



SAFER DESIGN GUIDELINES STAGE 5



Prepared by
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Department of the Premier and Cabinet
Government of Western Australia
Office of Crime Prevention



Department for Community Development
Government of Western Australia
Office for Women's Policy



SAFER DESIGN GUIDELINES

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'These guidelines draw upon previously published works with some sections drawing heavily on the report by Sarkissian Associates Planners in collaboration with ACT Planning and Land Management. 'ACT Crime Prevention and Urban Design Resources Manual 2000'.

Other major sources were:

Bell Planning Associates, 1997, 'Draft Gold Coast City Community Safety Code'

Bell Planning Associates and Graham Gaston, 1995, 'Crime, Safety and Urban Form', Australian Government Publishing Service

Bell, W et al, 1995, 'Role of Urban Design in Crime Prevention and Community Safety', ACT Planning Authority and ACT Attorney General's Department

Miller, Alison, 1999. 'Holdfast Bay Crime Prevention Plan Amendment Report

selected illustrations from the South Australian CPTED Training Package 2001.

Sinclair Knight Merz and Bell Planning Associates, 2001 'Ipswich Community Safety Code' Whitzman, C. and Wekerle G, 1995, 'Safe Cities Guidelines for Planning, Design and Management' 'Van Nostrand Reinhold

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Part 1 – Introduction

Purpose of the ‘Safer Design’ Guidelines

The purpose of the ‘Safer Design’ Guidelines are to:

- minimise the opportunity and reduce the risk of crime;
- reduce the fear and risk of crime for people using private and public space;
- lower the incidence of crime in the local government area rather than simply displace it;
- improve the quality of life of residents, especially vulnerable groups, by reducing their fear of crime;
- create a more sustainable environment by improving usage of public spaces and reducing maintenance and crime associated costs;
- provide public and private developers with convenient and clear direction on responsible authority’s requirements with regard to design incorporating CPTED (Crime Prevention Through Environmental Design) and Community Safety principles.

Using The Safer Design Guidelines

See the appendix entitled “Implementation Procedures”

2 Definitions

For the purpose of these **Safer Design Guidelines**, the following definitions are relevant to the interpretation of the guidelines.

‘Urban Design’

Urban Design takes a design-based approach to shaping urban environments and complements other disciplines such as strategic planning, cultural planning, regional development and economics. Its focus is on optimising the performance and efficiency of suburbs, towns, and cities. Urban Design, through its integrated and multidisciplinary approach, can help maximise the benefits of infrastructure outcomes. It pays particular attention to the way urban spaces work, the interface between the public and private realms and the natural environments, and cultural values including build and social heritages. It is a process that integrates use, movement and form into positive coordinated outcomes for urban environments. (source: ‘Pride of Place’ Victoria)

'Activity Generators'

includes land uses that encourage the use of the public realm. Such uses may include outdoor cafes and restaurants, outdoor sporting areas located within open space, clusters of shops etc.

'Entrapment Spots'

refers to spaces that, by their concealed nature are not easily visible and so provide the opportunity for the entrapment of potential offenders and their victims as well as illegitimate uses, anti-social activity and crimes.

'Continuous Usage'

refers to the on—going legitimate use of space, both day and night, through a combination of building use, traffic and pedestrian movement, community related use and the use of public spaces.

'CPTED'

refers to Crime Prevention Through Environmental Design. CPTED is a crime prevention philosophy based on proper design and effective use of the built environment leading to a reduction in the fear and incidence of crime, as well as an improvement in quality of life. 'Safer Design' draws heavily on CPTED principles and strategies.

The use of CPTED is intended to reduce crime and fear by reducing criminal opportunity and fostering positive social interaction among legitimate users of space. The emphasis is on prevention rather than apprehension and punishment (adapted from the National Crime Prevention Institute definition).

'Designated Routes'

refers to selected pedestrian and/or bicycle routes specifically designed to incorporate safety measures. Such routes may incorporate specific surface treatments, signage, lighting and the like.

'Legibility'

refers to the ability of people who are unfamiliar with an area to be able to find their way. 'Wayfinding' is an alternative term. Legibility instils a sense of confidence in users of public space and can be achieved through the identification of designated pedestrian routes through the use of signage, lighting and suitable landscaping.

'Legitimate Use'

means any lawful and normally appropriate use of a building, facility or public space.

'Illegitimate Use'

Use of space by those who may have criminal intent, that is: they have no legitimate reason to be there.

'Observers'

People who are legitimately in a space and exercising natural surveillance.

‘Principal Movement Route’

means a pedestrian and/or bicycle route designated by responsible authority as a ***Principal Movement Route***. These are commonly used movement paths between major locations that warrant additional attention to personal security measures and safety.

‘Public Spaces’

refers to:

- a) spaces that are publicly owned and which are intended for use by the public; and
- b) spaces that are privately owned and which are intended for use by the public.

‘Surveillance’

refers to informal surveillance (eg by casual observers), organised surveillance (by trained security guards, attendants and other trained personnel) and mechanical surveillance (eg security cameras). The Policy is aimed especially at enhancing opportunities for informal surveillance by providing opportunities for observation of people and their surrounds by others so that anti-social behaviour or crime related incidences might be discouraged, or detected and prevented.

‘Target Hardening’

refers to the use of physical barriers, locks, safes, screens or reinforced materials to reduce the opportunity for illegal access or vandalism to a property.

‘Visibility’

refers to the ability of users of a space to see and be seen and ensures that public spaces are subject to informal surveillance by the maximum number of people.

‘Vulnerable Area’

refers to areas that have been identified by a responsible authority (based on crime statistics and/or public perceptions of unsafe places), and which may in themselves attract crime and/or nuisance behaviour.

‘Development which may have an impact on Safety’

refers to developments which may have an impact on the amenity of an area in terms of safety and perceptions of safety and includes:

- uses and activities such as (but not limited to) licensed premises (including taverns, hotels, entertainment venues, licensed clubs, off-premises bottle shops and nightclubs), large entertainment and recreational venues, large institutional uses (eg tertiary campuses, hospitals), schools, car parks (50 spaces and greater), public toilets, telephone booths and Automatic Teller Machines; and/or
- any use or activity in a ‘vulnerable area’ which generates people movement or use at times when there are less than normal business hour levels of formal and/or informal surveillance; and/or

- any use operating at night-time (after 9.00pm) or over a 24 hour period - (Automatic Teller Machines, service stations, institutions or tertiary educational facilities, or public transport interchanges); and/or
- any large scale project considered to have wide ranging safety implications such as (but not limited to) major shopping centres.

‘Vulnerable People’

when used in reference to people, means those individuals, or groups of people, who are likely to perceive themselves as being unsafe or insecure or at risk of violence in the community and also those persons perceived by others to be vulnerable and therefore potential victims.

Such people may include (but is not necessarily limited to) people with disabilities, older people, students, ethnic minorities, young people and women.

‘Vulnerable Setting’

means settings that are isolated or concealed, or which otherwise generate a poor perception of safety, especially where regular after hours use is anticipated, and include:

- access routes (pedestrian and bicycle) to and from shopping centres, tertiary campuses, hospitals and other large institutions, car parks, public transport, places of employment or entertainment and community facilities;
- entrances and exits to venues and car parks; and
- entrapment points and landscaping.

Part 2 – REQUIREMENTS FOR DEVELOPMENT WHICH MAY HAVE AN IMPACT ON SAFETY

General Principles

Design should promote the personal safety of people and help reduce the fear of crime by:

- (a) enabling people to be seen, to see and to interpret their surrounds, through;
 - clear sightlines;
 - safe movement and access;
 - mixing of activities which facilitate more constant public use;
 - the design of buildings to overlook public space;
 - planning for continuous usage;
 - separation of incompatible activities;
 - adequate lighting;
 - the considered use and design of landscaping and fencing.
- (b) enabling people to leave an area or seek assistance when in danger through legible design and comprehensive signage.

Development should promote the security of people and property by:

- (a) clearly defining ownership and the legitimate use of private, public and community space;
- (b) minimising access between roofs, balconies and windows of adjoining buildings;
- (c) avoiding the use of materials which are likely to be susceptible to damage and vandalism;
- (d) avoiding landscaping and fencing which may present a security risk by obscuring doors, windows and public places.
- (e) encouraging land uses that generate people activity and casual surveillance in areas that may otherwise be vulnerable or isolated, particularly:
 - at the edge of centres;
 - tertiary campuses;
 - hospitals and other institutions; and
 - along bicycle and pedestrian routes and on the boundaries of large parks.
- (f) ensuring that public transport stops are located as close as possible to buildings and activities rather than at the edge of parking areas or on arterial roads.

Note: Diagrams and photographs shown in the following provisions of the Policy are provided as examples only.


