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**Sent:** 16/01/2024 9:19:19 AM  
**Subject:** FW: Request for Comments - DA2023/1757 - Forestway Shopping Centre Forest Way FRENCHS FOREST NSW 2086 [SEC=OFFICIAL]  
**Attachments:** FORESTWAY SHOPPING CENTRE.pdf;

Good morning Gareth

Please see attached response.

Kind Regards



**Sandra Fraietta**  
Senior Constable  
Crime Prevention Officer  
Northern Beaches Police Area Command  
Corner St David St and Fisher Rd Dee Why  
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**From:** [no\\_reply@northernbeaches.nsw.gov.au](mailto:no_reply@northernbeaches.nsw.gov.au) <[no\\_reply@northernbeaches.nsw.gov.au](mailto:no_reply@northernbeaches.nsw.gov.au)>  
**Sent:** Thursday, 11 January 2024 1:14 PM  
**To:** #NBCPO <[nbcpo@police.nsw.gov.au](mailto:nbcpo@police.nsw.gov.au)>  
**Subject:** Request for Comments - DA2023/1757 - Forestway Shopping Centre Forest Way FRENCHS FOREST NSW 2086

11 January 2024

Dear Sir/Madam

**Request for Comments from NSW Police - Crime Prevention Office (Local Command matters)**

**Development Application No. DA2023/1757**

**Description: Demolition works and major alterations and additions to Forest Way shopping centre including road infrastructure works and a pedestrian overpass on Forest Way**

**Address: Forestway Shopping Centre Forest Way FRENCHS FOREST**

Council requires referral comments on the above application.

To access the documentation please go to:

[https://eservices.northernbeaches.nsw.gov.au/ePlanning/live/Public/XC\\_Track/SearchApplication.aspx](https://eservices.northernbeaches.nsw.gov.au/ePlanning/live/Public/XC_Track/SearchApplication.aspx)

You can open each document by selecting the documents tab and clicking on the title or the icon next to it. You can download these by saving the files to your computer. If you experience any difficulty, try right-clicking and selecting 'save link as' for each document.

Your referral response comments would be greatly appreciated within 21 days of the date of this letter.

Enquiries regarding this Development Application may be made to Gareth David on 1300 434 434 Monday to Friday between 8.30am to 5.00pm or anytime at [council@northernbeaches.nsw.gov.au](mailto:council@northernbeaches.nsw.gov.au).

Yours faithfully,  
Gareth David

**Planner**

Northern Beaches Council

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Attention: Gareth David  
Planner  
Northern Beaches Council

12<sup>th</sup> January 2024

Dear Gareth,

**RE: Development Application No. DA2023/1757**

**Address:** Forestway Shopping Centre Forestway Frenchs Forest  
**Proposal:** Demolition works and major alterations and additions to Forest Way shopping centre including road infrastructure works and a pedestrian overpass on Forest Way  
**Applicant:** Think Planners

An informal crime risk site assessment has been conducted on the proposed demolition works and major alterations and additions to Forest Way shopping centre including road infrastructure works and a pedestrian overpass on Forest Way. The aim of this assessment is to identify risks and hazards, and to suggest treatments which may assist in reducing the opportunities for crime by incorporating the basic principles of Crime Prevention through Environmental Design (CEPTED).

### **Proposed Development**

This application proposes alterations and additions to the existing sex services premises and an intensification with the proposed operating hours being 24/7.

#### Demolition:

- Partial demolition of the existing shopping centre (existing roof areas to remain are shaded grey on the attached plans).
- Demolition of existing multideck car park, car wash and liquor store.
- Removal of 18 trees.
- Removal of canopy covering pedestrian crossing within at grade car park.

#### New works:

- Reconfiguring of the existing building to facilitate more efficient layout and integration with new building elements.
- Construction of new shopping centre with a net increase of 4,476.2m<sup>2</sup> of GFA, apportioned as follows:
- Construction of an at grade car park with two basement levels underneath, providing a total of 505 spaces, bringing the total parking available to 585 spaces, a surplus of 50 spaces. This total is inclusive of the 80 car parking spaces provided in the Council car park at Sorlie Place.
- Site landscaping.
- New pedestrian access points to the shopping centre.

