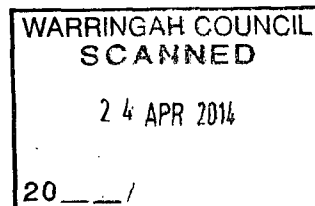


20 February 2014

Attn: Crime Prevention Officer
Northern Beaches Local Area Command
1 St David Avenue (Cnr St David & Fisher Road)
DEE WHY NSW 2099



To Whom It May Concern,

Re: Request for Comments on Application
Application No: Mod2014/0024
Description: Modification of Development Consent DA2006/0896 granted for Construction of a spinal cord injuries residential health care rehabilitation facility.
Address: 1 Brissenden Avenue COLLAROY NSW 2097

I am writing with regard to the above-mentioned application which has been lodged with Council for assessment and determination.

This application is being forwarded for consideration pursuant to the provisions of the Service Agreement between Council and the NSW Police Dee Why Local Area Command for consideration of the above detailed application as follows:

- **Consideration of the application against the Crime Prevention through Environmental Design (CPTED) considerations.**

Please find attached:

- A copy of documentation (plans and reports) submitted within the application.

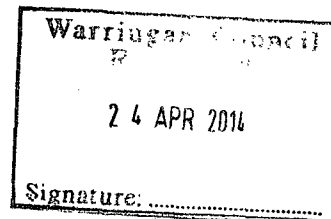
Your response to this request would be greatly appreciated if it was provided within 21 days of the date of this letter.

Alex Keller is the Assessment Officer allocated to assess this application and can be contacted on (02) 9942 2111 during the available hours of 9.30am to 10.30am and 3.00pm to 4.00pm Monday to Friday or via email council@warringah.nsw.gov.au – all responses to Council should be marked to the attention of the Assessment Officer.

Should you wish to monitor the progress of the application and review the submissions as they are lodged with Council, please feel free to visit Application Search at www.warringah.nsw.gov.au

Regards

Di Smith





NSW Police Force
www.police.nsw.gov.au

23/04/2014

Mr Alex Keller
Assessment Officer
Warringah Council
Civic Centre
725 Pittwater Road,
Dee Why NSW 2099
Ph 9942 2111

Dear Mr Keller,

Application No: DA2014/0024.

Description: Modification of Development Consent DA 2006/0896 granted for construction of a spinal cord injuries residential health care rehabilitation facility.

Address: 1 Brissenden Avenue COLLAROY NSW 2097.

THE PROPOSED DEVELOPMENT

The proposal seeks approval for the construction of a spinal cord injuries residential health care rehabilitation educational facility.

Police have no objections to this DA. After perusing the documents and plans associated with this proposal police have identified a number of Crime Prevention Through Environmental Design (CPTED) factors that should be considered in this development. Through these police will make a number of recommendations.

**Northern Beaches Local Area Command
Manly Police Station**

4-10 Sydney Road, Manly 2095

Telephone 02 99768099 Facsimile 02 9976 8090 TTY 9211 3776 (Hearing/Speech impaired)

ABN 43 408 613 180

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SURVEILLANCE

The attractiveness of crime targets can be reduced by providing opportunities for effective surveillance, both natural and technical. 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.

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 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.

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.

RECOMMENDATIONS

It is recommended that any glass areas be kept clear of promotional material, furniture, plants etc. This can decrease the opportunity for surveillance from the internal areas to the external areas of the development as well as limit surveillance from passers-by.

There is no information in relation to CCTV. CCTV can enhance the physical security of the development and assist in the identification of people who may be involved in anti-social behaviour or criminal behaviour. New South Wales Police support the use of CCTV. Should CCTV be installed it is recommended that cameras be installed both within and around the development to maximise surveillance opportunities. Digital or video technology should be used to record images from the cameras. TV monitors should be placed in the reception area of offices where staff can monitor activities on the camera. Recording equipment should be installed away from the reception area to avoid tampering. If a system is installed ensure that staff be trained in the use and operation of the system. In the event of an emergency or a serious incident occurring police will need to access the footage as soon as possible. Therefore it is extremely

important that staff be aware of the operating system and are capable of accessing footage it required. Installed CCTV equipment should be maintained in working order and tested regularly. Any surveillance equipment should be manufactured and installed by a qualified and reputable company and regularly function tested. Ensure that the requirements of the surveillance and Privacy Act are adhered to. Any CCTV installed should be tested at night to ensure that lighting supports the CCTV images. Lighting that is not properly tested with the CCTV can cause glare and interfere with the images.

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.