3 Element 1.0 - Design Elements

Intent

To ensure that development which may have an impact on the safety of amenity of Perth, incorporates and integrates broad environmental design elements which:

- ❖ adopt appropriate design measures;
- ❖ reduce the vulnerability of people and property to crime;
- ❖ increase people’s awareness of their environment;
- ❖ provide for safe access for all; and
- ❖ promote the use, construction and maintenance of an urban environment which is safe to live, work and move in at any time of day or night.

Element 1.1 Surveillance and Sightlines

Performance Criteria	Guidelines
<p>P1 The development should improve the opportunities to be seen through improved mix and intensity of land use and increased legitimate use of spaces.</p> <p>P2 The development should provide unimpeded sightlines, particularly along pedestrian/bicycle designated routes.</p>  <p>Retro fitted car parks which incorporate mixed-use activity at street level whilst maintaining clear sightlines, provide opportunity for informal surveillance</p>	<p>G1 Visibility is achieved of spaces where risk to personal safety is perceived to be high, including stairwells, elevators, car parks, lobby entrances, public transport settings, and bicycle parking facilities.</p> <p>G2 The design of the development avoids:</p> <ul style="list-style-type: none"> • ‘blind’ corners (including on stairs, in entrances, along designated routes or other situations where movement can be predicted); • sudden changes of grade on pathways or in public spaces in a way which reduces sightlines; • entrapment spots (unless they can be secured after hours); and • pedestrian tunnels unless unimpeded sightlines or the absence of entrapment spots cannot be reasonably achieved, hardware (such as security mirrors) and good lighting is provided to restore visibility.

Performance Criteria	Guidelines
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P3 The development should encourage informal surveillance from surrounding buildings and land uses onto public and semi-public streets and spaces .

P4 Front fences, walls and building frontages should enable some outlook from buildings to the street to achieve safety and surveillance.



Transparent shop frontages at street level provide clear sightlines for pedestrians and opportunities for passive surveillance for businesses.



In vulnerable areas with limited opportunities for informal surveillance, mechanical surveillance systems such as CCTV should be used.

G3 All barriers (including landscaping features) along principal designated routes for bicycle and pedestrian movement are visually permeable so as to reduce entrapment points.

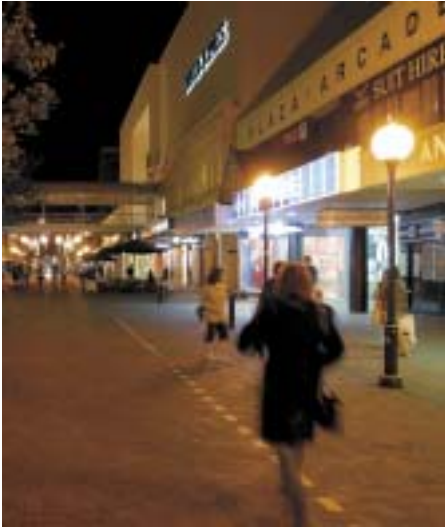
G4 Windows and activities in buildings are directed (where possible) to overlook pedestrian routes, open space areas and carparks.

G5 Street level windows and ground level mixture of uses (e.g. cafes, shops and community facilities) in buildings fronting onto public spaces, streets and other movement routes, and open different times of the day and night and over time.

G6 Front fences and walls are no more than 1.2m high if solid, or up to 1.8m if the fence has openings or materials which make it not less than 50% transparent.

G7 Organised or mechanical surveillance may be appropriate in some circumstances as an adjunct to (but not as a substitute for) informal surveillance. Organised and/or mechanical surveillance would generally only be considered appropriate in connection with vulnerable settings and areas.

Element 1.2 Safe Movement and Access

Performance Criteria	Guidelines
<p>P1 The safety of all pedestrians, cyclists and property should be maximised, particularly after dark.</p> <p>P2 Safe access between areas of activity and destinations (ie. car parks and public transport) should be provided.</p> <p>P3 Public and communal streetscape should promote safety and informal street surveillance.</p> <p>P4 Legitimate use of public spaces should be supported and encouraged.</p>	<p>G1 Principal movement routes are to be sufficiently well lit at all times to enable users to identify a face at 15 metres away.</p> <p>G2 Bicycle and pedestrian routes are to be located and designed so that they are easily accessible and avoid blind corners. Where blind corners are unavoidable, mirrors are to be installed to allow users to observe the route ahead.</p> <p>G3 Pedestrian, cycle and vehicular movement systems are co-located to encourage maximum surveillance of public areas.</p> <p>G4 Designate, design and construct principal movement pedestrian and cycle routes for:</p> <ul style="list-style-type: none"> • safety throughout urban areas; • within specific sites; • connecting between routes; • designated pedestrian movement through car parks; • between major centres and their surrounding commercial, community, residential, recreational and transport uses; • between schools, park lands, skateboard ramps and other youth spaces; • ease of movement along linked up routes rather than taking the form of cul-de-sacs or dead ends; and • improved legibility by clear and consistent signage. <p>G5 Missing or incomplete pedestrian links within the city centre and suburbs are re-established, completed or upgraded.</p>
 <p>Pedestrian paths are clearly identified, widened to remove feeling of entrapment, encourage pedestrian movement throughout the area, with sufficient lighting and after hour's activity to provide informal surveillance.</p>	

Performance Criteria





Obstructed pedestrian paths, with limited opportunities for informal surveillance and lack of pedestrian lighting should be avoided.

Guidelines

- G6** Pedestrian/bicycle crossings are made at grade. Pedestrian tunnels / underpasses are to be avoided wherever possible.
- G7** Continuous, high side or rear fences are avoided along roads with footpaths adjoining them.
- G8** Footpaths of sufficient width to encourage pedestrian usage in association with other elements and uses.
- G9** Increased movement through, and usage of public space through:
- well located and user friendly meeting places with varying arrangements of seating to encourage use and natural surveillance; and
 - design and management of public and community spaces and commercial areas to promote pedestrian through – movement.
- G10** Directional signage to emergency telephones; public telephones or alarms are provided along designated routes and identified vulnerable or isolated bicycle and pedestrian routes.
- G11** Cycle use encouraged for improved natural surveillance by provision of cycle parking designed at the outset with visible cycle storage areas.

Element 1.3 Legibility

Performance Criteria	Guidelines
<p>P1 Buildings, spaces and infrastructure should be designed to assist legibility (ie. Orientation, wayfinding and navigation through a site or area) reducing the need to depend on signs in order for a person to find their way around.</p> <p>P2 The design and layout of precincts, centres and residential neighbourhoods and movement routes to and within them should contribute to the legibility of the development.</p> <p>P3 The layout should enhance personal safety and individual perception of personal safety.</p> <p>P4 The layout should minimise potential for crime, vandalism and fear.</p>	<p>G1 An easy to understand pedestrian network identifying important routes so that people can easily find their way around and, in particular, to important destinations.</p> <p>G2 The design of areas, buildings and spaces is facilitated to enable people to find building entrances and exits as well as services such as phones and public toilets without undue signage.</p> <p>G3 The design of sites, centres and neighbourhoods which includes: <ul style="list-style-type: none"> • visible entrances and exits; • clear links and movement routes within areas; • well-designed corners to enhance legibility and wayfinding; • links to public transport services and to adjoining uses. </p> <p>G4 A high quality of signage or symbols, incorporated onto building frontages to enhance identity and legibility.</p> <p>G5 Concentrating active uses on main routes to contribute to legibility and safety legibility.</p>
	
<p>The design and layout of Wolf Lane enhances principal pedestrian movement along clearly designated routes.</p>	

Element 1.4 Clear definition of ownership / boundaries

Performance Criteria

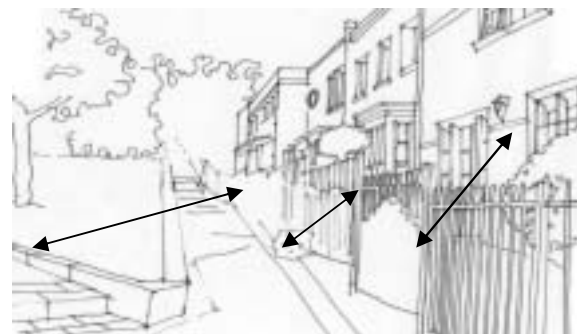
- P1** A clear relationship between public space and private space where the maintenance and privacy and security does not prejudice the quality of the public space.
- P2** Development should promote the security of property by clearly defining ownership, boundaries and legitimate use of private, public and community space.
- P3** Building and street addresses should be able to be easily identified to assist orientation.



Clearly identifiable and unobstructed street addresses clearly established ownership, defines private space and assists in pedestrian orientation and movement throughout the area.

Guidelines


- A1** Landscaping, building features, changes of level and low to medium height fencing is used to delineate ownership boundaries.
- A2** Street names and building identification (e.g. numbers) are clearly indicated using reflective material, with numbers located on a kerb, a letterbox, or via signage. Identification is maintained free from foliage and other obstructions and is large enough to be read from the street after dark.



public semi-public private

- A3** Private spaces (eg rear courtyards) adjoining streets and other public spaces should be avoided where possible. Semi-private space (eg forecourts) providing a transition between buildings and public spaces should be defined by low walks, fences or railings.