#### Forest Way works:



Various works are associated with Forest Way and are the result of early consultation with Transport for NSW (TfNSW). It is understood that the proposal will be referred to TfNSW for concurrence, however feedback from early engagement has been incorporated entirely into the proposal to resolve traffic and pedestrian movements along Forest Way. The inclusion of the footbridge, as a conceptual design, addresses Council's desire for a pedestrian overpass as identified in the Hospital Precinct Structure Plan and more recently, the Frenchs Forest Place Strategy.

In summary, the following works are proposed:

- Removal of existing signalised pedestrian crossing of Forestway.
- New signalised intersection providing for left and right turns into and out of the site from Forest Way.
- Construction of a concrete median in Russell Avenue to restrict the Russell Avenue driveway to left-in / left-out movements only.
- The pedestrian footbridge is conceptual only and consent is not sought for those works at this time- however it may be the case that such works end up being conditions of consent depending upon the TfNSW feedback as part of their concurrence role.

#### **Disclaimer**

NSW Police Court and Legal Services have advised that police providing written crime prevention advice to the community (e.g., Safer by Design Evaluations, SBD Executive Summaries, Security Audits etc) must include the following legal disclaimer:

NSW Police has a vital interest in ensuring the safety of members of the community and their property. By using recommendations contained within this document, any person who does so acknowledges that:

- It is not possible to make areas evaluated by NSW Police absolutely safe for the community and their property.
- Recommendations are based upon information provided to, and observations made by NSW Police at the time the document was prepared.
- The evaluation/report is a confidential document and is for use by the person/organisation referred to on page one.
- The contents of this evaluation/report are not to be copied or circulated otherwise than for the purposes of the person/organisation referred to on page one.

NSW Police hopes that by using the recommendations contained within this document, criminal activity will be reduced and the safety of members of the community and their property will be increased. However, it does not guarantee that all risks have been identified, or that the area evaluated will be free from criminal activity if its recommendations are followed.

#### **Location**

The site occupied by Forestway Shopping Centre. It has a multi-tenancy commercial/retail development that originally opened in 1964. The centre caters for a variety of specialty stores and commercial suites.



The site is bounded with - Russell Street on the northern boundary, with low-density housing further northwards. - Forest Way forms the eastern boundary, with residential homes and the future Town Centre further east. - The southern boundary formed by Frenches Forest Primary School and Sorlie Place, and - Grace Street the western boundary, with housing and bushland further to the west.

### **Crime Prevention through Environmental Design (CPTED)**

Crime Prevention through Environmental Design (CPTED) is a crime prevention strategy that focuses on the planning, design and structure of cities and neighbourhoods. It reduces opportunities for crime by using design and place management principles that reduce the likelihood of essential crime ingredients from intersecting in time and space.

Offenders often make cost-benefit assessments of potential victims and locations before committing crime. CPTED aims to create the reality (or perception) that the costs of committing crime are greater than the likely benefits. This is achieved by creating social and environmental conditions that:

- Maximise risk to offenders (increasing the likelihood of detection, challenge and apprehension)
- Maximise the effort required to commit crime (increasing the time, energy and resources required to commit crime)
- Minimise the actual and perceived benefits of crime (removing, minimising or concealing crime attractors and rewards), and
- Minimise excuse-making opportunities (removing conditions that encourage/facilitate rationalisation of inappropriate behaviour).

CPTED employs four key strategies. These are Surveillance, Access Control, Territorial Reinforcement and Space/Activity Management.

### **SURVEILLANCE**

The attractiveness of crime targets can be reduced by providing opportunities for effective surveillance, both natural, technical and formal. Good surveillance means that people can see what others are doing. People feel safe in public areas when they can easily see and interact with others. Would-be offenders are often deterred from committing crime in areas with high levels of surveillance.

***Passive surveillance (also termed natural surveillance)*** refers to an environment where people can see and be seen through casual observation. Observers may include other users of an area, passers-by or people in nearby properties. Passive surveillance is achieved through maximising visibility through creation of clear sight lines, effective lighting, creating active edges of developments, elimination of entrapment spots, and the like. These are fundamental design elements in building siting, building design and siting and design of public spaces and facilities which are explored further below.

Any enclosed areas can create significant visual obstruction. From a criminal's perspective, obstructions reduce supervision and provide opportunities for cover and entrapment.



**Technical/mechanical Surveillance** is achieved through mechanical/electronic measures such as CCTV, help points and mirrored building panels. **Technical/mechanical surveillance** is commonly used as a 'patch' to supervise isolated, higher risk locations.

