Creating Safer Spaces:

Design guidelines to reduce crime and antisocial behaviour

City of Perth

Contents

Executive summary

The City of Perth plays a key role in the approval and management of new buildings and public spaces within the city. This is important as it ensures amenity for all users and minimises safety risks. The City of Perth's *Strategic Community Plan 2019-2029* presents a range of community aspirations, including the vision for Perth to be vibrant, connected and progressive. To enable such a vision, the creation of safer spaces and vital. Safer Spaces help prevent crime, encourage a thriving and connected community and economy, and create a genuine feeling of safety for both locals and visitors.

Perth's built environment has multiple purposes including commercial, residential, retail, education and other services, as well as short term use for events.

While the design of the city's built environment is not the only method used to achieve safer and more vibrant spaces, it is a key pillar which interlinks with other methods to create and maintain a safe community.

Creating Safer Spaces: Design Guidelines to Reduce Crime and Antisocial Behaviour outlines the main methods of Crime Prevention Through Environmental Design (CPTED, pronounced 'sep-ted') – a

multi-disciplinary approach proven to help enhance public safety and minimise opportunities for criminal and antisocial behaviour.

While CPTED is ideally incorporated into the design stage of development, its methods can be applied to existing developments and areas at any stage of the building cycle. It applies to both indoor and outdoor spaces, as well as events.

When implemented correctly, CPTED is an effective way to empower individuals and businesses and, ultimately, enhance and optimise safety in public spaces.

Introduction

This guide uses CPTED methods, along with input from the Western Australia Police Force, to show ways to best address crime and security issues in residential, business and public open spaces as well as when planning events.

CPTED is defined as a multi-disciplinary approach for reducing crime through urban and environmental design and the management and use of built environments. It has been proven to enhance public safety and minimise opportunities for criminal and antisocial behaviour. It can also be used as a key planning method for businesses, residents and event operators. Designing safer spaces requires a considered application of CPTED principles to the environment.

The use of a CPTED method is dependent on the crime risk being managed, the local built enviroment and the time of day of the crime risk. For example, when looking to reduce crimes that occur during the day, it is unlikely that increased night time street lighting will be effective.

The focus of CPTED methods is generally on where, when, how, why and the type of crimes impacting the area. These methods include observing the site and identifying neighbouring land uses and crime opportunities.

All of the above will help to identify which CPTED methods to use and the most appropriate design and management solutions to apply.

PURPOSE OF THIS GUIDE

Creating Safer Spaces: Design Guidelines to Reduce Crime and Antisocial Behaviour has been created to provide the tools needed to build a safe and inviting area, environment or event for all participants. The core objective of this guide is to ensure buildings and spaces are designed in a manner that contributes positively to the enhancement of safety, minimising opportunities for criminal or antisocial behaviour.

The information in this guide can be applied to all stages of the building cycle, including:

- Planning and design
- Construction
- Use and operation including:
  – Intended use
  – Change of use or renovation
  – Vacancy or dereliction
- Demolition.

Using CPTED methods and illustrations, the guide discusses the application of design in the following context:

- Public open space
- Commercial applications
- Residential
- Events.

Overall, the city's built environment should encourage and assist people to socialise in positive ways and allow for economic growth and sustainability. It should also help to ensure everyone has access to safe, secure and attractive places in which we can live, work, meet, reflect, shop, play and learn.

This guide follows a design-based approach to crime as highlighted in the following model.

The first approach is to **minimise opportunity** for offenders to commit a crime or behave in an antisocial manner. This can be achieved by ensuring there is adequate surveillance, which increases the chance of offenders being caught. Opportunities for crime can also be minimised by enabling clear lines of sight, eliminating blind spots and creating clearly visible entrances. The likelihood of the crime being committed is reduced by making the crime seem less attractive.

Next is to **harden the target** by reducing accessibility by unauthorised people to the desired area, property or person.

Lastly, **reduce the fear** of crime. This can be achieved through safer design methods that support passive surveillance and provide clues to support user awareness of their surroundings including lighting, signage and upkeep of the area.

These approaches and practical demonstrations are outlined throughout this guide, and displayed using illustrated examples of safer design methods.
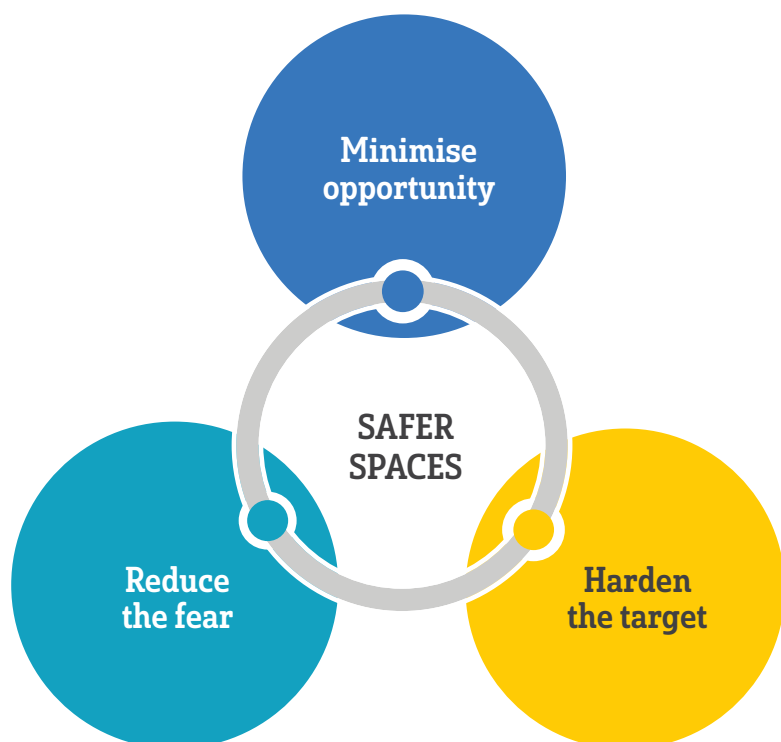
WHO IS THIS GUIDE FOR?