Element 1.5 Activity Mix and Generation

Performance Criteria	Guidelines
<p>P1 A wide range of legitimate activities and land uses, community ownership and increased use of public spaces for maximum natural surveillance and 'eyes on the street'.</p> <p>P2 Round the clock natural surveillance should be promoted through a mix of uses which are compatible with neighbouring land uses.</p> <p>P3 Development should promote uses that are activity generators, especially at ground level and especially at focal points of pedestrian movement.</p> <p>P4 Uses and users should be complementary and compatible, especially in potentially isolated areas.</p>	<p>G1 The opportunities for mixed use developments are maximised which:</p> <ul style="list-style-type: none"> • facilitate day and night use of public spaces; • avoid potentially conflicting uses; and • are compatible in scale and consistent with neighbouring uses. <p>G2 Potential crime generating activities are balanced with other uses, such as restaurants and entertainment facilities for a range of age and user groups.</p> <p>G3 Hotels and liquor serving establishments are balanced with a range of other entertainment, commercial and residential uses. Concentrations of vulnerable uses are avoided.</p> <p>G4 Community use of facilities and public spaces is provided for during the day and after hours and at ground level.</p>
 <p>Areas which are generally low activity generators such as the Central Business District should be mixed with high activity generators at street level. This removes 'dead spots' and increases informal surveillance.</p>	

Performance Criteria





Inner city buildings converted or constructed as mixed-use residential / commercial with mixes of different uses on different floors and at ground level to promote legitimate street level after hours activity.



Guidelines

- G5** Activity generators are reinforced along principal movement routes at the edge of centres.
- G6** Ground level facades to buildings are highly interactive and provide interest through windows, displays and visible indoor activity. Street facades to buildings are designed:
 - to discourage passive frontages (see P3);
 - with high quality materials and refined details;
 - with depth and relief in the building surface; and with a range of functions.
- G7** Opportunities are provided for inner city residential living which increases the central city resident population and where social inclusion is promoted with social housing not distinguishable from private housing by its design or location on least attractive sites.
- G8** Uses are compatible with neighbouring uses particularly in those areas in which there are low levels of activity during the day and night. (ie. residential areas).

Element 1.6 Entrapment Spot Reduction

Performance Criteria	Guidelines
<p>P1 Potential entrapment spots below or above ground level and adjacent to main pedestrian routes should be eliminated.</p> <p>P2 Increased perception of safety and the reduction of the risk of attack by hidden persons.</p>	<p>G1 Potential entrapment areas (i.e. dead-end alleys and lane ways) are restricted or locked after hours.</p> <p>G2 Where an entrapment spot is unavoidable, there are aids to visibility such as convex mirrors and good secure lighting.</p> <p>G3 Entrapment spots such as:</p> <ul style="list-style-type: none"> • dark areas adjacent to a main/designated pedestrian routes; • private dead-end alleyways; • indentation in fencing or walls; • gaps in the streets such as entrances to interior courtyards and recessed doorways; and • areas that are isolated after dark; are removed or closed after hours. <p>G4 Security lighting is provided along designated movement routes, in building entrances, site entries, car parking areas and other movement areas used after dark.</p> <p>G5 Access to loading docks, storage areas and other restricted areas is controlled by:</p> <ul style="list-style-type: none"> • target hardening; and • locking the facilities after hours.
	
<p>Gaps and indentations in building lines affect perceptions of safety, particularly after dark.</p>	
	
<p>Entrapment spots next to pedestrian routes and highly vulnerable uses such as ATMs should be eliminated. Where possible, access to rear laneways should be restricted after hours.</p>	

Element 1.7 Maintenance and Management

Performance Criteria	Guidelines
<p>P1 To ensure prompt maintenance and repairs and reporting of damage or repair needs.</p> <p>P2 To promote a perception that an areas is well maintained and is well cared for by its local community or responsible authority.</p> <p>P3 To install equipment and fixtures that are vandal-resistant and can be easily cleaned, repaired or replaced.</p>	<p>G1 Place signage indicating contact details for emergency maintenance in a prominent location.</p> <p>G2 In designing a new building or facility, prepare a maintenance plan to facilitate speedy repairs (a requirement for planning consent).</p> <p>G3 A system for regular maintenance of the following items and prompt repair of damage to public spaces and private property facing public and semi-public areas to ensure safety for all users and to reduce the risk of crime:</p> <ul style="list-style-type: none"> • lighting - to replace blown bulbs, to prevent interference with lighting from overgrown foliage, dirty light fittings or obstruction from signs or other features; • signs - to ensure that information is current and that potential obstructions do not interfere with visibility; • landscaping - to ensure that foliage does not obscure sightlines, provide potential entrapment points or contribute otherwise to a reduction in community safety; and • graffiti – to ensure a quick response to remove the graffiti, replace damaged features and remove rubbish as a deterrent to subsequent damage.
	
<p>Vandal resistant materials are recommended in areas with limited surveillance to avoid situations as those depicted above.</p>	<p>Prevalence of graffiti reduces perceptions of safety.</p>

Performance Criteria	Guidelines
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P4 To ensure that public spaces are managed to promote community safety, and to ensure a system of early identification and quick response to any potential safety or anti-social behaviour.

P5 Place management strategies to incorporate processes for ensuring safer design, management and maintenance of areas including shopping, public transport and entertainment precincts.



Graffiti and vandalism attracts more of the same and deters legitimate users.

G4 Use graffiti resistant paints and finishes where appropriate.

G5 Avoid long expanses of light coloured wall, except where the intent is to increase luminance of lighting, such as parking areas.

G6 Avoid the use of highly vulnerable materials such as flimsy panelling, fragile light fittings and external fixtures which can easily be removed.

G7 Avoid extensive use of problem materials such as heavy-duty mesh, cyclone fencing and grilles which may encourage wilful damage.


G8 Traders groups in shopping centres should also include affected user groups such as youth and women.

G9 Urban projects and improvement programs should incorporate safety audit and site assessment processes into the brief preparation and early stages of design and master planning.

G10 Urban Design policies on lighting, signage, landscaping and street furniture should be integrated to consider the whole of place.

G11 Urban projects should involve the multiple communities and stakeholders in a consultative process of design.

Element 1.8 Social/Cultural Context

Performance Criteria	Guidelines
<p>P1 To promote community crime prevention in public places through community and cultural development programs aimed at promoting positive behaviour.</p> <p>P2 To facilitate youth inclusive design.</p> <p>P3 To facilitate Community Building to increase safety.</p> <p>P4 To promote Capable Guardians to increase safety.</p> <p>P5 Planning and design for children, women, the elderly and people with disabilities.</p>	<p>G1 Where appropriate, implementation of community and cultural development programs to provide services and crime prevention activities for legitimate users who might otherwise be alienated by the development.</p> <p>G2 Provision made for facilities and/or spaces to support community and cultural development programs.</p> <p>G3 Buildings and spaces designed to promote positive interaction and a feeling of community.</p> <p>G4 Facilitate community involvement in cultural expression of ownership and guardianship of the public realm.</p> <p>G5 Include facilities and spaces for children as part of the design of the public realm.</p> <p>G6 Involve young people in the design and where appropriate, implementation of youth inclusive spaces in the public realm.</p> <p>G7 Promote and facilitate programs which build communities that accept a level of responsibility for the safety of their neighbourhoods and areas.</p> <p>G8 The design and management of public spaces should encourage legitimate users and observers exercising natural surveillance and discourage illegitimate users.</p>
 <p>Areas designated for passive recreational use to incorporate safe and accessible activities for children</p>	

Performance Criteria

Guidelines

P6 Facilitate urban renewal and improvements to the built and livable environment to minimise the opportunity for crime and violence and enhance community confidence and reduce fear of crime.

P7 Facilitate a community spirit to ensure that people feel safe and part of the community in order for them to be out and about in their environment.

P8 Safe, accessible and attractive local destinations which are linked and within a reasonable distance of homes, schools and workplaces, enabling access via a variety of methods such as walking, cycling or skateboarding.



A diversity of people and mixed use within the public realm at night increases peoples sense of safety.

A9 The public realm should reflect a sense of community ownership.



The YMCA Bus is a positive example of how social and sport activities for young people can be incorporated into the public realm.


2 Element 2 - Physical Features

Intent

To ensure that the constructed elements of development are designed and integrated together in a manner which:

- ❖ facilitates place management
- ❖ creates both the personal perception and the physical reality of a useable, comfortable and safe urban environment; and
- ❖ removes, as much as is possible, the opportunity and incentive to commit crime.

