- Provision of sufficient disability parking near to main entrances given the demographics of the area / elderly residents and those with disability.
- Pedestrian entries that are prominent, easy to locate and have good connections with the neighbouring area. Each entrance at present requires a change of level to enter/exit the shopping centre. The current design is a deterrent to pedestrians where you expect people to leave with shopping and other large items.
- Safety and safe design should be considered beyond crime and extend to coverage of safety for all against falls and injuries, against smoke and noise, orientation, access to centre management. It is important that the centre creates an inclusive, welcoming environment that caters for a large range of abilities and backgrounds.

3.4.3 Marrickville Metro Centre Management

In a meeting with the Centre Manager and Marketing Manager of Marrickville Metro on the 10 March 2010, the following comments were made in relation to crime and safety:

- There are no major issues related to youth crime/ young people hanging around the centre.
- The future design of the shopping centre should take into consideration the allocation of a cash transit point as there was a hold up at the centre in September 2009. The incident occurred during the day along Victoria Road endangering many children and adults who witnessed the incident.
- There are existing conflicts on Smidmore Street with the busy mix of cars entering/exiting the car park, loading dock areas, buses, taxis and general pedestrian activity occurring simultaneously in a confined area.
- The Centre currently has 24hour security on site.
- Transport links to the centre should to be improved. This may involve the additional bus routes that travel via the Marrickville Metro.

3.5 Summary and Implications of the Crime Assessment for the Proposal

The most common crimes in Marrickville LGA that relate to the Marrickville Metro redevelopment are motor vehicle theft, steal from motor vehicle and steal from retail store. All these criminal offences compare unfavourably to the rates for NSW with steal from motor vehicle for Marrickville LGA more than double the rate for NSW.

The incorporation of recommendations included in this report into the design would ensure that the proposed development does not become attractive to perpetrators of these types of crimes.

Overall, rates of crime in Marrickville are declining. Consultation with the Crime Prevention Officer at Marrickville Local Area Command revealed that the biggest issues relating to crime and safety and the Marrickville Metro occur during the day and during trading hours.

Pro-active responses to crime and safety in and around the Marrickville Metro would include:

- Secure car parking and facilities;
- Traffic management and interface between loading docks and car park entrance/egress.
- Passive surveillance;
- Active surveillance;
- Anti-graffiti and anti vandalism measures.

4 Crime Prevention through Environmental Design – Criteria and Assessment

4.1 Assessment Criteria

CPTED aims to influence the design of buildings and places by:

- Increasing the perception of risk to criminals by increasing the possibility of detection, challenge and capture.
- Increasing the effort required to commit crime by increasing the time, energy or resources which need to be expended.
- Reducing the potential rewards of crime by minimising, removing or concealing 'crime benefits'.
- Removing conditions that create confusion about required norms of behaviour (NSW Department of Urban Affairs and Planning, 2001).

Situational crime prevention involves changing various aspects of the environment so that the efforts and risks required to commit crime are increased, and offender's perceived rewards are reduced. Situational crime prevention is based on the assumption that people commit crimes for rational motives, and that people will only commit a crime when they perceive the benefits outweigh the risks.

Situational crime prevention is more effective for some types of crimes, such as those motivated by greed or opportunistic crimes. Crimes such as vandalism, assault, break and enter, theft, trespassing, and motor vehicle theft tend to be more responsive to situational crime prevention strategies. These are the types of crimes that most commonly occur in public spaces.

CPTED applies knowledge about situational crime prevention to the planning and design stages of buildings and public spaces. Key CPTED principles are outlined below:

Surveillance

There are three main types of 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 commonly used as a 'patch' to supervise isolated, higher risk locations. There is a proven correlation between poor lighting, fear of crime, the avoidance of public places and crime opportunity. Australian and New Zealand Pedestrian Lighting Standard 1158.1 requires lighting engineers and designers to consider crime risk and fear when selecting lamps and lighting levels. Good lighting can assist in increasing the usage of the area.
- 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.

Access Control

Access control refers to the management of who enters an area so that unauthorised people are excluded, for instance, via physical barriers such as fences and grills.