The following groups will find the information and tools in this guide useful for creating safer spaces.
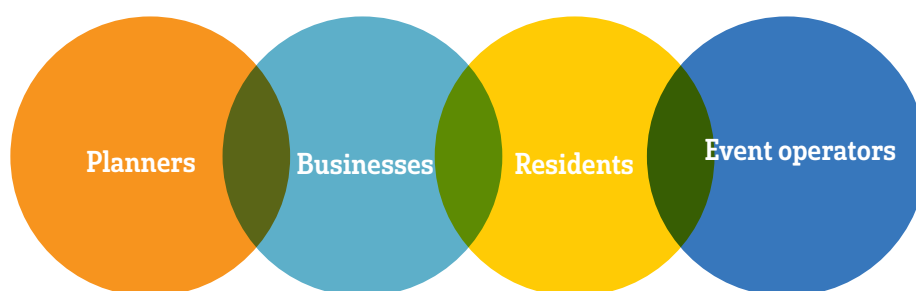
PLANNERS

In addition to architects, designers and developers, this group includes people who maintain and manage built environments.

BUSINESSES

Businesses of any size can use the methods in this guide when designing or making changes to commercial premises.

RESIDENTS

Home security can be managed by residents through the interaction between private and adjoining spaces.

EVENT OPERATORS

Large and small events to be accessed by the public and/ or held in a public space require planning to ensure the safety of all involved.

STRATEGIC LINKAGE

As the capital of Western Australia, Perth has special significance and responsibilities to the whole Western Australian community and to its many visitors from interstate and overseas.

The *City of Perth Act 2016* specifies a number of objectives, including: "to provide a safe, clean and aesthetic built enviroment for community members, people who work in the City of Perth, visitors and tourists".

This expectation is further expressed in the City's *Strategic Community Plan 2019 - 2029,* Social and Built Environment Strategic Priorities.

SOCIAL – A VIBRANT, LIVEABLE AND INCLUSIVE CITY

Aspiration: Liveable, vibrant city where people want to work, live and visit. A safe and activated city that celebrates its diversity, sense of community and unique cultural, sporting and lifestyle choices.

Outcome S3: Healthy and safe communities

Strategies to get us there are:

S3.1.1   Promote and support community health and wellbeing.

S3.1.2   Work in partnership to enhance community safety.

BUILT ENVIRONMENT – A SMART, ATTRACTIVE AND FUNCTIONAL CITY

Aspiration: A well planned and functional built form, promoting world class architecture, appreciation of heritage, diversity of land use and a sustainable, affordable and accessible integrated transport system.

Outcome 1: Continued sustainable growth and development

Strategies to get us there are:

3.1.1   Create a well-designed, connected and vibrant city.

This guide supports how we design, develop and manage our public and private spaces to achieve the communities aspirations.

Specific details of how the City of Perth addresses safety can be found in *SafeCity Strategy 2016-2020*. Two of the five focus areas which relate to the creation of safer spaces are as follows:

1.   **Safe built enviroment objectives:**

· Create built enviroments that reduce safety hazards and opportunities for criminal activity.

· Minimise antisocial behaviour in public spaces.

· Increase activity in the city in the early evening and at night, through a more diversified night time economy.

2.   **Surveillance and monitoring objectives:**

· Improve safety and crime monitoring and response capabilities.

· Increase reporting of, and response to, safety and crime issues in the City of Perth.

· Increase the presence and profile of safety and support personnel in the streets.

Principles of CPTED

CPTED princples aim to reduce victimisation, deter offender decisions that precede criminal acts, and build a sense of community among inhabitants so they can gain territorial control of areas and reduce opportunities for crime and fear of crime. While much is written about CPTED theory, there are three main principles which underpin its application. Application methods are detailed below.

SURVEILLANCE	ACCESS CONTROL	TERRITORIALITY
· informal	· informal	· public
· formal	· formal	· semi-public
		· semi-private
		· private

Other control considerations reviewed within this guide are:

· Image management and maintenance
· Signage
· Lighting control
· Opportunity reduction
· Stand-off management
· Timing issues
· Implementation and evaluation.

Further considerations and resources also include:

· Policy and legislation
· The Federal Government's crowded places strategy
· Possible adverse consequences of CPTED principles and other controls.

SURVEILLANCE

Surveillance of a space can act as a deterrent to criminal and antisocial behaviour, as individuals are less likely to act when there is a risk their actions are being witnessed. Good surveillance can also be valuable in aiding response and investigation into matters that have impacted the safety of an area.

INFORMAL SURVEILLANCE

Sometimes referred to as natural surveillance, passive surveillance or 'eyes on the street', informal surveillance relies on the ability of people in or near a location to watch over a space and the people who come within that space.

There are a number of practical applications:

· Enable clear lines of sight.

· Enable opportunities for observation and detection.

· Eliminate blind spots or areas for entrapment.

· Integrate pedestrian routes with activated spaces.

· Ensure entrances to premises are clearly visible.

· Consider privacy issues.

· Maximise visually permeable and active shopfronts along the street and other pedestrian routes.

· Maximise passive surveillance of the public realm and spaces through the design and layout of the surrounding built form.

Some examples of these practical applications are:

· Clear glazing to shopfronts to ensure visual permeability.

· Roller doors to shopfronts being constructed of acrylic material with at least 75 per cent of the roller door being transparent (see Planning Policy 4.3 – Roller Doors on Shopfronts).

· Toilets and parent rooms in public spaces to be conveniently located and designed to maximise eyes on the street.

· Balconies and windows with visibility of public and semi-public spaces.

· Avoid alleys; if access laneways are necessary, ensure good surveillance, sightlines, escape routes and absence of entrapment points.

· Locate ATMs in well-lit areas with good field of view for users (e.g. not near blind corners or laneways).

FORMAL SURVEILLANCE

Formal surveillance is generally used when informal surveillance alone cannot protect an area. There are two methods of formal surveillance — Closed Circuit Television (CCTV) and the associated analytics, and the physical presence of authority.

CCTV

Until recently, it was assumed CCTV had a crime deterrent effect across crime types, however evidence indicates the effect may be limited, in some locations..

CCTV has proved effective in reducing crime in carparks, particularly when other CPTED methods are also used such as access control through boom gates and security guards. CCTV has also proved to be an effective tool for providing evidence in court. See page 37 for a case study on CPTED methods addressing a series of car break-ins in a public car park.

With CCTV technology evolving there are opportunities for the integration of analytics and improved effectiveness and efficiency. Likewise, live monitoring also increases effectiveness when linked with services such as security or police who can respond to observed events as they occur or that continue to monitor offenders.

Practical applications of formal surveillance, besides CCTV, are:

· Electronic monitoring.

· Organised security and security personnel.

· Fixed guard posts.