Element 2.1 Building design

Performance Criteria	Guidelines
<p>P1 Public buildings should be incorporated into the wider public realm.</p> <p>P2 Buildings should be designed and constructed to support informal surveillance of adjacent open space.</p> <p>P3 Public buildings should contribute positively to the enhancement of public safety and security.</p>  <p>Windows overlooking streets and public areas increase informal surveillance and provide additional street light for pedestrians.</p>	<p>G1 The fronts and backs of buildings should be clearly defined, windows, doors and more active rooms facing the public realm, to provide a physical and visual link between the building and the public space.</p> <p>G2 Building entrances are designed so that:</p> <ul style="list-style-type: none"> • they are clearly defined; • they are well lit and face the street or other part of the public realm; • they do not create entrapment spots; • they provide clear sightlines from the building foyer so that occupants can see outside before leaving the building; • they have lobbies visible from the exterior; and • they have staff entrances, if separate, which are well lit and maximise opportunities for informal surveillance and for clear sightlines; • main entrances open onto the public realm, and backs of buildings face other backs.

Performance Criteria

Guidelines





Entrances adjacent to street level should comprise fully glazed vestibule to allow all around surveillance and provide clear sightlines with internal lobbies visible. At night foyers should be lit to provide additional pedestrian lighting.



Elevator / ramp access to be provided where possible at the main entrance and or in areas which are not isolated.

- G3** Ramps and elevator entrances are provided in areas which are not isolated.
- G4** Lifts are located within a secure entrance, and incorporate graffiti and vandal-resistant measures
- G5** Loading and storage areas are well lit and/or can be locked after hours.
- G6** Parking spaces are allocated near the building entry for employees working after hours.
- G7** Enclosed or underground car parks can only be accessed from inside the building or through a security system.
- G8** All windows, particular those at street level are able to be secured, however security should not create a 'fortress-like' appearance. (ie. avoid solid roller shutters.)

Element 2.2 Integrated lighting

Performance Criteria	Guidelines
<p>P1 Appropriate types of lighting should be used to increase safety and security in and around development.</p> <p>P2 Outdoor public spaces used or accessed after dark should be appropriately and consistently lit.</p> <p>P3 Lighting design should be integrated with building, landscaping, signage, streetscape and public space design.</p>	<p>G1 Where requested by responsible authority, a lighting plan is prepared as part of an integrated Landscaping, Lighting and Signage Plan accompanying a planning application for development likely to have an effect on amenity from a safety perspective and is to incorporate:</p> <ul style="list-style-type: none"> • plans that provide information on the position, quantity and types of lighting (ie. vandal-resistant, high mounted light fixtures with wired glass or a lantern style holder that deflects light downwards). Lighting should be in accordance with AS1158; • consistent lighting to reduce the contrast between shadows and illuminated areas - (Ensure security lighting is consistent with AS 4282 (1997) <i>The Control of Obtrusive Effects of Outdoor Lighting.</i>) • adequate lighting levels to cater for the form and function of the use and local security/safety considerations; • a maintenance strategy with a comprehensive approach including a reporting procedure appropriate for local conditions; • minimise the light pollution effects and energy use of any lighting strategy; • consideration of vegetation, in both its current and mature form, or other elements that may have the potential to block out light; • lighting of inset spaces, access/egress routes car parking areas and signage; • photoelectric cells rather than time switches for night lighting.
 <p>Public spaces, such as car parks, to provide lighting for both pedestrian movement and vehicular traffic. Lighting should enable a person to decipher something approaching from a minimum of 15 meters away.</p>	
 <p>Ineffective lighting in public places create shadows and areas where people can remain out of view which impacts people's perception of safety.</p>	

Performance Criteria



Principal areas of pedestrian activity, such as night time entertainment areas should be lit to encourage legitimate activity after dark.



Lighting features of areas to be appropriately placed, taking into consideration surrounding vegetation to avoid dark shadows.

Guidelines

- G2** Lighting supports visibility for pedestrians, as well as roads, if necessary providing lower level but vandal resistant fittings separate from street lighting.
- G3** Heavily used spaces such as car parks, major pedestrian routes, entries to buildings and entries to public toilets are lit with the power of 50 – 100 lux (lumens).
- G4** Areas not intended for night time use are not lit and/or are closed off to avoid giving a false impression of safety.
- G5** Principal pedestrian and bicycle movement routes, public spaces and outdoor signage in public spaces is lit to the minimum Australian Standard of AS1158 (Public Lighting Incorporated Document) so that these areas become the focus of legitimate pedestrian activity after dark.
- G6** Lighting should be appropriately placed to avoid shadows and glare which might put pedestrians at risk. (ie shielded light at eye level).

Element 2.3 Appropriate signage and symbolism for wayfinding

Performance Criteria

P1 Adequate, legible signage should be provided to assist pedestrians, particularly older people and people with disabilities, to find their way safely.

P2 Signage should be provided which indicates designated routes and safe places.



Signage and maps needed in large public open spaces and principal tourist areas



Appropriately located signage, in clearly visible areas, not as depicted above, assists in people's navigation of the City in reaching their destination safely.

Guidelines

G1 Where requested by responsible authority, a signage plan is prepared as part of an integrated plan of development accompanying a Development Application for developments likely to have an impact on amenity from a safety perspective, focussing on public signage for 'designated routes' and for the City as a whole.

G2 Signage is to be legible, using strong colours, clear contrast, standard international pictograms and symbols and simple graphics in accordance with AS 1428.1 (1998) *Design for Access and Mobility*.

G3 Where appropriate, signage is provided that indicates where to go for assistance, the location of telephones, taxis and bus stops and is provided in languages commonly used by the culturally dominant groups in the area.

G4 With developments involving road construction, street name signs are placed at every intersection or where changes in street name occurs.

G5 Clearly visible street numbers and the name of the business are located on the development.

G6 Signs intended for night use are illuminated.

G7 Signs are located at entrances and near activity nodes.

G8 Clear, recognisable signage is provided at bus stops, taxi ranks and public facilities.

Element 2.4 Landscaping / Fencing

Performance Criteria

- P1** Landscape design and planting should be planned for ease of maintenance.
- P2** Security principles such as informal surveillance and sightlines should be supported and reinforced by the appropriate design and selection and placement of landscaping.
- P3** Fencing should be designed and constructed to clearly define property boundaries and provide security for property while allowing informal surveillance of the property.



Clearly defined property boundaries contribute to personal orientation and informal surveillance of the property.

Guidelines

- G1** Where requested by responsible authority, a landscaping plan is prepared as part of an integrated plan of development accompanying a Development Application for developments likely to have an impact on amenity from a safety perspective, focussing on landscaping which is designed to promote safety through:
- shade and shelter which is used to encourage the use of the public realm;
 - maintenance which is carried out to ensure surveillance and amenity.
 - planting which does not obscure doors and windows overlooking public spaces and isolated areas.
 - shrubbery and low-level planting associated with footpaths not to exceed 0.5 m in height where abutting pavements;
 - trees in **vulnerable settings** should not have branches below 1.5 m; and
 - hard landscaping elements such as low fencing and walls (below 1.2m) which guide pedestrians and vehicles along designated routes.

Performance Criteria

Guidelines



Landscape design of public spaces should encourage pedestrian movement along designated pathways, which does create entrapment areas and maintains clear sightlines.

- G2** Fence types are designed giving consideration to:
- the role of the fence;
 - the definition of the property boundary;
 - uses on the site and adjoining sites;
 - existing or planned lighting and landscaping;
 - late night activities on the site or nearby sites; and
 - site security and access restriction.
- G3** Front fences and walls are no more than 1.2 metre high if solid, or up to 1.8m if the fence has openings or materials which make it not less than 50% transparent.

Element 2.5 Appropriate Streetscape and Public Realm Design

Performance Criteria

P1 Roads and road networks should be designed for pedestrians, wheelchair users, motorised scooters, cyclists and public transport users in addition to motor vehicles to ensure maximum use of the public realm for safety.

P2 Streetscape design should encourage activity and a range of use and create safe public places, encourage pedestrian flow and designate safe resting places through high quality of amenity and by appropriate planting, lighting, furniture, art, signage, and paving materials.



Paving materials and footpath construction should avoid trip hazards and obstructions to safe and free movement especially for the elderly and those with mobility difficulties.

Guidelines


A1 Where requested by responsible authority, a streetscape plan is prepared as part of an integrated plan of development accompanying a Development Application for development likely to have an impact on amenity from a safety perspective, focussing on the design of the streetscape and areas to be used by the public incorporating:

- paving materials, surfaces and spaces which are free of trip hazards and obstructions for the safe movement of the elderly and people with mobility difficulties;
- provision of areas with choices of sun and shade;
- areas where strong winds are reduced or eliminated;
- comfortable seating with visually attractive and interesting surrounding elements and ornamentation;
- street furniture including regularly placed seating, bins, post boxes and planting to provide shade and to encourage use and informal surveillance; and;
- street furniture which does not obscure the views of users, obstruct sightlines along the street or provide opportunities for entrapment.