Territorial Reinforcement

Territorial reinforcement means that people are more likely to protect territory they feel they own and have a certain respect for the territory of others. This can be expressed through installation of fences, paving, signs, good maintenance and landscaping.

Space management is another important aspect of territorial reinforcement and ensures that space is appropriately utilised 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 decayed physical elements.

4.2 Retail Design Assessment

The plans of the proposed redevelopment have been assessed in accordance with CPTED principles. Our assessment of the design identified those areas, which require specific attention to ensure maximum safety within the overall development. These have been considered in detail to ensure that the combination of design, treatment and security measures maximises public safety.

It should be noted that design is just one aspect that should be considered in the 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 shopping centre redevelopment in terms of broad CPTED principles and proposes management practices, which aim to enhance overall safety.

Preliminary CPTED advice was provided in relation to earlier draft plans and these comments have been taken into consideration in preparation of the final plans. Some of the preliminary advice included:

- Improving connectivity and integrating the bus terminal, taxi stand and community bus stops , and in particular the pedestrian pathways, to one of the entrances to the centre.
- Redesign of Smidmore Street. There was initially a narrow passageway between the east and western ends of the Smidmore Street that linked the plaza area to Edinburgh Road. This small corridor had the potential to create an area of entrapment and hiding space as well as the opportunity for graffiti vandalism after hours – this has since been closed off.
- The car parking areas should maintain an open design and avoid any wall partitions that obscure site lines or create dark corners where people can hide.
- Areas overlooking public spaces use transparent materials, such as the upper level pedestrian walkway that connects the two shopping precincts. Any staircases should also use an 'open' design.
- All pedestrian routes should be well linked to the centre and that pedestrian crossings be located along key pedestrian/traffic routes such as the Smidmore/ Edinburgh Road intersection.
- The two proposed public amenities in the new centre complex be relocated as neither are very central nor located in high activity areas with maximum accessibility and visibility. The public amenities have since been relocated.

An analysis of the proposed development plans (see Appendix A) was undertaken and key recommendations developed. The recommendations made take into consideration the controls and objectives for commercial and community developments as per Marrickville Council's Development Control Plan No. 38 – Community Safety.

4.2.1 Car Parking Areas

Car parks are common settings for offences against property or the person, as noted during discussions with Marrickville Police.

Retail car parking is proposed for the two upper levels of the existing centre (in addition to the existing rooftop area) and the Edinburgh Road precinct (two levels) providing for shade and weather protection. Entry to the car parking areas is via three external open spiral ramps accessed from Smidmore Road, Murray Street and Edinburgh Road. The entry points and vehicular circulation ensure that all parts of the car park at all levels maintain a constant flow of traffic during centre operating hours.

Access to the retail areas is via travelator or lift at each car park level. These travelators are enclosed in a transparent glass shelter and have the potential to provide both passive surveillance and clear sightlines from the car park. Only level one offers direct at grade access via a second entrance located along the western corridor of the carpark.

It is recommended that clear pedestrian walkways and crossings are marked to all retail access points throughout the car park. Pedestrian walkways should be concentrated to encourage customers to enter and exit using the same routes thereby improving the possibility of seeing and being seen by others also creating a sense of access control.

There are no large visual obstructions apart from the structural columns and carpark lift.

The car park should have measures in place to restrict public after-hours access in order to reduce the potential for congregation in these areas.

Generally, crime prevention objectives which maximise safety in car parking areas include access control, fostering visibility, encouraging informal surveillance from surrounds, providing safe access to and from car parking areas and providing signage so that shoppers can locate their cars quickly.

Recommendations: Car Parking

- *Provide access control at entrance/egress points to the car park to restrict public after-hours access.*
- *Provide shoppers with clear signage that they can locate their cars quickly.*
- *Clear signage is erected which details security measures and reminds people to lock and remove valuables from vehicles in all car park areas.*
- *Landscaping must not conceal the entry and exit points to a car park when viewed from the street.*
- *CCTV cameras are to be installed in all car parking areas.*
- *Deck car park ceilings and walls are to be painted in light colours, preferably white. Deck car park columns are to be painted in dark colours to maximise sight-lines through the car park.*
- *Clear signage is erected which indicates traffic direction and pedestrian access in all car parking areas. Signage should be strategically positioned within car parking areas, to facilitate ease of viewing for drivers in all parking bays.*
- *Pedestrian access routes are to be highlighted with higher lighting levels than those installed in the general parking area, making pedestrian routes clearly identifiable throughout all parking areas.*
- *Regular security patrols of the car park area are to be undertaken which are to be part of the centre management plan for the development. Trolley bays are to be relocated away from the car park periphery to discourage theft and vandalism.*
- *Accessible car parking places are designed in accordance with AS1428.1-Design and Access for Mobility.*