Other things to consider when employing formal surveillance methods are:

· Consider the locations most suitable for CCTV in relation to lighting, obstructions and sightlines to maximise observations within the field of vision.

· Inform public of CCTV usage in locations through signage.

· Consider the impact of street furniture and landscaping features on the interruption of CCTV coverage.

· Consider available analytics relevant to the space such as facial recognition, geo-fencing and movement detection to enhance the surveillance capability.

· Placement of other security measures should take into account building structures, such as elevators, public thoroughfare areas and pedestrian pathways.

· Business operating hours of surrounding buildings and premises will also impact the level and type of surveillance employed.

PHYSICAL PRESENCE OF AUTHORITY

The use of security personnel has a long history of effectiveness. The public presence of security or other authorised personnel has been shown to enhance the perception of safety, act as a deterrent to crime, control access and monitor and respond to undesirable behaviours.

The physical presence of authority can be in the form of police, security or public officers in uniform. The key activity for these personnel is to undertake observations and respond when required. This can be achieved through:

Static – presence in designated locations.

Mobile – presence patrolling the area.

The city is largely made up of mixed use streetscapes. These maximise the opportunity to integrate the features of safer space design. Examples of safer design methods in different situations are illustrated below.

MIXED USE STREETSCAPE

1. Wayfinding signage and mix of active land uses. *See Signage.*
2. Clear sightlines from business or residential toward public space or business frontage. *See Informal Surveillance.*
3. Bins easily visible and accessible. *See Image Management and Maintenance.*
4. Activation of public space and areas adjacent to business/ residential. *See Informal Surveillance.*
5. Use of space clearly defined, with streetscape integrated to business areas. *See Territoriality.*
6. CCTV or lighting over public space and shop fronts. See *Formal Surveillence and Lighting Control.*

BUSINESS

1. Clear sightlines from reception area. *See Informal Surveillence.*
2. Clear space for waiting area. *See Informal Surveillance and Legibility.*
3. Clear point of contact and identified staff. *See Physical Presence of Authority.*
4. Changes in floor covering depicting use of space. *See Informal Access Control and Legibility.*
5. Clear sign in/register for visitors. *See Formal Access Control.*
6. Information signage – Reception, Lifts, Exit. *See Signage.*
7. CCTV positioned to look over foyer areas. *See Formal Surveillance.*
8. Partitions used to delineate space and control movement. *See Territoriality.*

RETAIL

1. Staff clearly overlooking retail environment. *See Informal Surveillance.*
2. CCTV positioned over service area, store displays and patron areas. *See Formal Surveillance.*
3. Support and service staff for patrons. *See Physical Presence of Authority.*
4. Clearly defined staff only areas. *See Formal Access Control.*
5. Well lit service area, store displays and patron areas. *See Lighting Control.*
6. Signage indicating terms of entry or store conditions, CCTV etc. – e.g bags will be checked. *See Signage.*
7. High price items closer to counter/ informal surveillance and/or physical presence of authority. *See Opportunity Reduction.*
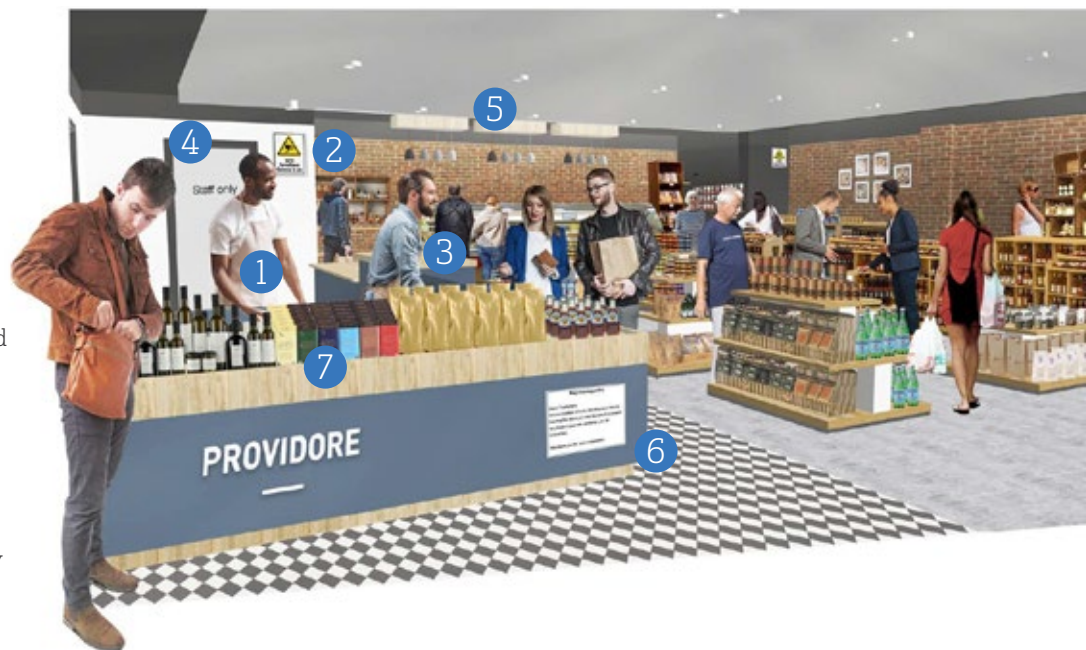
PUBLIC OPEN SPACE

1. Lighting to encourage activity and enhance feeling of safety. *See Lighting Control.*
2. Wayfinding signage supporting movement to key places and public transport. *See Signage.*
3. Clear sight lines across the park and into different park spaces – pathways, playgrounds leisure. *See Informal Surveillance.*
4. Use of CCTV over public space. *See Formal Surveillance.*
5. Paving indicates prescribed pedestrian routes. *See Legibility.*

BAR/RESTAURANT – LICENSED VENUE

1. Clear sightlines from bar area. *See Informal Surveillance.*
2. Windows looking in and out of premises. *See Informal Surveillance.*
3. CCTV positioned to look over entry area, patrons and staff only areas. *See Formal Surveillance.*
4. Security staff at entry/exit. *See Physical Presence of Authority.*
5. Same entry/exit point. *See Access Control.*
6. Clearly indicated staff only areas. *See Formal Access Control.*
7. Adequate lighting in customer and service areas. *See Lighting Control.*
8. Clear guidance signage for toilets, exits etc. *See Signage.*
9. Clearly defined areas. *See Legibility.*