- Entry and exit points should be designed so as to maximize surveillance opportunities to and from these areas from both inside as well as outside.
- The placement and orientation of common entry areas foyers, reception areas etc should maximise opportunities for natural surveillance by employees and other guardians.
- Laminated glass walls and windows facilitate supervision of common entry areas and public areas such as playgrounds, BBQ areas and gardens.
- Residential setbacks act as a transition of buffer between private and public space. These areas require good sight lines from private vantage points to public areas.
- Any enclosed areas can create significant visual obstruction. From a criminal's perspective, obstructions reduce supervision and provide opportunities for cover and entrapment.

**Recommendations/Considerations:**

- Take into account that any glazed glass used around the foyer area or other public areas can be hazardous at night. At night, vision of departing occupants can be affected by the reflections on the interior of the glass (can't see outside). Mirroring can be reduced by using the appropriate external lighting. Lighting levels in and around the development should be designed to the Australian Standards. The input of a lighting engineer may be valuable to ensure that all lighting provided is adequate in terms of safety and security without causing unnecessary glare on the adjoining properties.
- All carparks should be well lit and have vandal resistant lighting. Any undercover carparks should be painted with white ceilings and walls, which greatly helps reflect light. Transition lighting is important as it helps reduce discomfort and vision impairment. Walking from bright places into dark places or from dark to light places can lesson a person's ability to see and recognise people, objects and colour.
- It is recommended that any glass windows/ doors/ lifts etc be made from reinforced, hardened, toughened glass which when properly fitted is resistant to breakage. Ensure that all glass foyers areas or areas which are open to public access are not covered with more than % 15 promotional materials as this will restrict natural surveillance.
- Any uneven areas of building alignment, inset doors, hidden entrances etc should be avoided. These areas can facilitate predatory crimes, thefts, malicious damage and other offences.
- Any graded separated space or areas that are unused or sporadically used after hours (unsupervised or under-supervised) should not be accessible to the public.
- Any ATM's installed within the development should be positioned 3 metres from any structure or object capable of facilitating concealment e.g. doorways, walls, corners etc. They should also be no closer than 2 metres from other ATM's; information sources e.g. notice boards, displays, sign in registers etc. They should be in areas that are well lit and have good sight lines with a high level of natural surveillance. ATM's should be secured well with anchors and should be surrounded by a material stronger than glass if the ATMs are located along the façade of the building facing out into the car park.



- Ensure that there are no open garbage bays, dead end alcoves, storage bays or similar areas. These have been used by many offenders to conceal and entrap victims. Objects, areas and structures capable of concealing an offender increase the risk of crime. These areas should be fenced off if not in use.
- Any pedestrian access routes are to be highlighted with higher lighting levels than those installed in the general parking areas, making pedestrian routes clearly identifiable throughout all parking areas.
- Park smarter signage or similar should be placed within the car park areas to remind shoppers of securing their belongings and removing any valuables.
- 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. When selecting vegetation, consideration should be given to future maintenance and the possibility of areas becoming entrapment sites. Poorly designed garden mounds, retaining walls and grade changes can reduce natural surveillance and create entrapment opportunities. Ensure that there is a maintenance plan. Keep all landscaping well trimmed, thinned out, not bushy with good visibility. Do not allow natural ladders to grow. A safety convention is to have 3-5 metres of cleared space on either side of pathways. Thereafter, vegetation is stepped back in height to maximise sightlines.
- **ENSURE THAT THERE ARE LANDSCAPING, LIGHTING AND MAINTENANCE MANAGEMENT PLANS (GRAFFITI).**
- CCTV should be installed on each of the frontages and within the building, particularly at the entry/exit points, to reduce the risk of crime. Consideration should be given to installing CCTV within the car park areas. This can assist police with the identification of offenders for stolen motor vehicles and steal from motor vehicle offences.
- Ensure that the closed-circuit television system (CCTV) complies with the Australian Standard – Closed Circuit Television System AS:4806:2006 and be implemented to receive, hold or process data for the identification of people involved in anti-social or criminal behaviour. The system is obliged to conform with Federal, State or Territory Privacy and Surveillance Legislation.
- The CCTV system should consist of surveillance cameras strategically located in and around the new structure to provide maximum surveillance.
- TV monitors should enable staff to monitor activities on the camera.
- Digital technology should be used to receive, store and process data. Recording equipment should be secured away from public access to restrict tampering with the equipment and data. The equipment needs to be checked and maintained on a regular basis.
- It is advised that a lighting technician be consulted to ensure that all lighting supports the CCTV images. Signage should be displayed in and around the development to inform persons that CCTV is in use.
- Ensure that relevant staff be trained in the operation of the system and that the system is checked on a regular basis to ensure that it is working properly.
- Police would also suggest the implementation of height indicator stickers on the entrance/exit doors. These used in conjunction with CCTV, can give police an indication of an offender's height as they enter or exit, and in turn may assist in the identification of possible offenders.