4.2.2 Entrance/Egress

Entry areas in the development are activity generators. Ideally entry areas should be located adjacent to areas which offer high levels of visibility and opportunities for surveillance. There should be a number of alternate pedestrian exit routes.

Observations of the proposed development plans in terms of entrance/egress include:

- Improved visibility, legibility and natural surveillance at the Smidmore Street entrance with good pedestrian links to Murray Street and the public plaza.

- Introduction of a new entrance on Edinburgh Street to provide direct access to the shopping centre for customers using buses.
- The existing entrance on Victoria Road will be enhanced with cosmetic changes to its façade and landscaping that will contribute to improved natural surveillance and clearer sightlines from the street to the entrance of the Centre.

Recommendations: Entry Areas

- *All entries and exits to the building are to be clearly signposted.*
- *Lighting in entry areas should comply with the relevant Australian Standards.*
- *Installation of CCTV at all entrances to the centre.*
- *Pedestrian and vehicular routes are to be clearly defined and sign-posted.*

4.2.3 Loading Dock Areas

Higher levels of safety and amenity can be achieved through the design of loading docks with appropriate levels of signage clearly identifying the loading docks as commercial areas; the separation of public and service entry areas; and the separation of public and service-related pedestrian routes.

There are three loading dock areas throughout the centre, two are located along Murray Street (one existing) and the third is the existing loading dock on Smidmore Street. The loading docks will be more visible to passing vehicular traffic as opposed to being hidden from view and will not directly interfere with any key pedestrian pathways and transport hubs as is the case with the current design.

AMPCI proposes surveillance by security for loading dock areas, however it is recommended that roller shutters or some form of physical access control be included in the design to prevent unauthorised entry. Marrickville Police also recommended that some form of access control for loading docks.

Recommendations: Loading Docks

- *Clear signage identifying loading docks and restricting public entry into loading dock areas is to be displayed.*
- *To avoid any accidents between vehicle and pedestrian traffic, a warning light should flash to alert pedestrians that a vehicle will shortly cross the pedestrian access point. This light could be triggered with the operation of the second security gate.*
- *Installation of security gates or shutters to prevent unauthorised access outside of business hours. Consideration would need to be given as to the most appropriate mechanism for opening the security gates in the service road, such as an automated intercom system or via a code or card lock system.*
- *Speed limit signage should be placed on the service road.*
- *Loading dock areas are to be differentiated with a concrete finish, with the surrounding road surface finished with asphalt, to discourage public traffic access.*

4.2.4 Public Plaza/Communal Areas

The proposal includes the partial closure of Smidmore Street to create a public plaza/outdoor mall with an entrance to the north and south shopping centre precincts from the plaza. This area will be landscaped and seating provided for community members to enjoy.

The proposed active retail on Smidmore Street will maximise natural surveillance of the area as will the transparent pedestrian bridge on level one that links the new part of the centre to the existing centre on the northern side of Smidmore Road. However, there is concern that the enclosed space of the public pedestrian plaza could be a potential area of entrapment after hours. Regular patrols and the installation of CCTV and lighting sufficient for face recognition on CCTV should be included in this space.

The sense of 'ownership' of the public realm and other parts of the built environment, by the community, is crucial to the success of CPTED and the sustainability of that community. *The Social Impact Study* prepared by Urbis identifies opportunities for the involvement of local residents and key community groups in informing the design (eg, public art) of the plaza area.

Engaging with community groups in the design and management process to acknowledge heritage and other cultural issues will help to build community ownership of this public space. The importance of creating ownership over a space improves perceptions of safety.

A wide range of uses and activities in the public plaza should be promoted to encourage pedestrian trips, to cater for a wide range of groups (including youth) within society and to expand the potential community available to provide informal surveillance and to have a shared sense of ownership of safety outcomes.