ADDITIONAL REQUIREMENTS FOR PARTICULAR TYPES OF DEVELOPMENT

In addition to complying with the requirements in Part 2, developments involving any of the following uses should comply with the following relevant:

Residential Areas

Performance Criteria	Guidelines
<p>P1 Residential developments planned and designed for safe movement and access, surveillance and sightlines, overall legibility and wayfinding, clear definition of ownership and boundaries, activity mix and generation and entrapment reduction.</p> <p>P2 Residential development to provide natural surveillance of public open space and create a sense of ownership.</p> <p>P3 Residential development to provide natural surveillance of private open spaces including car parking.</p>	<p>G1 Public open space to be overlooked by the fronts of residential development and bounded on streets on at least two sides, avoiding back fences and the rear of properties facing parks and squares</p> <p>G2 Buildings to face public open space with accessways or footpaths along boundaries providing access to front doors of dwellings or residential buildings.</p> <p>G3 Balconies and upper windows overlooking streets or public open spaces.</p> <p>G4 Building entrances that are easily identifiable to enable people to move between public and private space, with each dwelling ideally having a private entrance from the street, where communal entrances are essential they should restrict access to residents only.</p> <p>G5 Secure, restricted access into rear private courts and parking areas with gates flush with the building line.</p> <p>G6 Private space should be defined by a clear boundary with communal grounds or rear courts accessible by lockable gates.</p> <p>G7 On or off-street parking directly related to the associated dwelling for observation.</p>
 <p>Higher density housing facing squares and other public places providing natural surveillance through a mix of uses day and night.</p>	

Performance Criteria	Guidelines
<p>P4 Design of dwellings to promote safety and security.</p> <p>P5 Clear distinction between public fronts and private backs of buildings.</p> <p>P6 New development integrated into an existing street with continuity of frontage contributing to an ease of understanding of place and provide clear sightlines for safe pedestrian and cycle access.</p> <p>P7 Residential development providing a mix of tenures to achieve social inclusion.</p> <p>P8 Residential development to integrate a mix of uses for all users.</p>	<p>G8 Residential layouts that assist in wayfinding, providing a variety of destinations, with highly connected pedestrian routes enabling safe access to public transport stops and activity centres.</p> <p>G9 Continuity of street frontage to generate active frontage with minimal interruption by vehicular access ways to underground garaging.</p> <p>G10 Safe pedestrian routes linking residential development with the CBD, local shops, public transport and other inner city activities.</p> <p>G11 Avoid movement predictors that are difficult to make safe.</p> <p>G12 Primary access to buildings from the street, the principal frontage.</p> <p>G13 Entrances should be clearly visible from the street and adjacent dwellings and from windows within the dwelling.</p> <p>G14 Direct access to the street from the ground floor premises (both housing and shops), rather than by way of communal entrances.</p> <p>G15 In medium density row housing, linked laneways serving the backs of buildings should be avoided.</p> <p>G16 Pedestrian and cycle routes should be overlooked, direct and evenly lit when passing through an integrated development.</p>
	
<p>Upper floor windows and balconies overlooking the public realm provide informal surveillance of public spaces.</p>	

Performance Criteria



A mix of residential and commercial uses at ground level and vertically to achieve natural surveillance of streets and square during the day and night.



Medium density residential areas overlooking public amenities such as parks, foster a sense of community ownership whilst providing natural surveillance.

Guidelines

- G17** New residential development sites to include where possible public streets for some through traffic by pedestrians, cyclists, public transport and drivers.
- G18** Shared streets for safe movement of pedestrians, wheelchairs, scooters, cyclists and vehicles, with emphasis on designated routes for safety.
- G19** Mix of dwelling types to achieve a mix of household sizes, types and tenures for natural surveillance, activity and social inclusion.
- G20** Gathering places within residential areas for stopping, sitting and interacting, with plenty of seats for surveillance and rest.
- G21** Avoid 'fortress' or gated residential developments where residents are not facilitated to be part of the public realm.
- G22** Spaces for adult interaction through places on the street and communal open space for sitting.
- G23** Spaces for children's play and youth activities visible from homes though wide footpaths and traffic calming where necessary.

Business and Commercial Areas

Performance Criteria

P1 All business and commercial properties and their settings should provide safety for property, staff and customers.



Building entry is clearly located at street level, with the name of the building clearly visible.

Guidelines

- G1** Entries to buildings are exposed to the main street frontage and are clearly delineated/legible.
- G2** Ground floor activities are used to facilitate informal surveillance, where possible.
- G3** Staff entrances are not located in side access ways but on the main street frontage.
- G4** General public parking areas are clearly designated, well lit and have clearly-defined access points.
- G5** Car parking for female employees located close to main entrance of premises.
- G6** Business and Commercial premises are well lit internally and externally to encourage informal surveillance with well placed, low wattage lighting to minimise 'blind spots' on the perimeters of buildings.
- G7** Building identification and numbering is prominent, clearly identifiable at night and large enough to be read by vehicles from the street.

Automatic Teller Machines (ATMs)

Performance Criteria	Guidelines
<p>P1 The location and design of facilities such as Automatic Teller Machines should not create entrapment spaces.</p>  <p>ATMs to be located providing clear sight lines, good lighting for night use and in positions where informal surveillance from the street and nearby uses deters crime.</p>	<p>G1 Entrapment risks at ATMs are reduced by providing card access only, good lighting, clear sight-lines and not locating them in vulnerable areas or places, confined spaces, remote locations or adjacent to licensed premises.</p> <p>G2 Entrances to ATMs are located within direct view of pedestrian paths and surrounding activities so that they can be overlooked from vantage points.</p> <p>G3 In vulnerable areas in particular, ATMs are located in association with mechanical surveillance cameras (CCTV).</p>  <p>ATM's should not be located near vulnerable areas or entrapment spots as depicted above.</p>

Central Business District Shopping Facilities

Performance Criteria

P1 Retail areas in the CBD should integrate building design, land use, urban design and social considerations to facilitate a safety and security conscious environment not only within the site but also for access to and from the site and for areas surrounding the site.

P2 Centres should balance the mix and range of land uses for the community with selective concentration of night-time uses in safe, easily accessible locations.

P3 Retail facilities should consider the safety implications of design at the edge of the area/centre and its interaction with the surrounding urban environment.



Shopping centres to have cafes or other 'active' uses on external walls to provide natural surveillance.

Guidelines

G1 Where requested by responsible authority, a streetscape plan is prepared as part of an integrated plan of development accompanying a planning application for development that is likely to have an impact on them amenity from a safety perspective focussing on the design of the streetscape and areas around the development to be used by the public incorporating:

- a safety audit and Safer Design Site Assessment;
- security strategies for vulnerable people;
- street furniture and movement spaces appropriate to the size and use of the centre;
- footpath activities such as cafes and seating external to the development; and
- clear signposting of the location of public facilities including telephones, baby change facilities, public toilets available to the public in public and private establishments; and
- the location of activities and movement routes to promote casual surveillance.

G2 Shopping and commercial facilities to address the surrounding streets and incorporate them into the overall design.

Performance Criteria

Guidelines





Pedestrianised areas with extended trading hours and mixed retail uses sustain pedestrian activity and provide opportunities for informal surveillance.




Car parks designed with good surveillance, well-signposted pedestrian routes separate to vehicular traffic linking users to entrances.

- G3** Opportunities are created where possible for outdoor cafes, late trading stores, cinemas, and other retail and recreation facilities to be located on external walls of centres overlooking community spaces and car parks.
- G4** In major developments, sites for youth activities and recreational facilities for young people are provided in an integrated manner close to shopping, public transport and pedestrian areas.
- G5** Car parks serving shopping facilities are designed with:
- good clear signage so that users can locate their cars quickly;
 - separate car parks into well defined areas;
 - emergency telephones;
 - monitoring with mechanical and/or organised surveillance; and
 - a network of designated, well lit and signposted pedestrian routes throughout car parks and linking users to the main entrance of the development.
- G6** Car parking for female employees located close to main entrance of premises.
- G7** Bus stops and taxi ranks are located near the entrance of retail centres.
- G8** Building frontages are built up to a continuous setback line, to avoid entrapment areas and to provide opportunities for on street surveillance from ground level uses.