RESIDENTIAL

1. Clear sightlines to and from public space to private, from residential–balconies. *See Informal Surveillance.*

2. Secure access and clear control of vehicles to carpark. *See Formal Access Control.*

3. Secure lobby to apartments. *See Formal Access Control.*

4. Fences, shrubs and pathways defining use/ownership of space. *See Territoriality and Legibility.*

5. Lighting over front of buildings and in public space. *See Lighting Control page.*

6. Clearly defined location – name of premises. *See Signage page.*

7. Low permeable fencing enable clear sight lines. *See Informal Surveillance.*

8. Low shrubs and high tree canopies not blocking passive surveillance and cctv. *See Informal Surveillance.*

9. CCTV overlooking entry and front of building into public space. *See Formal Surveillance.*

EVENTS

1. Clear sightlines within, into and outside of event. *See informal surveillance.*

2. Clearly identified staff/security within event. *See Physical Presence of Authority.*

3. Clear contact point/security at entry. *See Formal Access Control.*

4. Boundary fence clearly outlining event space. *See Territoriality.*

5. Clearly defined areas for space use – e.g. leisure, licenced space and pathways. *See Territoriality.*

6. Use of lighting and spotlights in event space and key areas. *See Lighting Control.*

7. Use of signage to demonstrate entry, event, bar, food and use of space. *See Signage.*

8. Clearly defined access pathways. *See Legibility.*

9. Bins positioned for ease of access. *See Image Management and Maintenance.*
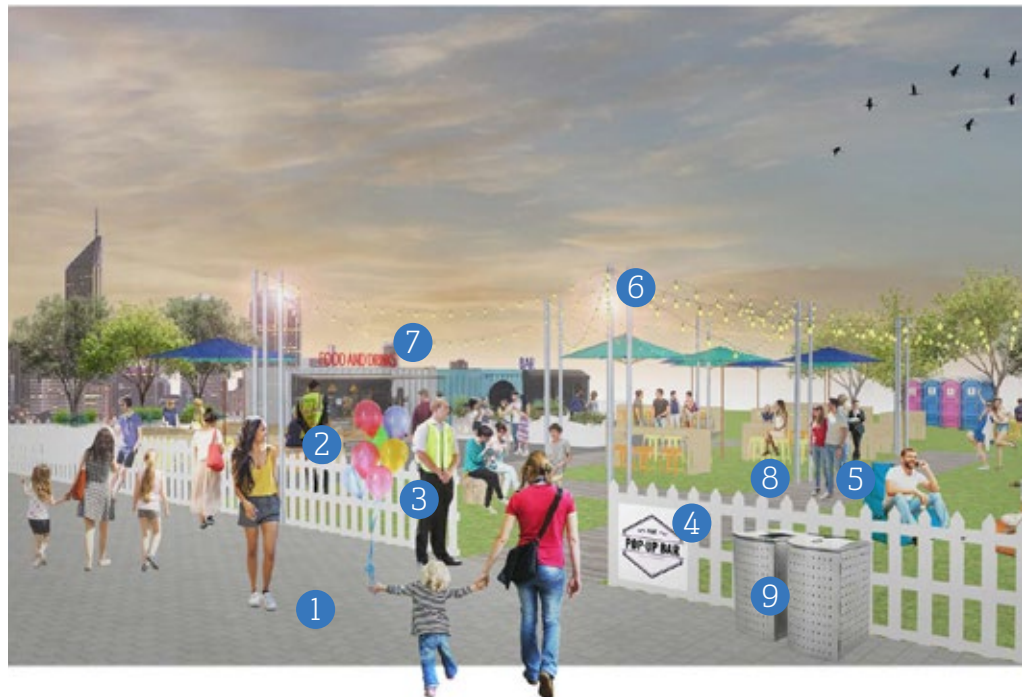
TERRITORIALITY

Territoriality or territorial reinforcement defines ownership or occupancy of an area through non-verbal communication. This helps reduce crime by identifying different levels of ownership of spaces and reflects expected behaviours.

In territoriality terms, spaces are usually identified as public, semi-public, semi-private or private spaces. It is important that the role of each type of space is clearly identifiable by users with providing clear boundaries between different types of space

Public and private spaces should be clearly defined using integrated design. Use fences, walls or symbolic boundaries such as paving changes or vegetation, to mark differences and boundaries between public spaces, semi-public spaces, semi-private spaces or private spaces.

In commercial/residential mixed-use buildings, implementing territoriality can be achieved by separating and indicating different territories between the public commercial spaces and the semi-private and private residential spaces.

There are a number of practical methods which can be used in the design process:

- Position commercial premises at street level with easy access and residential areas in upper levels.
- Use restricted access door or gate to residential entry foyer, e.g. push call button to enter.
- Limit access to parking areas with swipe entry at boom gates or garage doors.
- Use windows and sightlines for informal surveillance between buildings and circulation spaces.
- Secure and alarm emergency exits.

ACCESS CONTROL

The core premise of access control is to prevent persons, without permission or legitimate reason, from accessing an area. Access control can be considered as informal (sometimes referred to as natural) and formal.

INFORMAL ACCESS CONTROL

Informal access control of people movement can be managed by informal architectural details. In particular, it can shape people's understanding of public, semi-public and private realms and the boundaries between them. Informal access control may be real, for example fences and gates, or symbolic such as different coloured paving.

It provides a low-cost approach to crime reduction that can (with good application), also have significant aesthetic value. Access control also reduces excuses as to why someone is in the wrong place.

There are a number of practical methods to address access control:

- Through design, attract people rather than discourage them.
- Utilise landscaping, pavement surfaces or pavement markings to indicate prescribed pedestrian routes.
- Use vegetation as barriers and symbolic access controls.
- Use lighting to control access by encouraging or discouraging activities in a space.
- Use low walls or visually permeable fencing to mark out access boundaries while supporting informal surveillance.

FORMAL ACCESS CONTROL

Formal access control is an effective crime prevention method to explicitly restrict access to only authorised personnel. Formal access control may take three forms:

1. **Organisational:** using security personnel at entrances or in highly visible locations.

2. **Electronic:** using computer systems to control access including passcodes, identity cards, iris and facial recognition systems.

3. **Mechanical:** using locks including:

   - Good quality security doors, windows, security screens and locks to help prevent access to specific spaces, buildings and rooms.
   - Good quality safes.
   - Turnstiles, fencing and access control gates.

These methods can be supported by provision of clear entry statements and signage to direct people movement. Signage can also guide the use of space and control or deter undesirable activity.