Recommendations: Public Plaza/Communal Areas

- *The location of seating near or adjacent to ATM's, public phone boxes, toilets, corridors is to be avoided.*
- *Installation of CCTV throughout the plaza and any other public/communal areas.*
- *Lighting in the public plaza should comply with the relevant Australian Standards and be sufficient for CCTV operations.*
- *Seating is to be provided in active use areas.*
- *Pedestrian pathways to surrounding streets and throughout the shopping complex are clearly marked and are designed to maximize the feeling of safety.*
- *Regular security patrols of the Smidmore pedestrian plaza and shopping centre precinct outside of trading hours.*

4.2.5 Internal Centre Layout

Preliminary CPTED advice was offered on earlier draft plans and amendments have since been made to location of the public amenities in the new centre precinct. In the new shopping precinct public amenities are located on both the ground level and level one in an accessible and activated area opposite the travelators connecting the two levels. The latest designs of the public amenities ensure that any opportunity for entrapment is minimised and that entry points are located in areas of high activity, are easily accessible and offer clear sightlines to promote natural surveillance.

The large floor areas associated with shopping centres and the need to service the shops located in centre as well as complying with the egress requirements of the Building Code of Australia make the inclusion of service corridors throughout the centre difficult to avoid. Most of these service corridors provide linkages to fire exits or internal retail access to the loading dock areas. It is important that these corridors are short, direct and well illuminated.

Opportunities for graffiti and vandalism need to be limited through minimisation of blank walls, dark areas, the use of graffiti resistant treatments and removal programs. This can also be assisted by landscaping such as the planting of shrubs, thorny plants and vines to restrict access to walls, appropriate lighting that illuminates the target areas, and use fences, controlled entrance and exits, rails, and other barriers that discourage through traffic.

In addition, Centre Management identified the need for a designated cash transit/carrying point for retailers as an important area for address in the new Centre design following a hold up at the Centre during peak trading in September 2009. On this point, Marrickville Police believed current cash in transit procedures operating from Victoria Road to be the most suitable location for cash carrying vehicles to park given that the majority of banks and ATMs are located near to this entrance/egress.

Detailed internal designs were not available at the time of the assessment, however development of the detailed designs should be informed by the following particular crime and safety considerations:

Recommendations: Internal Centre Layout

- *Design out potential areas of entrapment:*
 - *Ensure that the internal design of the centre does not include areas of entrapment, particularly in and around public amenities and service corridors.*
 - *Clear and unambiguous signage should be used in all areas of the shopping centre including egress points, public amenities and information/help desks.*
- *Public/ private access areas:*
 - *There should be clear definition between public and private access areas. Clear definition of space avoids confusion about appropriate activities and behaviour in different areas.*
- *The location of ATMs at a minimum should be in areas which:*
 - *Ensure good sightlines.*
 - *Are located in places that are well used and have high level of natural surveillance.*
 - *Are well lit.*
 - *Avoid location adjacent to areas where potential offenders could legitimately congregate, for example seating.*

4.2.6 Lighting

Details of the lighting scheme within the internal layout of the Centre were not available at the time of this assessment, however the recommendations outlined below apply to the internal/external design.

Recommendations: Lighting

- *Lighting should be 'vandal proof or vandal resistant' to limit breakage and maintenance issues.*
- *Lighting should provide enough illumination for CCTV to work effectively.*
- *Lighting should take into account all vegetation and landscaping in the car park, pedestrian pathways and street frontages that may act as an entrapment area.*
- *Lighting should be designed in accordance with AS4282 which considers the control of obtrusive effects of outdoor lighting.*
- *All lighting inside and outside the shopping centre should be maintained and cleaned regularly.*
- *The three loading dock areas are to be well lit.*
- *All entries to centre to be well lit.*

4.2.7 Landscaping

Landscaping can be used to enhance the appearance of the development and assist in reducing the opportunities for vandalism. However, landscaping can also provide concealment or entrapment areas for people involved in criminal behaviour.