Entertainment and Cultural Venues (including Places of Worship)

Performance Criteria	Guidelines
<p>P1 Entertainment venues should consider the safety of people and property at the venue as well as the people and property of areas surrounding the venue.</p> <p>P2 Safe movement should be provided within, to and from entertainment venues.</p> <p>P3 The facility should be designed to encourage use by the community during the day and at night.</p> <p>P4 Planning and design principles are used to support security measures.</p> <p>P5 Maximisation of informal surveillance and sightlines from neighbouring dwellings, schools and other activity areas.</p>	<p>G1 Patrons have safe access to and from nighttime activities with public transport to serve users after dark.</p> <p>G2 Where possible, entertainment venues are situated close to the CBD, public transport and pedestrian/cycle circulation routes, rather than on the edge of the City or bounded by major barriers such as freeways and railway lines.</p> <p>G3 In the CBD, the inclusion and co-location of cinemas, food courts and entertainment facilities located so as to diminish conflicts of noise and function with other uses.</p> <p>G4 Car parks serving entertainment venues to be shared with other compatible uses and designed for safety, with spaces for female employees and patrons located close to the main entrance.</p>
 <p>Ensure that main pedestrian through routes are not compromised by private entertainment buildings.</p>	 <p>Ensure that main entrances to entertainment facilities lead from active main streets.</p>

Public Toilets and Public Telephones

Performance Criteria	Guidelines
<p>P1 The design and construction of public toilet facilities and public telephones should ensure safety for all people using them.</p> <p>P2 Facilities should be located to take advantage of informal surveillance to discourage non-legitimate uses.</p> <p>P3 The design and location of public telephones should ensure safety for all people using them.</p> <p>P4 Facilities should be located to take advantage of informal surveillance to discourage non-legitimate uses.</p>	<p>G1 Where the setting is likely to expose users to risk, the public toilet facilities are lockable and target hardened.</p> <p>G2 Features that may encourage or legitimise loitering, such as seating, are not located in proximity to toilet entrances or public telephones.</p> <p>G3 External doors can only be locked by a legitimate key holder.</p> <p>G4 Public toilets and public telephones are located in high traffic areas and away from: <ul style="list-style-type: none"> • isolated areas such as on the edges of development ; • carparks or alleyways; and • long corridor approaches or blind corners </p> <p>G5 Entrances to public toilets and public telephones are visible from the street, mall areas, footpath or corridor and, where possible, close to other compatible activities, and where intended for use after hours, these facilities are clearly visible.</p> <p>G6 Entrances to public toilets in or near playgrounds are clearly visible from the playground.</p> <p>G7 Organised surveillance is undertaken (such as regular security patrols) to ensure that the facilities are only being used for legitimate uses.</p>
	
<p>Public telephones located in highly traversed areas which are clearly visible and are overlooked by both passing pedestrian traffic and businesses.</p>	

Performance Criteria

Guidelines



Public toilet entrances clearly visible from adjoining streets and squares for after hours surveillance.



Public toilets located in isolated areas with limited on street surveillance and surrounding pedestrian activity should be avoided.

- G8** Avoiding locating public toilets and car parking facilities in isolated areas
- G9** Features that may encourage or legitimise loitering, such as seating, are not located in proximity to public telephones
- G10** Public telephones are located in high traffic areas and away from:
 - isolated areas such as on the edges of development ;
 - carparks or alleyways; and long corridor approaches or blind corners.
- G11** Entrances to public telephones are visible from the street, mall areas, footpath or corridor and, where possible, close to other compatible activities, and where intended for use after hours, these facilities are clearly visible.
- G12** Public telephones located in vulnerable settings such as public transport stops and tertiary education campuses and shopping centres should be avoided.

Public Transport Settings

Performance Criteria

P1 The use of public transport by a wide range of people, especially after hours, is encouraged and designed to promote personal safety.

P2 Bus stops, railway stations and taxi ranks should be designed and located for safety.

P3 Routes between transport stops and major destinations should be made safe.



Transport stops - well maintained, well lit at night with good seating and shelter, visible from the street, transparent walls, passenger information available and good external surveillance.



Limited mixed use activity at transport nodes after business hours creates isolated areas which impact people's perceptions of safety.

Guidelines

G1 Inclusion, where appropriate, of small convenience and food outlets (eg. vendors) at transport nodes.

G2 Provision of good lighting, seating, shade, and public art at bus interchanges and stops.

G3 Bus stops and taxi ranks are located, designed and illuminated so that:

- they are in areas of activity;
- passers by and passing vehicles are able to identify faces of people waiting;
- the walls of bus shelters are transparent and not obstructed by advertisements or graffiti;
- passenger information signs giving transport routes and times are easily visible after hours; and
- there is good informal surveillance of waiting areas from surrounding activities.

G4 Public transport set down and pick up points are located, designed and managed to promote user safety.

G5 Well used movement lines between transport stops and major destinations are designated and designed for safe movement with clear, and well-lit routes with bold signage and emergency call points.

Performance Criteria


Guidelines



Transport interchanges and rail platforms designed for natural surveillance.

- G6** Adequate lighting and surveillance equipment to better control transport and transport hub environments.
- G7** Car parking for female employees located close to main entrance of premises.
- G8** Increased presence of safety or information guides on and around transport and transport hubs.

Public Open Spaces, Squares and Parks

Performance Criteria	Guidelines
<p>P1 Public space should be designed to encourage legitimate use by a wide range of users.</p> <p>P2 Parks and public spaces should be located, designed and managed to maximise opportunities for surveillance, particularly where they are intended to be used after hours.</p> <p>P3 Appropriate lighting and landscaping of public open spaces should be designed to reduce opportunities for crime.</p>	<p>G1 Surveillance is promoted through:</p> <ul style="list-style-type: none">• providing a range of open space activities and facilities to attract a diversity of users;• employing security personnel to provide surveillance after hours. <p>G2 Larger parks are located within easy walking distance of public transport.</p> <p>G3 Safe play areas for young people and children of all ages should be provided so that no age group dominates an area.</p> <p>G4 Ensure that principal movement routes and areas intended for night time use are lit to the same level as the street. Areas and routes which are not preferred for night time use should reduce or omit lighting to discourage use after dark.</p>
	
<p>Whilst during day light hours the above park is popular with CBD workers, at night pathways are unclear, is isolated at night with restricted sightlines, internal area of the park is not visible from the street, poor night-lighting and a large number of entrapment spots.</p>	

Performance Criteria

P4 Areas to stop, rest, and observe should be provided in order to increase informal surveillance of spaces.



Safer parks provide activities around the edges overlooking the area providing surveillance, clear sightlines, good lighting, and secondary seating.



External – Square, not easily visible from the street, no activity at edges, no entry or exit signage. Problematic at night as hidden nooks and crannies encourage, and entrapment areas created next to the public pathway.

Guidelines

G5 Where appropriate, all parks and playgrounds are designed so that they:

- are easily visible from the street;
- have multiple entry/exit points, especially when fenced;
- have paths with unimpeded sightlines;
- avoid below-grade pathways and underpasses;
- have clustered activities within or on the edge of the parks or open space to take advantage of activity generated by restaurants, cinemas or other compatible uses in adjacent streets;
- have the edges of parks and open spaces being overlooked by housing or commercial or other development with active frontages that can provide effective informal surveillance, rather than adjoining the rear of dwellings;
- provide signage at entrances giving clear orientation to major points of interest such as the location of public toilets, telephones, safe routes and park activities;
- provide a range of street furniture and in particular adequate shaded seating in different arrangements with views onto public spaces;
- provide comfortable outdoor spaces with well-placed public seats, well-placed outdoor activities and widespread secondary seating, such as steps and planter box edges;
- do not create unsafe environments such as dead areas or entrapment spots.

Pedestrian/cycle routes and Laneways

Performance Criteria	Guidelines
<p>P1 People should be able to move freely and safely throughout the City, with new developments including streets and routes that link up rather than take the form of cul de sac and dead ends.</p>	<p>G1 Designate pedestrian routes adopting safer design principles throughout the city.</p>
<p>P2 Provision of underpasses and overpasses should be avoided where any practical alternatives are available.</p>	<p>G2 Under passes and over passes are avoided wherever possible, however should there be no practical alternative:</p> <ul style="list-style-type: none"> • pedestrians should be able to see what is in an underpass or tunnel and at the end of it before entering; • signs at each end of an underpass indicate where it leads and an alternative route to use at night; • underpasses are wide enough to accommodate both pedestrian and cycle traffic, in accordance with <i>AUSTROADS Guide to Traffic Engineering Practice Part 14-Bicycles</i>.
<p>P3 Underpass and overpasses design should reduce opportunities for crime through the provision of adequate lighting and signage.</p>	<p>G3 Where overpasses are essential they are designed to limit opportunities to throw missiles at cars and/or pedestrians (any screening should be open and provide surveillance).</p>
<p>P4 Development should be designed and managed to ensure that users are aware of how to safely gain access to, around and within the premises, with a particular emphasis on vulnerable groups, vulnerable elements and vulnerable settings.</p>	<p>G4 Bicycle and pedestrian routes are sufficiently well lit at all times to enable users to identify a face at 15 metres away.</p>
<p>P5 The design, location and management of laneways and alleyways promotes community safety.</p>	
<p>P6 The safety of pedestrians, cyclists and business premises should be maximised, especially at night.</p>	

Performance Criteria	Guidelines
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Laneways...



- Good lighting
- Good visibility
- Light surfaces
- No entrapment spots
- Surveillance from adjoining buildings
- No dead ends
- Well maintained



- Dead-end
- No lighting
- Entrapment spots
- No surveillance

Underpasses...

Should be avoided wherever possible. Where absolutely necessary they should be well lit with light coloured reflective walls and the opposite end should be clearly visible.