There are a number of garden beds and external planting boxes outside the main entrance to the facility as well as common areas within the facility. Ensure that these do not become overgrown, thick and bushy. Ensure that all trees along the external boundary of the facility be trimmed well away from doors and windows to reduce the risk of natural ladders growing and offenders climbing onto the roof or gaining entry into the facility. Overgrown landscaping can reduce the opportunity for surveillance from the internal areas to the external areas of the development.

Keep all landscaping well trimmed, thinned out and regularly maintained. It is recommended that a landscaping maintenance plan be put in place.

LIGHT AND TECHNICAL SUPERVISION

Lighting should meet minimum Australian standards. Effective lighting contributes to safety by improving visibility, increasing the chance that offenders can be detected and apprehended and decrease fear. If the facility will be in operation 24 hours 7 days a week with staff coming and going on various shifts it is recommended that you light up the entrance and exit points for safety and ease of surveillance.

Internal car park structures such as concrete columns, solid internal walls, service rooms and enclosed fire exits can create significant visual obstructions in car parks. From a criminal's perspective, obstructions reduce risk and provide opportunities for cover and entrapment.

The basement/ car park plan displays a number of rooms such as the plant room, fire pump and sprinkler alarm valve room, switch room, communications room, mechanical room, lift lobby, change room, water tanks and garbage room. It is recommended that some convex mirrors be positioned in the basement car park to assist in the surveillance of areas that are obstructed by walls, obstacles etc. It is recommended that staff parking be positioned close to well lit entry and exit points to avoid staff walking long distances to their vehicles especially during night shifts. Staff that are

working night shifts are encouraged to park close to the facility/ reception area where there is good lighting.

It is recommended that the undercover car park be painted white as this reflects light and reduces the need for extra lighting and reduces running costs of the facility.

It is recommended that sensor lighting be installed on the external walls of the facility. Lighting is best positioned on entry and exit points to the facility as well as any high risk areas such as the southern end of the facility on level 2 where the rooms are positioned. Sensor lighting is efficient and cost effective as it only activates when something passes through the zone. Depending on the degree of lighting from the street to the entrance of the car park and driveway it is suggested that an additional sensor light be installed to cover any vehicles or persons entering the car park during the night.

TERRITORIAL REINFORCEMENT

With few exceptions, criminals do not want to be detected, challenged or apprehended. For offenders, the capability of guardianship (to detect, challenge or apprehend) is an important consideration. It is argued that employees are more effective as guardians (crime deterrents) than passing members of the community.

Territorial reinforcement can be achieved through:

- Design that encourages people to gather in public space and to feel some responsibility for its use and condition.
- Design with clear transitions and boundaries between public and private space.
- Clear design cues on who is to use the space and what it is to be used for. Care is needed to ensure that territorial reinforcement is not achieved by making public spaces, private spaces, through gates and enclosures.

ENVIRONMENTAL MAINTENANCE

Clean, well-maintained areas often exhibit strong territorial cues. Rundown areas negatively impact upon perceptions of fear and may affect community confidence to use public space and ultimately, it may affect crime opportunity. Vandalism can induce fear and avoidance behaviour in a public space, therefore the rapid repair of vandalism and graffiti, the replacement of car park lighting and general site cleanliness is important to create a feeling of ownership. Ownership increases the likelihood that people will report or attempt to prevent crime.

Many graffiti vandals favour porous building surfaces, as 'tags' are difficult to remove. Often a ghost image will remain even after cleaning. Easily damaged building materials may be less expensive to purchase initially, but their susceptibility to vandalism can make them a costly proposition in the long term, particularly in at-risk areas.

It was noted that there will be areas on the exterior of the facility that have an acrylic render look. It is recommended that any exterior rendered or flat surface walls be painted with a graffiti resistant paint. This will assist in easy cleaning of the wall in the event of the wall being tagged and can be cost effective in the long term. It is recommended that a rapid removal policy be implemented to ensure that any graffiti is removed within 24 hours and the area is kept clean and maintained. Walls that are more at high risk of being tagged usually those facing onto public space should be painted in darker colours. Lighter colours usually attract graffiti vandals as they provide a clean light canvas for tags to be easily seen.

ACCESS CONTROL

Physical and symbolic barriers can be used to attract, channel or restrict the movement of people. They minimise opportunities for crime and increase the effort required to commit crime. By making it clear where people are permitted to go or not go, it becomes difficult for potential offenders to reach and victimise people and their property. Illegible boundary markers and confusing spatial definition make it easy for criminals to make excuses for being in restricted areas.

External doors and frames should be of solid construction. It is recommended that any doors be fitted with quality deadlock sets, which comply with the Australian/ New Zealand Standards and Fire Regulations (Australian Building Code) to enable persons to escape in emergency situations such as fires. Security / screen doors can be installed to provide Australian Standards.