OTHER CONTROL CONSIDERATIONS

IMAGE MANAGEMENT AND MAINTENANCE

Image management and maintenance is effective in reducing a variety of crime types, especially property damage. There is good evidence that crime rates increase when sites are not well cared for.

The crime reduction effect appears to be psychological in terms of ownership and the indication that there are spare resources that can be used to apprehend criminals. Users often feel safer in well-maintained spaces. Unlike many other CPTED methods, image management requires ongoing and frequent review of the appearance and maintenance of a site.

There are a number of practical methods to keep a space well-maintained:

· Remove graffiti rapidly.

· Repair vandalised or damaged property promptly.

· Clean and maintain public spaces.

· Check and maintain CCTV cameras.

· Repair broken lights.

· Maintain the landscape to ensure overgrown weeds and shrubs do not restrict visibility, provide places of concealment or present fire risks.

· Ensure vacant and derelict buildings are secured to prevent illegal access.

· Avoid the creation of spaces left over after planning.

LIGHTING CONTROL

Evidence indicates lighting can have significant effect on crime rates at night and support the night time economy. Well-targeted, appropriate levels of lighting enable other CPTED methods to operate at night, such as support for informal surveillance. It can also reduce fear of crime by enabling people to see that the space around them is free of risks.

There are a number of practical methods for control through lighting:

· Ensure lighting is appropriate to the intended use of a space.

· Use lighting to support navigation and way finding.

· Consider turning lights off to discourage use of specific spaces.

· Maintain lights and repair faults rapidly.

· Avoid over-lighting and glare.

· Use lighting to support amenity and aesthetics alongside crime prevention.

· Consult specific Australian Standards (e.g. for street lighting see ANZ 1158).

· Apply City of Perth Public Lighting Plan and Lighting Practice Guide to contribute to a cohesive and consistent approach across city locations.

SIGNAGE

Well-considered signage can help indicate permissible use of space. Signage provides users of the built environment with guidance on how to use spaces and find their way. Through its content and appearance, signage can also indicate ownership of spaces, expectations of behaviour and the consequences of behaving differently to expectations.

These all have a crime reduction effect, not least in terms of image management and the feeling that a site is cared for and managed well. The best scenario is when signage systems are tightly integrated with the purposes and elements of the built environment and do not clutter space.

There are a number of practical methods for effective signage:

- Install way finding maps and signage to help users navigate spaces more easily and safely.

- Indicate on signage which behaviours are acceptable and those which are not.

- Use signs to inform of the presence of CCTV and reassure users.

- Identify the space owner on a sign to indicate ownership and territoriality.

OPPORTUNITY REDUCTION

Opportunity reduction can be one of the most effective strategies for reducing crime and typically operates at the detail level of CPTED. It focuses on arranging the built environment, and products and services within it, to minimise the possibility for crime.

Thinking about different crime risks can help identify opportunities for different types of crimes afforded by the built form, products and services within it.

There are a number of practical methods to reduce opportunity for crime:

- Use wall surfaces that are not easy to graffiti.

- Avoid natural climbing frames that give unplanned and informal access to buildings.

- Block access to small, high value items in retail areas that can be easily stolen, hidden and on-sold.

- Ensure building entries are clearly visible, well lit, unobstructed and identifiable from the street and public areas.

- Minimise building exits that are uncontrolled or lack surveillance.

- Minimise entrapment and concealment areas such as recessed entrances to buildings.

- Design buildings to front and overlook public spaces.

- Design entertainment and event venues to minimise congestion and enable patrons to move freely through and between spaces.

STAND-OFF MANAGEMENT

Stand-off management is a CPTED method of access control primarily used to ensure vehicles are unable to come close to people and buildings. Hostile vehicle attacks are a method of terrorism, particularly for ferrying explosives close to a target, and as a weapon against pedestrians. Stand-off distances ensure vehicles cannot get too close to people and buildings.

Stand-off management is also widely found as part of other CPTED methods. Examples include the use of front gardens to provide a distance between the street and the private space of the residence. 'Wait Behind This Line' markings are another example.

In all cases, it is important to integrate stand-off distance management with other aspects of the building design to ensure appropriate aesthetics and to avoid over fortifying.

There are a number of practical stand-off management methods:

- Identify visually softer, creative and aesthetically pleasing ways to provide stand-off barriers such as trees or other natural features. This needs to be balanced with the impact on passive surveillance.

- Where planters or other barriers are used, ensure they are embedded in the ground so they can't be easily moved if hit by vehicles.

- Consider using temporary, modular hostile vehicle barriers or similar for events. Ensure there is sufficient additional distance as flying debris is also a risk.

- Ensue barriers do not conflict with universal access requirements. If in doubt, consult the City of Perth Access and Inclusion Working Group.

- Conduct a risk assessment to determine needs.

- Look at horizontal or vertical vehicle slowing mechanisms at access points.

TIMING ISSUES

The main risks for any crime type are not consistent and usually occur at specific times and days of the week. Spaces and places change in their use and the predominant users at different times. In many situations, any adverse effect of safer design interventions can often be minimised by careful attention to timing issues.

LEGIBILITY

A space can be considered legible if its design allows people to easily find their way around; they should know where they are and how to get to their intended destination. This not only applies to drivers in vehicles but also pedestrians and cyclists. Creating legible built enviroments give people confidence as they are less likely to get lost and feel vulnerable or unsafe.

There are a number of practical methods to address legibility:

- Design spaces so they are easy to navigate with clear sightlines to exits.

- Make pedestrian routes easily accessible and identifiable, e.g. paved pathways and different surfaces.

- Locate important services, like public transport stops, in visible and logical places.