Guidelines

- G5** Principal movement routes are well lit and located and designed so that they are easily accessible and avoid blind corners. Where blind corners are unavoidable, mirrors should be installed to allow users to observe the route ahead.
- G6** Where exits are to be closed after hours, this is indicated at the entrance to the route or building.
- G7** Signs and site maps are provided at key entry/exit points.
- G8** Laneways are straight with more than one entrance. Where only one entrance can be provided, the laneway is locked after hours.
- G9** Entrances to housing, garages or workshops are visible from the laneway or from windows of adjoining buildings.
- G10** Where practical, laneways are transformed into pedestrian streets.
- G11** Unnecessary access to buildings from laneways is avoided.
- G12** Non preferred routes and laneways are to remain unlit and preferably locked at night to discourage use.



Car Parks

Performance Criteria

- P1** The design, location and management of car parks should promote public safety.
- P2** The design of car parks should be in accordance with the responsible authority's Car Parking Incorporated Document.
- P3** Car parks designed for safe pedestrian movement throughout.



Light coloured entrances with mechanical surveillance and security warning signs.



Guidelines

- G1** The car park:
- is designed to optimise informal surveillance and illumination, and to control unlawful access;
 - is sufficiently well lit to enable visibility of all external edges and routes providing access to the car park;
 - is designed to avoid large (over 100 cars in a single block) car parking areas. Where this cannot be avoided, effective surveillance is provided;
 - provides informal surveillance from adjoining uses by the placement of windows and/or retail premises, kiosks or other uses that generate activity to locate on edges of parking areas overlooking the car park;
 - if large, provides location identification signs to enable passengers to easily relocate their cars;
 - where practical, a single entry/exit point is provided within clear view of an attendant. Where provision of an attendant is not practical, more than one entry/exit point is provided so that the car park does not become an entrapment area;
 - provides a designed pedestrian route. Provides direct access to the entrance to building it serves;
 - major car parks serving supermarkets and public transport settings to designate spaces for women close to the main entrance to the facility from the car park.

Performance Criteria



Lifts, stairs and levels clearly indicated. Security warning signs prominently displayed.

Guidelines

G2 Multiple level car parks:

- an attendant trained for emergencies is on duty after hours.
- have emergency telephones placed throughout, with accompanying illuminated international telephone signs;
- have minimum standard, vandal proof and consistent lighting;
- have white exit corridors, stairwells, walls and ceilings that reflect light;
- have secured potential entrapment spots;
- provide organised surveillance through regular patrols;
- provide mechanical surveillance and provide emergency telephones or buttons on each level, with illuminated international signs;
- provide signage advising directions to stairs, lifts and exits, offices/buildings served, fire extinguishers and emergency buttons; and
- provide signs at the car park entrance advising users to lock their cars and informing them of the security measures installed.

APPENDIX – IMPLEMENTATION PROCEDURES

For Safer Design Guidelines

Application of these procedures

These procedures apply to the application of the **Safer Design Guidelines** as it applies to applications for planning approval in relation to “**Vulnerable Development**” or **development that may have a detrimental impact on amenity** from a safety perspective. The provisions of the Safer Design Guidelines are supported by specific objectives in the Introduction to the Planning Scheme No2.

Included within these procedures is a set of “**Helpful Hints**” which is designed to assist applicants and administrators in achieving the objectives of ‘Safer Design’ (CPTED) through improving the safety of people and property. These are non-statutory provisions, but are considered to be useful additions to the Policy which will assist developers protect their property, their patrons, the public and contribute to the reduction of crime in the community.

Understanding the Safer Design Guidelines

Components of the Guidelines

Purpose

This section sets out the reasons as to why the Guidelines have been formulated and what it seeks to achieve.

Definitions

This section describes the specific meaning of particular terms used in the Guidelines. For the application of the Guidelines, the particular terms described in this section have the meaning ascribed to them in the definitions section. All other words have either the meaning given to them in the planning scheme or if not specified, common or “dictionary” meanings.

Requirements for all development

These are general principles that should be borne in mind when designing any development.

Elements

There are two main element headings – *Design Elements* and *Physical Features* that address broad environmental design issues and specific built environment issues. Each issue is addressed as a separate sub-element.

Intent

The Intent sets out the objective of each Element and reflects identified planning and policy requirements.

In complying with the Intent, an applicant must comply with all relevant Performance Criteria. Where Guidelines (Acceptable Solutions) have been provided to cover specific Performance Criteria, applicants may use these to demonstrate compliance.

Performance Criteria,

Performance Criteria are general statements regarding the means of achieving the Intent. They are not meant to be overly limiting in nature. Instead they provide applicants with the opportunity to develop a variety of design responses.

Guidelines




Guidelines are provided as examples of what Council will accept as the means of achieving the Performance Criteria. They are not prescriptive and do not preclude other design solutions. They do however offer direction to the developer, the community and Council on how the Performance Criteria may be met.

Council may accept other solutions from the developer providing that the proposal achieves the stated Performance Criteria whilst always having regard to:

- The characteristics of each development site;
- The nature of the proposed use;
- The existing and proposed future land use and development in the area;
- The existing and proposed future amenity and character of the area.






Process

In preparing a development proposal, applicants are advised to follow these steps:

-  **Step 1** Determine whether this Policy applies to the proposed development, ie. whether the development is a development that may result in a detrimental impact on amenity from a safety perspective (Vulnerable Area) as defined (page 5).
-  **Step 2** Ensure that the development proposal satisfies all of the Performance Criteria outlined in the Guidelines and assess the extent to which Performance Criteria are met or whether other solutions satisfy them.
-  **Step 3** Refer to the list of development types in the Policy. If the development proposal involves any of the types of development listed, ensure that the proposal satisfies the Performance Criteria outlined in the subsequent sections for that type of development. If none of the development types listed are involved then this section does not apply. If more than one development type is involved ensure that each of the separate uses are measured against their relevant Performance Criteria.

Use the **checklist in these procedures** to ensure that all relevant criteria have been addressed.

To comply with the Performance Criteria applicants should follow these steps:

-  Read the Performance Criteria at the beginning of the relevant Section to understand the purpose of the Performance Criteria.
- 
-  Read the Performance Criteria in the left column. These set out what the development proposal must achieve, and it is these components of the Guidelines that Council will use to assess whether the proposal conforms.
- 
-  Read the Guidelines in the right column. These contain useful examples of how the Performance Criteria may be satisfied. You may adopt these solutions, or develop other approaches, provided that they satisfy the relevant Performance Criteria.

Reporting requirements for Development that may have a detrimental impact of amenity from a safety perspective (Vulnerable Development).

Information Requirements for Development Proposals

1. Applicants and/or their consultants should discuss proposed Safer Design requirements with Council planning officers prior to lodgement of a development proposal.
2. Development that is listed as having the potential for detrimental impact on amenity from a safety perspective or 'vulnerable development' as defined in the Policy must address, where relevant, the requirements of the **Safer Design Guidelines** by submitting with the application:
 - A planning report addressing the design of the proposed development and its compliance with the provisions of the Policy;
 - Plans showing how design elements have been integrated to create a safe environment both within and external to the site;
 - Where required by Council, a Safer Design Site Assessment of the proposal.
3. Where required by the City, demonstrate that appropriate consultation has occurred with vulnerable and local community groups, in particular young people and women, and show how the results of this consultation and the results of any safety audit, have been incorporated into the design.

Safer Design SITE ASSESSMENT and DESIGN CHECKLIST

The following checklist sets out many of the technical aspects that should be considered as part of the design of 'vulnerable development' as defined by the Guidelines. It should be used when design is being undertaken to ensure community safety outcomes.

Site assessments should be undertaken and submitted with a development application by an appropriately qualified consultant. Any site assessment should consider a full range of technical analyses and cover the following;

Tick the appropriate boxes below:

Step 1 Which sites?

The following list of indicators identify whether a development application may need a site assessment for safety:

- It is defined as a "Vulnerable Development" in the Safer Design Guidelines.
- There is a major crime attractor in an adjoining area.
- There are high vacancy levels in a centre.
- It has a location on a major arterial road.
- It is a focal point of public transport.
- There is a community perception of crime regarding the use or area.
- Crime data indicates that the area or use may be high risk.
- Perception data indicates that the area or use may be high risk.

Step 2 Preparing for Site Assessments

The following should be taken into account when planning a site assessment from a safety perspective:

- Define the site, context, development or related policies.
- What are the safety issues?
- Who should you involve and/or consult in your assessment?
- When to assess the site?
- Day or night, peak use times, special events times, over what period?
- Tools to take, camera, maps, video, clipboard, tape-recorder.
- What mode of transport to best assess access issues, eg. walking, cycling, public transport, motor vehicle or all?
- What method? Full site assessment or safety audit?