**Formal (or Organised) Surveillance** is achieved through the tactical positioning of guardians. An example would be the use of on-site supervisors and security guards. An overnight security guard can assist in securing the building and criminals will avoid the area when they see a guard making the rounds.

Establishing a visible presence in the evenings when no one is around would decrease the risk of theft, reduce expensive acts of vandalism, prevent late-night break-ins, provide late-shift employees with an escort, respond quickly if a crime occurs and would also create a safe and inviting environment.

**Recommendations/Considerations:**

Consideration should be given to having roaming security guards after hours to ensure that the site is safe and secured.

**LIGHTING**

There is a proven correlation between poor lighting, fear of crime, the avoidance of public places and crime opportunity (Painter, 1997). With this in mind the Australian Standards, Lighting AS: 1158 now requires lighting engineers and designers to factor in crime risk and fear when choosing the type of luminaries/lighting levels.

- Lighting (lux) levels for this development must be commensurate with the crime risks identified in this evaluation. The emphasis should be on installing low glare/high uniformity lighting levels in line with Australian Standard AS: 1158
- Lighting sources should be compatible with requirements of any surveillance system installed within the development. (Poor positioning choices in relation to light can cause glare on surveillance screens).
- The luminaries (light covers) should be designed to reduce opportunities for malicious damage. Lighting within/around the development needs to be checked and maintained on a regular basis.

**ACCESS CONTROL**

Access control measures restrict, channel and encourage people, bicycles and motor vehicles into, out of and around targeted sites. Wayfinding, 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 (NAC) includes the tactical use of landforms and waterways features, design measures including building configuration: formal and informal pathways, landscaping, fencing and gardens. Technical/mechanical access control (TAC) includes the employment of security hardware, and formal (or organised) access control includes on-site guardians such as employed security officers. Not only does this help to maintain access control but also to enhance passive surveillance.





**Recommendations/Considerations:**

- Ensure that all loading docks are secured outside business hours.
- Access to loading docks or other restricted areas within the development should be available to authorised persons via code lock system.
- Clear signage should be erected in and around the development to ensure that all persons do not access restricted areas. To minimise excuse making opportunities for offenders to access restricted areas.
- All lock sets should be designed to the Building Code of Australia.
- The design of the development should not allow the roof area to be accessed by climbing the building structure or landscaping. Ensure that all landscaping trees etc do not grow close to the building to enable the landscaping to be used as a ladder to gain access to the building.
- The implementation of bollards around the entry/exit points should be considered. This may assist in reducing the incidents of ram raids.

**TERRITORIAL RE-ENFORCEMENT**

Criminals rarely commit crime in areas where the risk of detection and challenge are high. People who have guardianship or ownership of areas are more likely to provide effective supervision and to intervene in crime than passing strangers. Effective guardians are often ordinary people who are spatially 'connected' to a place and feel an association with, or responsibility for it. Territorial Re-enforcement uses actual and symbolic boundary markers, spatial legibility and environmental cues to 'connect' people with space, to encourage communal responsibility for public areas and facilities, and to communicate to people where they should/not be and what activities are appropriate.