External windows and frames should be of solid construction. Window frames should be anchored to the building to prevent easy removal. It is recommended that all windows be fitted with quality key-operated lock sets. It is recommended that any glass within doors and windows be reinforced to restrict unauthorised access through these areas.

All internal rooms such as administration offices, kitchen, toilets, meeting rooms, treatment rooms etc must be signposted to restrict unwanted access and to avoid excuse making opportunities. All external rooms in the basement such as store, garbage, maintenance, cleaner's store, hot water plant must be signposted.

Ensure that all doors and windows are closed, locked and secured at all times when not in use. The glass doors at the front entrance and foyer area can be reinforced to restrict unauthorised access by:

- Applying a shatter resistant film

- Laminating glass
- Installing metal security grills or shutters

It is recommended that a buzzer or bell be installed at the front entrance to alert staff to the fact that someone has entered the facility. If the front entrance is not permanently manned with a staff member this can make it easy for persons to enter the premise unnoticed.

Boom gates and kindred access control devices can be effective means of regulating vehicle movement and increasing the effort required to commit crime upon the building property and car park. It is unknown as to what security devices are installed at the entrance to the car park to activate the garage door shutter. It is recommended that a keypad/ swipe card or similar be used to restrict access to the car park. Any swipe cards that are lost or stolen should be reported to police.

It is recommended that the use of an electronic card or key pad system be used throughout the facility. Access to certain areas should only be granted to staff that are required to access those areas. This will also assist in restricting access to patients, visitors and potential thieves from accessing restricted areas. A register should be maintained to record the allocation of all keys, passes etc that are on loan to staff and residents. The register should be routinely checked to ensure that no passes, keys etc are lost or stolen.

It is unknown as to what storage facilities are available to staff and patients. It is recommended that staff and patients be supplied with a lockable storage drawer, cupboard or cabinet to store and secure belongings and valuables in. This should be ideally stored in a secure room.

Meter boxes should be kept closed, locked and secured when not in use. This will avoid any unauthorised tampering with the power supply.

Ensure that all rooms are closed, locked and secured when not in use. It is unknown whether all rooms, bathrooms, toilets etc especially the change room located in the basement/ car park level are fitted with help buttons. In the event that an incident occurs with a resident in the bathroom it is recommended that help buttons be installed to assist them with getting help.

It is recommended that signage be installed both at the front of the facility along Brissenden Avenue as well as at the rear of the facility outside the car park entrance along Birdwood Avenue. The signage should be clearly displayed with the name of the facility and the address. Signage is important as it reduces to the risk of excuse making opportunities for offenders to be in areas/ places that they should not be.

It was noted that there is fencing along the southern end of the facility outside the room and balconies. This fencing appears to be made of timber and has vertical slats.

Ensure that there are no slats that are horizontal as this creates a ladder for offenders to climb over and access the property.

Ensure that the front door is locked at night. It is also recommended that alarms be fitted to any fire doors/ stairs to alert staff that these exist have been used.

Ensure that all doors on the balconies of the bedrooms be fitted with good quality locks. It is recommended that security screen doors also be fitted to these doors.

It is recommended that any visitors, tradespeople, staff etc be issued with security passes or identification passes to ensure that they have been checked by staff and are entitled to be in the facility. A sign in book for residents, tradespeople, visitors and staff is recommended to ensure that all persons are accounted for the event of an emergency.

The NSW Police Force (NSWPF) has a vital interest in ensuring the safety of members of the community and their property. By using recommendations contained in this evaluation, any person who does so acknowledges that:

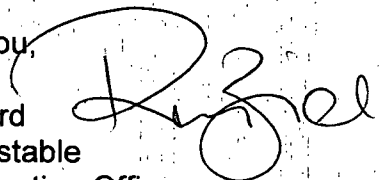
It is not possible to make areas evaluated by the NSWPS absolutely safe for the community and their property. Recommendations are based upon information provided to, and observations made by the NSWPS at the time the evaluation was made.

The evaluation is a confidential document and is for use by the council or organisation referred to on page one. The contents of this evaluation are not to be copied or circulated otherwise than for the purpose of the council or organisation referred to on page one.

The NSW Police Service hopes that by using 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 the area evaluated will be free from criminal activity if its recommendations are followed.

If there are any questions in relation to this report please contact me at Manly Police Station on 9976-8027.

Thanking you,


Rochelle Bird
Senior Constable
Crime Prevention Officer
Manly Police Station
4-10 Sydney Road,
Manly 2095 NSW