- Use signs to help people navigate the space.
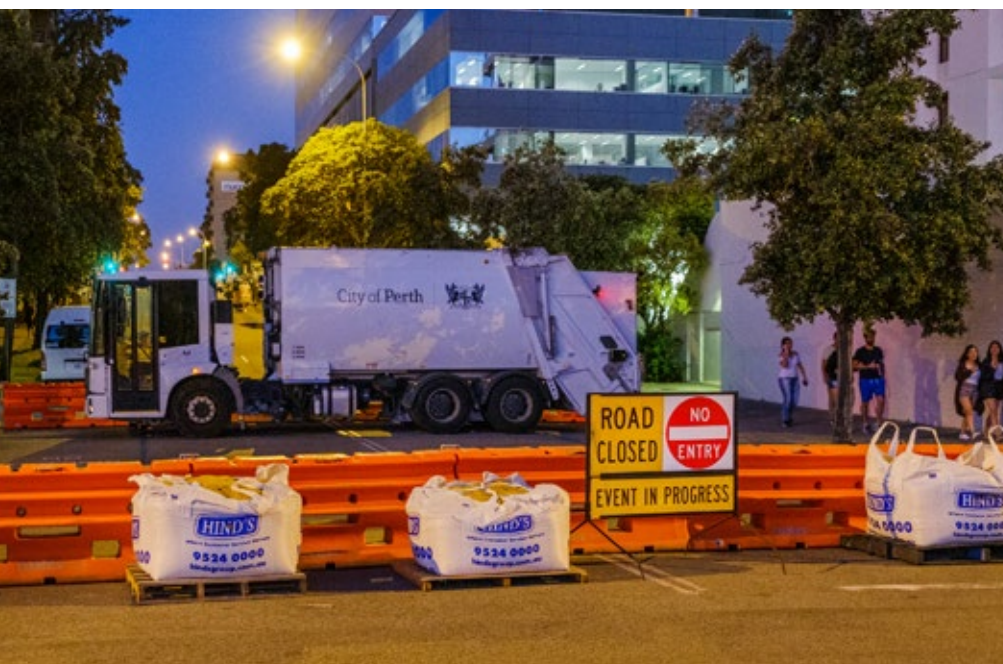
Event management

Each year, hundreds of events are held in the city. No matter the event style, theme or number of participants, the objective is to encourage participation and entertain the people who attend. Creation and maintenance of a space where people feel safe and the risk of crime is minimised is a key priority.

As the scale of the event increases, so too does the design and management detail that needs to be applied. The type of event and the group targeted for participation also influences these strategies. For example, a family carols by candlelight event will have different needs to an Octoberfest event.

Small events are similar in scale to activities that commonly occur in a location, and involve less than 1,000 extra people.

They may have additional access restrictions or be a different type of event, however they can be managed by usual operational/commercial aspects of the event.

Large-scale events – with more than 10,000 people – will require specialist expert security guidance. Depending on the location, the security and crime prevention aspects of these events must align with specialist event-related protocols and policies from local and state government and national agencies, that are specific to each event.

Very large-scale events involving more than 1,000 persons and or events scoring 40 or more on the Australia-New Zealand Counter-Terrorism Committee (ANZCTC) need contact with state police and specialist expert security guidance. Again, depending on the location, the security and crime prevention aspects of these events must align with specialist event related protocols and policies from local, state government and national agencies that are specific to each event.

There are a number of practical methods to maximise safety of events including:

· Focus on access control including fencing and entry security.

· Use the ANZCTC Crowded Places Self-Assessment and City of Perth Event Approval Application to determine safety and security measures required.

· Clearly identify activity areas e.g. fence licensed areas and use security staff to monitor access.

· Provide semi-private space for storing possessions (cloak room arrangement or similar)

· Increased surveillence of carparks.

· Locate temporary structures in positions that have maximum lighting and surveillance and don't obstruct CCTV or boundary observations.

· Position toilets in an accessible area with passive surveillance.

· Use signage and lighting to support way finding and expected behaviour.

SEE THE EVENT CHECKLIST AT THE END OF THIS GUIDE TO HELP YOU WITH EVENT ORGANISATION.

Implementation and evaluation

The process for creating safer spaces is summarised below:

1 PROJECT OBJECTIVE

- New development or renovation?
- What is the purpose of the space? *Is it residential, commercial, public space, event or a combination?*

2 IDENTIFY ISSUES

- Local area crime knowledge
- Influencing factors *(neighbouring premises, location, history etc.)*
- Laws and policies i.e. Protecting Crowded Places Strategies
- Potential crimes or issues

3 DESIGNATE, DEFINE, DESIGN

- Designate primary purpose/s
- Define space boundaries
- Design for purpose/s

4 DOCUMENT

- Document process
- Safer design layout drawings
- Link safer design report with development and/or approval application
- Site operations management plan

5 IMPLEMENT AND MONITOR

CRIME RISK ASSESSMENT

Basic safer design methods should be applied to the design of all new buildings regardless of crime risk.

Using the evidence of the specific crime risks of a location provides additional information for safer design decisions. Police crime statistics are available from the Western Australia Police Force website.

In some circumstances, police crime statistics can be usefully supplemented with local informal crime information such as:

· Location specific crimes, such as those occuring near a major pedestrian route or liquor outlet.

· Retail stock loss records showing retail theft.

· Site damage reports for vandalism and graffiti.

· Insurance reports (e.g. burglary claim data).

· Fear of crime surveys.

DOCUMENTATION

Documentation of the process used to create safer spaces and details of the site design and management can help to identify any previously unidentified issues, possible adverse consequences and improvements to the plans. This documentation should include the following:

· Table of primary crime risks and chosen CPTED methods selected to address them including risk, why, where (specific location) and how.

· Safer design layout drawings to provide overview of interaction between the built enviroment and safer design features. Include site and local environment with marked up details of risk and proposed CPTED method e.g. CCTV type (pan-tilt-zoom or fixed), lighting (lux and spill), full size vegetation (species), signage, rubbish bins, obstacles. A multi-storey building will require separate layout drawings for each level.

· Safer design documentation provides valuable information to ensure a Development Application or Event Approval Application meets safety and security requirements.

· An assessment by a certified CPTED practitioner may be required as a condition of a Development Application for large scale developments with a predominance of public space.

· Site and operations management plan will include details of staff levels (e.g. mobile or static), lighting control, CCTV management, monitoring and cleaning regime. This may change at different stages of the site cycle such as during site development and operation for usual purpose (e.g. event, during open and after hours).

· ANZCTC Crowded Places Self Assessment.

Further considerations

POLICY AND LEGISLATIVE CONSIDERATIONS

While this guide focuses on the creation of safer spaces, there are many other planning considerations of which to be aware.

The City of Perth can support your application and help save time during the planning process.

When planning for the built environment contact the following Units:

· Developer Approvals

· Design and Coordination

· Community Amenity and Safety methods.

Health and Activity Approvals can support your event planning.

Phone: (08) 9461 3333

Web: perth.wa.gov.au/contact

DISABILITY ACCESS AND INCLUSION PLAN (DAIP)

The City of Perth complies with Commonwealth and State legislative requirements to ensure that access for all is at the forefront of all planning and partnership actions and developments within its boundaries. This applies to buildings and events.