**Recommendations/Considerations:**

- Ensure signage is erected strategically around the external areas of the building/development to warn persons of any security measures in place. Confusion may result from little or no signage which can legitimise exploration, trespassing and excuse making by opportunistic criminals.
- Ensure that all entries and exits to the building are to be clearly signposted. Knowing how and where to enter/exit and find assistance can impact perceptions of safety, victim vulnerability and crime opportunity. Signage should reinforce (not be alternative) to effective design.
- Clear signage indicating loading dock areas is to be displayed.
- It is recommended that the lower car park be closed off after hours. Crime opportunities can be reduced in sprawling open-air and multi-storey car parks by compartmentalisation policies which regulate the use of space and provide safety in numbers. As well as increasing the offender and effort, compartmentalisation reduces the amount of space that needs to be supervised, the time needed for (paid) guardians to patrol the area, and response times.
- If supplied, it is recommended that staff parking be close to the exit for those finishing late at night/early morning returning to their vehicle.
- Ensure that the premise is kept clean and tidy, and all external areas are kept the same.
- It is advised that all emergency contact phone numbers of local emergency services and stations be pre-programmed into any phones/mobile phones used by staff.



### **SPACE/ACTIVITY MANAGEMENT**

Popular Space is often attractive, well maintained and well used space. Linked to the principle of territorial reinforcement, space activity management ensures that space is appropriately utilised and well cared for

Space/activity management strategies should include maintenance, rapid repair of vandalism and graffiti and replacement of burned-out lighting and the removal or refurbishment of decayed physical elements.

Space/activity management should support and increase the use of the built environment with the intent of increasing the risk of detection of criminals and undesirable activities.

Highly functional areas are susceptible to opportunistic crime when inactive.

### **Recommendations/Considerations:**

- The number of entry/exit points to areas should be restricted.
- Designated pedestrian/ vehicular routes should be clearly marked.
- Regular security patrols of the building and the car park areas are to be undertaken as part of the management plan for the development.
- Loading docks are to be clearly defined and sign posted.
- Ensure that the loading docks are closed and locked at night or when not in use. These areas can be used as areas of concealment for offenders to hide and commit offences.
- There may be a need for formal supervision during hours of darkness to reduce opportunities for anti-social and criminal behaviour within the exterior areas of the development.
- Should the use of C.C.T.V be used in the car park and external areas of the development ensure that the C.C.T.V is of good quality with high definition.
- Ensure that the trolley bays are able to be secured at night to ensure that no trolleys can be used as weapons to cause damage to property, vehicles etc.
- It is recommended that a parking space/ area be designated for the use of emergency vehicle only. This will allow easy parking and access for vehicles in the event of an emergency and to avoid any unwanted traffic problems/ parking issues for members of the public who may be parked in various areas of the car park where emergency vehicles may have to park if there is no designated area provided.
- Ensure that any damage, graffiti, glass etching etc that may occur to the premises is cleaned/ repaired as soon as practicable. Rapid removal is best practised when completed within 24 hours of the graffiti being done. Ensure that there is some spare paint stored securely within a room in the building for any removal that may need to be done.
- Garbage bins should be secured within an enclosed area where they cannot be easily accessed by members of the public. Garbage bins that are not secured in an area can be used as weapons to climb onto and gain access into buildings, roll into oncoming traffic or vehicles and set fire to the contents of the bin. It is recommended that the bins be secured closed and locked to ensure that they cannot be opened when not in use and that members of the public cannot place items in them.
- Consider installing anti skateboard rails/guards/skate blades on steps and handrails.

OFFICIAL: Sensitive



**NSW Police Force**

- Consider incorporating corrugated concrete to carpark ramps to prevent skateboarders and trolleys using access way.

Should you require further information on the subjects mentioned please do not hesitate to contact me at Dee Why Police Station on 9971 3339 or 9971 3231.

Yours faithfully

Sandra Fraietta  
Senior Constable  
Crime Prevention Officer  
Northern Beaches Police Area Command  
Email: [nbcpo@police.nsw.gov.au](mailto:nbcpo@police.nsw.gov.au)



**NSW Police Force**

To whom it may concern,

Regarding application number DA2023/1757

After review of the above Development Application I support the application from a Traffic Policing perspective and find the proposed implementations of a pedestrian overpass and new signalised intersection in and out of the site on Forest Way to be beneficial to traffic flow in the vicinity.

Regards,



Adam Castleden Traffic Supervisor

Northern Beaches police Area Command.

16<sup>th</sup> January 2024

**Northern Beaches Police Area Command**

**Traffic Office**

Dee Why Police Station  
Cnr St David and Fisher Rd  
PH: 9971 3350

**TRIPLE ZERO (000)**

Emergency only

**POLICE ASSISTANCE LINE (131 444)**

For non emergencies

**CRIME STOPPERS (1800 333 000)**

Report crime anonymously