Recommendations: Landscaping

- *Landscaping must not conceal the entry and exit points to a car park and/or service road when viewed from the street.*
- *Landscaping along planted access path and adjacent to residential block must be maintained in terms of height and bulk to ensure clear sightlines are maintained and any potential negative impacts are mitigated.*
- *Some predatory offenders seek pockets and enclosures created by vegetation/landscaping. When selecting and maintaining vegetation, consideration should be given to the possibility of areas becoming entrapment sites in the future.*
- *Lower tree limbs should be above average head height and shrubs should not provide easy concealment or obstruct sightlines.*

4.2.8 Access Control and Movement Predictors

Access control measures restrict, channel and encourage people, bicycles and motor vehicles into, out of and around targeted sites. 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 waterway 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 employed security officers.

To improve legibility and path finding to the new entrance on Edinburgh Road, pedestrian pathways may be highlighted with low shrub landscaping along the street front and higher lighting levels in the vicinity of the entrance.

Recommendations: Movement Predictors

- *Pedestrian pathways are free of obstacles such as large planter boxes which may obscure sight lines.*
- *Pedestrian access routes are highlighted with higher lighting levels than those installed in the general parking area, making pedestrian routes clearly identifiable throughout all parking areas.*
- *Signage is provided so shoppers can locate their cars quickly.*
- *If the supermarket is intended to trade longer hours than the rest of the centre, signs are to be displayed that indicate which exits will be open during supermarket trading hours.*
- *Information is displayed at entrances to the centre advising where to go for help and how to report maintenance or vandalism problems.*
- *Pedestrian access routes are lit by higher lighting levels than in the general parking area, making pedestrian routes clearly identifiable throughout all parking areas and key entrance points.*

4.2.9 Passive and Active Security

Security guards actively patrol the Marrickville Metro Shopping Centre site (internal and surrounds) 24hours, 7 days a week. In addition, Police noted that while there are approximately 60 CCTV throughout the Centre, none are located in car parking areas and car parking entrance/egress. They would like to see CCTV cameras located in these areas as well as the Smidmore pedestrian plaza area.

Recommendations: Security

- *Security guards regularly patrol the new Centre's internal areas and car park.*
- *CCTV should be installed throughout the site including: all car park areas, driveways, loading docks, the civic plaza, key entrance/egress points, the entrance to public amenities, and near ATMs. Note that CCTV must be of a quality high enough to enable identification of people if required.*
- *All windows and other external surfaces on the ground floor must be made of toughened glass to reduce the opportunities for 'smash and grab' and 'break and enter' offences.*
- *Regular security patrols of the building and the car park area are to be undertaken as part of the centre management plan for the development.*

4.2.10 Management and Maintenance

The management of Marrickville Metro will play an important role in protecting the community from crime. The maintenance and the 'image' of an area can have a major impact on whether it will become targeted.

Centre Management is responsible for the maintenance and management of the shopping centre and surroundings which is a main predictor of creating a safe and secure environment.

Recommendations: Management and Maintenance

- *Maintain high visual quality on site. Use appropriate landscaping to control maintenance costs.*
- *Keep building and walls clean and repaired.*
- *Ensure secure closure of parking areas and loading dock areas outside of centre trading hours.*
- *Maintain parking areas to a high standard with no potholes or trash.*
- *Install attractive displays in windows of vacant stores to avoid creating an abandoned image.*
- *Keep lines of sight open. Prune trees and shrubs to allow visual access to all parts of the site.*
- *Ensure the treatment of all surfaces on the exterior of the building include graffiti resistant paints and / or other surfaces that discourage graffiti up to a height of six meters.*
- *A graffiti removal policy be developed which allows for rapid removal of graffiti along the exterior of the centre and street frontages within a 24 hour period.*
- *A maintenance and cleaning regime is established which ensures that damage to the area is rectified promptly and cleaning of the entry area occurs within a 24 hour period.*
- *Information is displayed at entrances to the centre advising where to go for help and how to*

5 Concluding Comments

This report has considered the proposed Marrickville Metro Shopping Centre re-development in relation to CPTED principles supported by an assessment of available policy, crime data and consultation with key stakeholder groups such as Marrickville Local Area Command, Marrickville Council and Marrickville Metro Centre Management. To improve the safety outcomes for customers, neighbours and the broader community, recommendations have been made to the design team at various stages of the planning process. Plans have been modified where possible to improve the overall safety and security of the facility. This assessment has been based on the final plans to be lodged to the Department of Planning as part of the Concept Plan Application under Part 3A of the *Environmental Planning and Assessment Act 1979* (see Appendix A).