More details can be found by accessing the *City of Perth Disability Access and Inclusion Plan 2016-2020*

PLANNING POLICIES AND FRAMEWORKS

The City of Perth's planning framework maps out responsible authorities, planning and legislation required for development in the city. It was established under the *State Government's Planning and Development Act (2005)*. The city is split into different classifications for which there are different planning frameworks, controls and policies.

More details can be found on the City of Perth website.

THE FEDERAL GOVERNMENT CROWDED PLACES STRATEGY

Crowded places are locations which are easily accessible by large numbers of people on a predictable basis. Crowded places include, but are not limited to, sports stadiums, shopping centres, clubs, tourist attractions and civic spaces.

ANZCTC has recognised the need to ensure a consistent approach to the protection of crowded spaces. To this end, *Australia's Strategy for Protecting Crowded Places from Terrorism* was developed to support a systematic process for identifying security risk management activities that can be integrated into existing emergency management arrangements.

All owners and operators of crowded places have a responsibility to protect their sites, including a duty of care to take steps to protect visitors, workers and other users from a range of foreseeable threats, including terrorist attack. The Federal Government works with the private sector to protect crowded places and has a number of resources that crowded space owners and operators should familiarise themselves with, including risk assessment tools.

More information can be found on the Australian Government's Australian National Security website.

POSSIBLE ADVERSE CONSEQUENCES OF CPTED METHODS AND OTHER CONTROLS

When reviewing plans, consider the possibility of undesirable consequences of methods used. These can relate directly to the value of the design method on the crime risk or its impact on amenities and the broader environment. Consider how the space will be used at different times and by different users.

Examples include:

- Lighting may cause groups of people to congregate and act in antisocial ways leading others to feel unsafe or create noise near residential areas.

- Installation of barriers against vehicle attack may impact access for people with a disability or reduce access to retail premises.

- Excessive use of target hardening can create a fear of crime.

Checklists

RESIDENTIAL CHECKLIST
SINGLE AND MULTI-DWELLING

☐ Site boundary and site purpose(s) described.

☐ Crime evidence examined and crime risks (include timings) identified.

☐ Site and neighbouring sites observed (including discussion with neighbours).

☐ Informal surveillance maximised including sightlines from windows and balconies, lighting control, and blind spots eliminated.

☐ Vegetation type and size supports surveillance and access.

☐ Formal surveillance needs determined and best method/s selected.

☐ Access control method/s determined by purpose and user – public, semi-private, semi-private or private.

☐ Window and door types, and location, determined by privacy and access considerations.

☐ External walls, fences and other surfaces adjoining publicly accessible spaces, selected to reduce opportunities for graffiti, vandalism and climbing.

☐ Boundaries between private and semi-public areas marked with variations in textures, vegetation, lights, access control in multi dwelling sites.

☐ Location and access to letterboxes and other services (water, gas, power) limited to authorised users.

COMMERCIAL APPLICATIONS CHECKLIST
SHOPS, ENTERTAINMENT VENUES, OFFICES, CONSULTATION ROOMS

☐ Site boundary and site purpose(s) described.

☐ Crime evidence examined and crime risks (include timings) identified.

☐ Site and neighbouring sites observed (including discussion with neighbours).

☐ Informal surveillance maximised including sightlines from customer service areas, lighting control, permeable shopfronts and entrapment areas and blind spots eliminated.

☐ Formal surveillance needs determined and best method/s selected.

☐ Access control method/s determined by purpose and user – public, semi-private, semi-private or private.

☐ Access points limited to those that have adequate surveillance.

☐ Walls, other surfaces and fittings selected to reduce opportunities for graffiti and vandalism.

☐ Description of Safer Design implementation and security measures to be used on completion (staff, access control, management and maintenance)

☐ Signage integrated into design to support expected behaviours, ownership, way finding and CCTV presence.

☐ Toilets and parent rooms located near areas with passive surveillance.

☐ Stand-off management considered if at ground level.

☐ Reviewed other site requirements as per Local or State Legislation.

PUBLIC OPEN SPACES CHECKLIST

PARKS AND GARDENS, PUBLIC THOROUGHFARES

☐ Site boundary and site purpose(s) described.

☐ Safety and crime risks (include timings) considered.

☐ Current crowded places audit reviewed (if existing) or undertaken and strategies applied.

☐ Site and neighbouring sites observed (including discussion with neighbours).

☐ Informal Surveillance maximised including sightlines from customer service areas, lighting control, permeable shopfronts and blind spots eliminated. (identified, treated and if not why?)

☐ Formal surveillance need determined and best method/s selected if required.

☐ Vegetation type and size supports surveillance and access.

☐ Boundaries marked with variations in textures, vegetation, lights, access control and / or signs.

☐ Access control method/s determined by purpose of site - public, semi-public, semi-private or private.

☐ Wall and other surfaces selected to reduce opportunities for graffiti and vandalism.

☐ Wayfinding is intuitive and supported by sightlines, lighting and informal design details and access controls.

☐ Signage integrated into design to support expected behaviours, ownership, way finding and CCTV presence.

☐ Toilets and parent rooms located near areas with passive surveillance.

☐ Description of Safer Design implementation.

PUBLIC OPEN SPACES CHECKLIST

PARKS AND GARDENS, PUBLIC THOROUGHFARES

☐ Inclusion of universal access requirements.

_____

_____

☐ Reviewed other site requirements as per Local or State Legislation.

_____

_____

☐ Once plan and concept is agreed, design one site plan to include:

☐ lighting details and light spill (lux)

☐ vegetation (type and size)

☐ access control and access routes

☐ fence type (permeability, height)

☐ furniture, art work, obstructions and other items

☐ CCTV

☐ signs

☐ adjoining areas and passive surveillance points – windows, balconies

HIGH DENSITY PUBLIC SPACES:

☐ Current Crowded Places audit reviewed (if existing) or undertaken and strategies applied.

☐ CPTED/police/security experts have been contacted and liaised with.

Using the above information use this space to sketch site and intervention considerations..

EVENT CHECKLIST

☐ City of Perth Event and relevant state or national agencies approval requirements and management policies reviewed.

_____

_____

_____

☐ Site boundary and event purpose(s) (including event characteristics) described.

_____

_____

_____

☐ Crime evidence and lessons from similar events examined and crime risks identified.

_____

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_____

☐ Current crowded places audit reviewed (if existing) or undertaken and strategies applied.

_____

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_____

☐ Liaison with police/security experts for large and public events.