Overall, we regard the design of the proposed Marrickville Shopping Centre upgrade to comply with key CPTED principles. While precaution should be taken around common crimes associated with shopping centres such as petty theft, steal from motor vehicle, and so forth, it is considered that the functional planning and the proposed design detail and services will provide an environment which is secure for the Centre's users and minimise the likelihood of petty crime.

The proposed design is a significant improvement on the current shopping centre complex. Some of the key design features that will add to the improved safety and amenity of the area include:

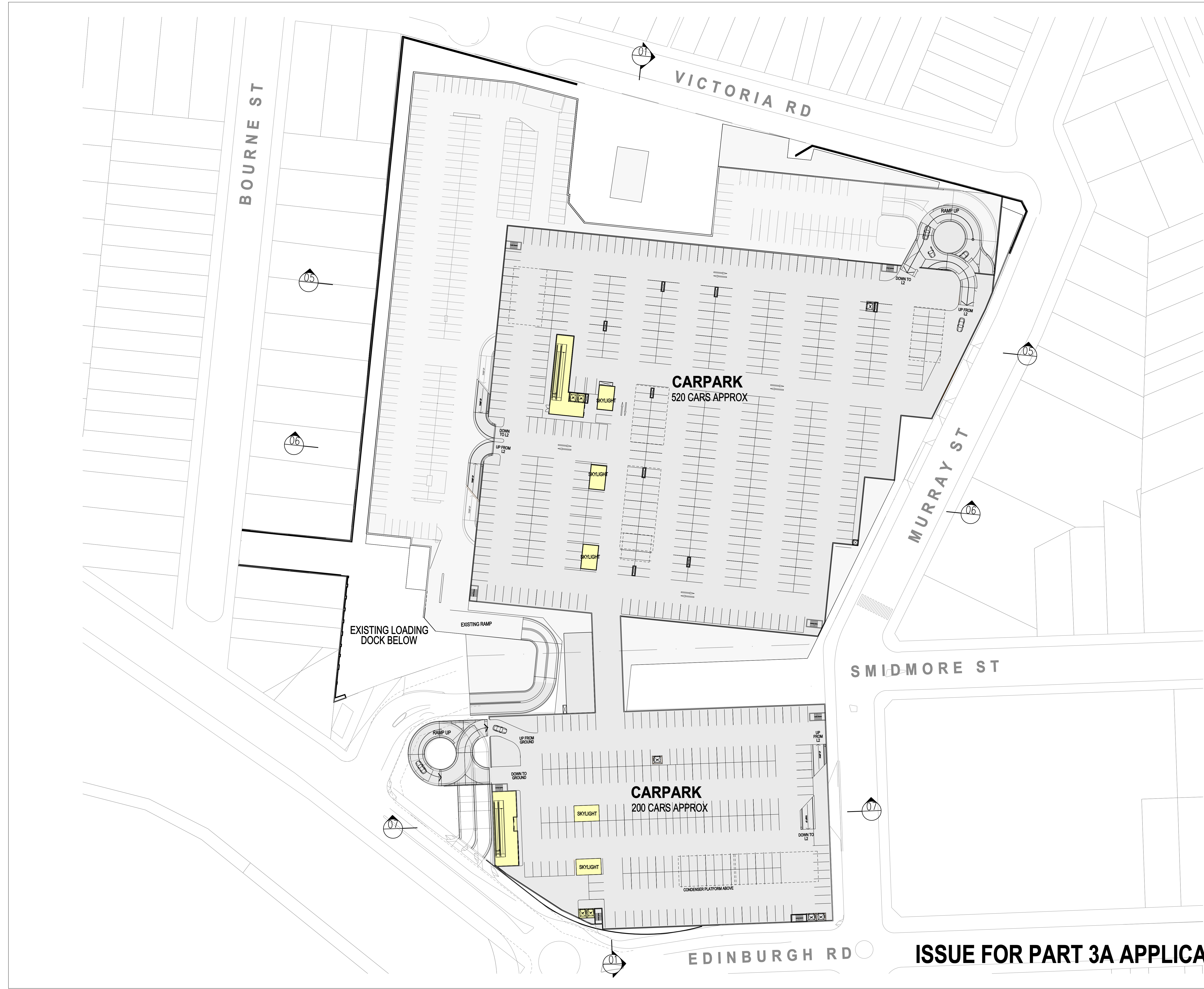
- Reconfiguration of the building orientation to include improved entrance/egress points from Smidmore Street and Edinburgh Road, in addition to the main entrance at Victoria Road;
- Closure of Smidmore Street and the creation of a community space/plaza with active retail which will activate the area and improve natural surveillance;
- Relocation of the bus terminal to Murray Street and the development of a new entrance to the southern shopping centre precinct to improve pedestrian access;
- Improved access to the car park areas with external spiral ramps from Smidmore Street, Edinburgh Road and Murray Street to rooftop parking.

A number of recommendations have been made in this report to ensure that the design of the centre provides a safe and secure environment for its patrons. The sense of 'ownership' of the public realm and other parts of the built environment, by the community, is also crucial to the success of CPTED and the sustainability of a safe shopping centre precinct. Post-development it will also be important that the local community remain engaged in the activities of the centre as this will improve perceptions of safety and allow for patrons, residents and the broader community to feel a sense of ownership and pride over the Marrickville Metro precinct.

Appendix A Site Plans



- | | | |
|----------|-----|---------------------------------|
| EXISTING | NEW | NEW MAJORS |
| | | COMMUNITY OPPORTUNITY |
| | | KEY PUBLIC DOMAIN OPPORTUNITIES |
| | | SPECIALTY RETAIL |
| | | CIRCULATION/PUBLIC |
| | | PARKING & DOCKS |



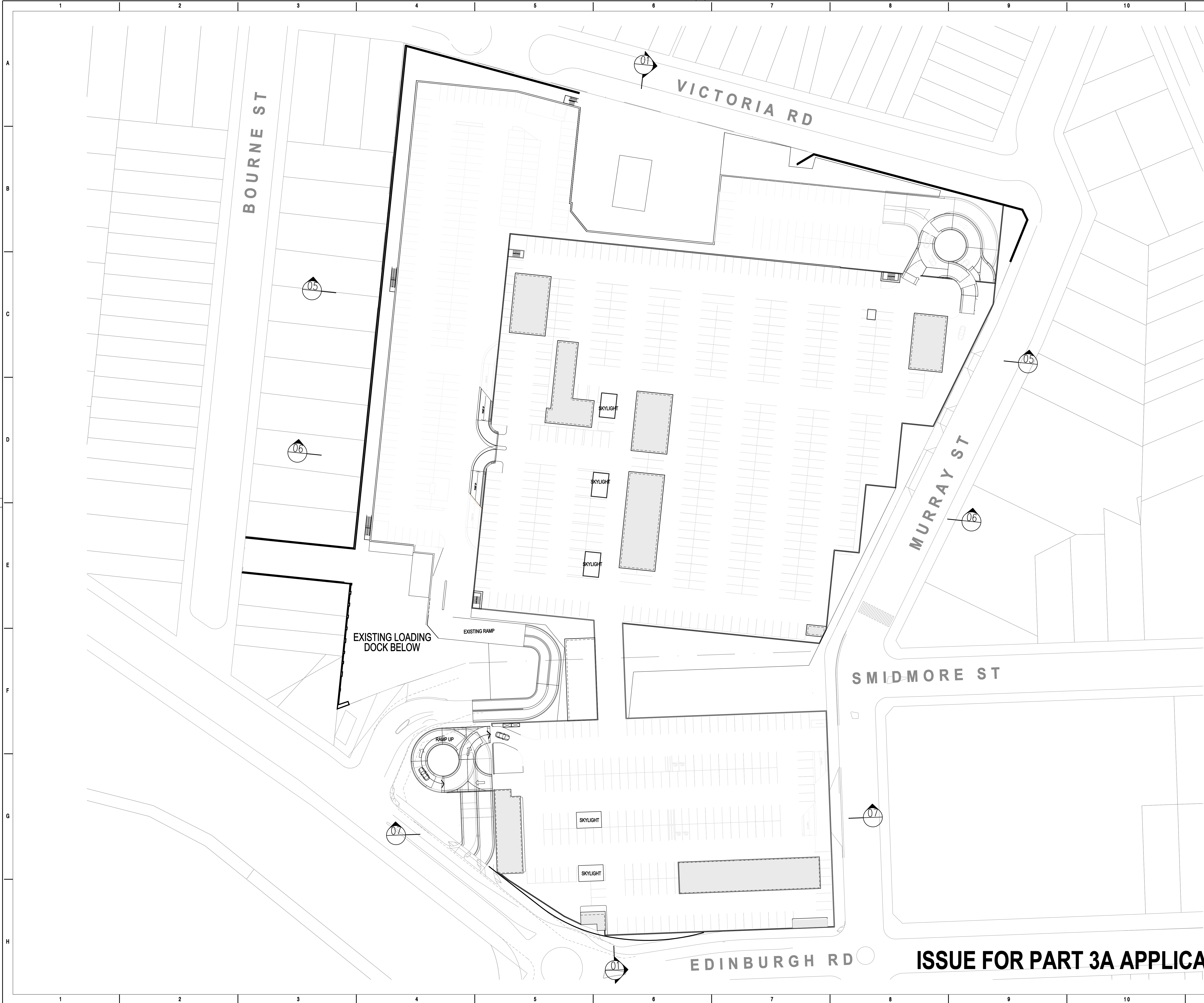
Issue	Rev.	Revision Description	Date
Project Manager Bovis Lend Lease Pty. Limited ABN 97 000 000 162 30 The Bond 30 Hickson Road Millers Point NSW 2000			
Architect Lend Lease design 30 The Bond 30 Hickson Road Millers Point NSW 2000			
Urban Planners URBIS Ph: +612 8233 9900 Fax: +612 8233 9966 Level 21, 321 Kent Street Sydney NSW 2000			
Landscape Architect SITE IMAGE Ph: 02 9698 2899 Fax: 02 9698 2877 24-40 Bowman Street Alexandria NSW 2015			
Client AMP capital INVESTORS			
Project Metro MARRICKVILLE			
Title PROPOSED ROOF TOP CAR PARK LEVEL 2A			