_____

_____

_____

☐ Safer Design strategies to address primary crime risks identified.

_____

_____

_____

☐ Description Safer Design implementation for the event developed.

_____

_____

_____

☐ Event description and details distributed to appropriate people with the resources and orders to implement.

_____

_____

_____

☐ Application made for Event Approval to the City of Perth and/or venue owner, and police (large events).

_____

_____

_____

☐ Method to record evidence of crime incidents from the event and lessons learnt to inform next event created.

_____

_____

☐ Reviewed other site requirements as per Local or State Legislation.

_____

_____

Resources

WWW.PERTH.WA.GOV.AU

CITY OF PERTH LINKS:

- City of Perth Planning Framework

- City Development Design Guidelines

- Residential Design Policy

- Planning Policies & Precinct Plans

- City of Perth Hire & Bookings

- City of Perth Lighting Master Plan

- City of Perth Good Practice Guide Lighting Design

- Transport Strategy

- Urban Design Framework

- SafeCity Strategy 2016 -2020

OTHER LINKS:

- Protecting Crowded Places National Strategy & Guidelines
  https://www.nationalsecurity.gov.au/Securityandyourcommunity/Pages/australias-strategy-for-protecting-crowded-places-from-terrorism.aspx

- Crowded Place Security Audit
  https://www.nationalsecurity.gov.au/Media-and-publications/Publications/Documents/crowded-places-security-audit.pdf

- Crowded Places Self-Assessment Tool
  www.nationalsecurity.gov.au/Media-and-publications/Publications/Documents/crowded-places-self-assessment-tool.pdf

- Police crime statistics
  https://www.police.wa.gov.au/crime/crimestatistics#/

- New Zealand Guidelines for CPTED (Crime Prevention through Environmental Design) for Licensed Premises. 2015
  https://www.alcohol.org.nz/sites/default/files/field/file_attachment/AL634_CPTED_Guidelines_Online.pdf

- WA Police Goodbye Graffiti
  https://www.goodbyegraffiti.wa.gov.au/

- International CPTED Association
  http://www.cpted.net/

- Safe Design
  https://www.safeworkaustralia.gov.au/safe-design

- Safe and Healthy Crowded Places Handbook
  https://www.nationalsecurity.gov.au/Media-and-publications/Publications/Documents/Australias-Strategy-Protecting-Crowded-Places-Terrorism.pdf

Case studies

CASE STUDY 1

SITUATION

Cars in a public carpark were being broken into in a series of 'smash and grab' thefts. Visitors, many using hire cars, were targeted while sightseeing with valuables taken from the cars.

LOCATION

The public carpark had no perimeter fencing, CCTV or monitoring system and lighting was inadequate. There were issues with line-of-sight due to bushes and other flora. Signs reminding visitors to remove valuables from cars were only displayed in English.

ISSUE

During three autumn periods from 2016-18, thefts in this carpark accounted for 25.4 per cent of stolen motor vehicle incidents in the Perth district.

RESPONSES

· Analysis of police crime data and environment where offences occur.

· Discussions between police, carpark authorities and City of Perth.

· Engagement by police, Neighbourhood Watch and representatives of the organisation responsible for the carpark.

· Marketing via a 'Gone in less than 60 seconds' vehicle, deployed at one area of the carpark between 11am and 2pm daily for one week. Police, Community Engagement Division and Neighbourhood Watch staff manned the vehicle.

SAFER DESIGN RESPONSE

· Variable message signage installed in English and Malay with message stating "Do not leave valuables in car".

· Installation of CCTV.

IMPACT

Over a four-month period, there was a 73 per cent reduction in thefts from vehicles in the carpark where safer design measures were implemented. There was no displacement of theft across other carparks. CCTV was removed for a month for operational requirements and during this period, thefts increased. They were significantly reduced when CCTV returned.

CASE STUDY 2

SITUATION

An annual temporary bar and music festival catering for up to 10,000 patrons on a Saturday afternoon and evening in October.

LOCATION

Langley Park, a riverside area in Perth adjacent to the CBD and high-rise residential.

ISSUE

In previous years the festival attracted a large number of complaints regarding noise and antisocial behaviour. The noise issues also arose from site set up including stage, generator and toilets placement. Litter after the event was another noted issue.

RESPONSES

· Ongoing engagement between City of Perth Approvals team, event organisers and stakeholders to discuss problems, solutions and implementation of changes.

· Supply of patron information on behaviour expectations and restrictions prior to the event.

SAFER DESIGN RESPONSE

· Location of stages, generators and toilets away from residential buildings.

· Security patrol of external areas to ensure no damage to residential and business properties and to manage antisocial behaviour.

· Complaints hotline number signage placed on external perimeter fencing.

· Cleaning crews on designated streets during and after the event.

· Additional bins in street locations.

IMPACT (OF THE 2017 EVENT)

After the above safer design methods were implemented, the event received only two minor noise complaints requiring no further action. Crowd control was generally well managed with 'move on' notices issued by police. There was no residential property damage or antisocial behaviour reported. A clean street presentation during and after the event were maintained with glass and litter cleared on a quick rotation.

Definitions

Access control: the selective restriction of access to a place or other resource.

Amenity: a desirable or useful feature or facility of a building or place; the pleasantness or attractiveness of a place.

Built environment: the human-made surroundings in which people live and work on a daily basis. These environments range from parks to buildings.

Building-lifecycle: the operation of a-building as well as the design, construction and eventual demolition.

CPTED (Crime Prevention Through Environmental Design): a multi-disciplinary approach for reducing crime through urban and environmental design and the management and use of built environments. CPTED strategies aim to reduce victimisation, deter offender decisions that precede criminal acts, and build a sense of community among inhabitants.

Eyes on the street: a term used to describe informal or natural surveillance.

Formal surveillance: a form of proactive surveillance, formal surveillance may be achieved through two methods: Closed Circuit Television (CCTV) and associated analytics or the physical presence of authority.

Informal OR natural surveillance: a form of passive surveillance, informal surveillance relies on the ability of people in or a near a location to watch over a space and the persons who come within that space.

Safe design: identifying hazards and risks in the early stages of the design process to eliminate or minimise risks now and in the future. It applies to buildings, structures and equipment.

Stand-off management: a CPTED method of access control primarily used to ensure vehicles are unable to come close to people and buildings.

Territoriality OR territorial reinforcement: a CPTED method to help indicate ownership or occupancy of an area by non-verbal communication.