Scale 1:500 @ B1, 1:1000 @ A3			
Drawn	Checked	Coordinated	Approved
LY	EI		
Project Number : Drawing Number 160496:EA009			Issue



- | EXISTING | NEW | |
|----------|-----|---------------------------------|
| | | NEW MAJORS |
| | | COMMUNITY OPPORTUNITY |
| | | KEY PUBLIC DOMAIN OPPORTUNITIES |
| | | SPECIALTY RETAIL |
| | | CIRCULATION/PUBLIC |
| | | PARKING & DOCKS |



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Client AMP capital INVESTORS			
Project Metro MARRICKVILLE			
Title PROPOSED LEVEL 1 PLAN			
Scale 1:500 @ B1, 1:1000 @ A3			
Drawn LY	Checked E1	Coordinated Approved	Date Issue
Project Number : Drawing Number 160496:EA007			



Issue	Rev.	Revision Description	Date
Project Manager Bovis Lend Lease ABN 97 000 090 162 30 The Bond 30 Hickson Road Millers Point NSW 2000			
Architect Lend Lease design 30 The Bond 30 Hickson Road Millers Point NSW 2000			
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Landscape Architect SITE IMAGE Ph: 02 9698 2899 Fax: 02 9698 2877 24-40 Bowman Street Alexandria NSW 2015			
Client AMP capital INVESTORS			
Project Metro MARRICKVILLE			
Title PROPOSED ROOF PLAN			
Scale 1:500 @ B1, 1:1000@ A3			
Drawn LY	Checked EI	Coordinated	Approved Date
Project Number : Drawing Number 160496:EA010			Issue

If this drawing is printed or plotted at a size other than B1- DO NOT SCALE DIMENSIONS FROM DRAWING.
Always take figured dimensions in preference to scaling.

ISSUE FOR PART 3A APPLICATION

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