Step 3 Assessment of Wider Context

When assessing the safety related issues of the wider spatial context, the following should be taken into account:

- Main pedestrian routes from activities to public transport stops and car parking;
- Car parking location;
- Underpasses/overpasses/laneways

Step 4 Taking account of Vulnerable Land Uses

The following vulnerable land uses (as defined by the Safer Design Guidelines) should be taken into account when undertaking a site assessment or safety audit:

- ❑ Licensed premises – (including taverns, hotels, entertainment venues, licensed clubs, off-premises bottle shops and nightclubs).
- ❑ Large entertainment and recreational venues.
- ❑ Large institutional uses (eg tertiary campuses, hospitals).
- ❑ Schools.
- ❑ Car parks (50 spaces and greater).
- ❑ Any use operating at night-time (after 9.00pm) or over a 24 hour period - (ATM's, service stations, institutions or tertiary educational facilities, public transport interchanges).
- ❑ Any large scale project considered to have wide ranging safety. Implications such as (but not limited to) major shopping centres.
- ❑ Public telephones.
- ❑ Public toilets.
- ❑ Automatic Teller Machines.

Step 5 Safety Through Other's Eyes

When undertaking a site assessment or safety audit, it is important to consider safety issues for diverse groups of people, essentially through "other people's eyes. The following are issues for consideration:

- ❑ Footpath surfaces.
- ❑ Distance between car parks and entrances to facilities and shopping centres.
- ❑ Safe facilities for children.
- ❑ Safe movement from edges to centres.
- ❑ Heights of signs.
- ❑ Access to public transport.
- ❑ Ease of mobility.
- ❑ Consultation - with different cultural groups to improve understanding of the design environment;
 - with men and women to understand gender differences relating to different feelings of safety and different levels of fear;
 - with the aged and disabled on access, mobility, signage and safety.

Safer Design Guidelines – Helpful Hints

General Provisions

Robustness

- Premises should be designed, constructed and managed to reduce the opportunity and/or incentive for vandalism and illegal access.
- Design and construction of premises should address the following requirements:
 - limited access to vulnerable elements at clearly defined and well used safe access points;
 - prevention of unintended access at ground or to higher levels;
 - using materials that are resistant to vandalism;
 - installing sturdy physical barriers (eg locks, screens or reinforced materials) to discourage illegal access; and
 - where appropriate, using manual, electronic or other effective system designed to control access.
- Provide informal gathering places for people involving the people most likely to use the space.
- Involving people in the design and if possible the construction of recreation areas for their use.

Mixed Uses

- Where possible in the central city, development should promote mixed-use development with a residential component.
- Land uses, especially in commercial centres, should plan for continuous usage in higher risk areas such as near vulnerable uses, features and areas and in vulnerable settings such as along designated pedestrian routes.
- Where possible, ground level uses within buildings and along designated pedestrian routes in centres and along routes connecting to public transport should be open after standard operating hours.
- Retail, or other after hours uses, should be provided in public buildings fronting onto public spaces that are otherwise deserted after office hours and at weekends.

Materials

- Detailed façade treatment, anti-graffiti coating and ‘unfriendly’ shrubbery should be planted against new walls to deter graffiti.

- ❑ Materials and fixtures should be used which are resistant to vandalism and minimise maintenance. (ie. solid core doors, steel door frames, laminated glass and sturdy locks and hardware to discourage illegal access to buildings.)
- ❑ Construction should not involve materials that are highly vulnerable to intentional damage. (ie. flimsy panelling, fragile light fittings and external fixtures that can easily be removed.)
- ❑ Graffiti resistant paints and finishes are used on external surfaces.
- ❑ Construction should not involve long expanses of light coloured wall, except where the intent is to increase luminance of lighting. (ie. as in parking areas.)
- ❑ Construction should not involve extensive use of problem materials such as heavy-duty mesh, cyclone fencing and grilles that may encourage wilful damage.
- ❑ A feeling of “ownership” can be promoted in the local community reducing the incidence of vandalism through paintings, murals, sculptures and installations which reflect the culture of young people, indigenous people and significant local groups;



Signage

- ❑ Closing hours should be clearly signposted at entrances to public areas that are closed off at night.

Maintenance and Management

- ❑ In designing new buildings, facilities or public spaces, a maintenance manual or plan should be prepared and available to facilitate speedy repairs and removal of graffiti.
- ❑ Management of premises should involve:
 - in the case of large multi-occupancy developments, the employment of a caretaker, maintenance, security or other appropriate personnel for surveillance of vulnerable elements and settings; and in all cases
 - the speedy repair or cleaning of damaged or vandalised property as a deterrent to subsequent damage.



- ❑ Signage should be clearly placed in a prominent location indicating contact details for emergency maintenance.
- ❑ Parking areas should be locked when not in use.
- ❑ Regular maintenance and repair should be carried out to keep the facility in good condition to encourage legitimate use.
- ❑ For large-scale developments, an inspection and report by security experts regarding potential security problems with the development should be considered. Identified design problems can then be addressed and rectified.
- ❑ Public facilities, bus shelters and stops should be well maintained and kept free of debris and graffiti.
- ❑ Activities should be programmed to increase the number of legitimate users after hours.
- ❑ Cultural Mapping and Safety Audits should be carried out prior to decisions on design, style, symbolism and art in the redevelopment of existing or in major new centres or shopping areas.

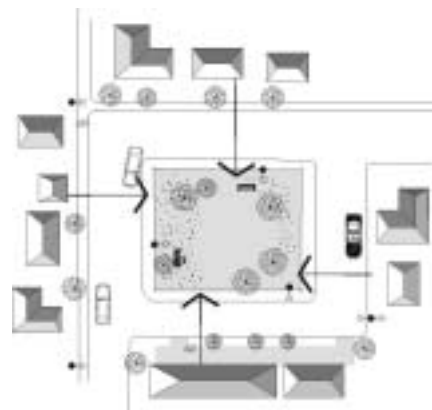
Residential Development

- ❑ Buildings adjacent to public streets or spaces should be designed to allow informal surveillance and should have at least one habitable room window facing that area.
- ❑ Each dwelling should ideally have a private entrance from the street. Where communal entrances are essential they should restrict access to residents only and are able to be locked.
- ❑ Building design should allow visitors who approach the front door to be seen without the need to open the door.
- ❑ Landscape and fencing should not present a security risk by screening doors and major paths.
- ❑ Individual dwellings should be clearly identifiable by visitors and emergency vehicles.
- ❑ Rear gardens and private communal areas should back onto other secure private land or buildings so as not to provide easy access and/or unobserved access to the rear of buildings.



- ❑ Private space should be defined by a clear boundary.
- ❑ Cul-de-sacs should be placed in through street reserves and open space connections should be wide, well lit and overlooked by adjoining dwellings with side fences of minimum length and height to provide safe and convenient pedestrian/cycle access.
- ❑ On-street car parking and parking bays should be directly related to the associated dwellings, have adequate lighting and access and with cars easily observed from the houses.
- ❑ Parking areas to be located to encourage casual surveillance.
- ❑ Landscaping in large parks and informal open space should not block views of any pedestrian and cycle routes from the surrounding area.
- ❑ Pedestrian and cycle routes should be well overlooked and direct. When passing through built up areas they provide direct and safe links to public transport, centres and associated community facilities.
- ❑ Bicycle and pedestrian routes that may be vulnerable have at least one clearly marked 'exit' every 500 metres to an area of high pedestrian and/or vehicular traffic, with clear signage and maps showing alternative routes for use after hours.
- ❑ Dwelling design should enable residents to survey streets, public areas and approaches to dwelling entries.
- ❑ Site and building design should clearly define territory and ownership of all public, common, semi-private and private space.
- ❑ Destinations within residential neighbourhoods such as parks, schools, transport stops and local shops should be safely linked to encourage pedestrian and cycle movement through the residential area.
- ❑ Opportunities for resident-generated activities in residential areas should be provided to confer safety benefits to public spaces.

Parks and public spaces should be overlooked to enable continuous casual surveillance.



2 SAFER DESIGN POLICY CHECKLIST

The following checklist summarises the major points raised in the Safer Design Guidelines. It should be used as a guide for assessment of development. The checklist can be submitted with the planning report.

Tick the appropriate boxes below. 

Surveillance and Sightlines **(check Element 1.1)**

- Good visibility, sightlines and casual surveillance provided.
- Concealment and isolation opportunities removed – Is there activity present in the area?

Safe Movement and Access **(check Element 1.2)**

- Movement safety maximised especially after dark.
- Safe access between destinations.
- Legitimate use of public spaces supported and encouraged.
- Design of public streetscape supports safety and casual surveillance.

Legibility **(check Element 1.3)**

- Design assists legibility for users.
- Design reduces potential for crime and enhances personal safety.
- Entrance legibility

Clear definition of ownership / boundaries **(check Element 1.4)**

- Property boundaries clearly defined.
- Clear property numbering and identification incorporated.
- Clear delineation of public v private spaces.

Activity Mix and Generation
(check Element 1.5)

- Informal surveillance supported.
- Mixed use / activity generators incorporated.
- Uses complementary and compatible.

Entrapment Spot Reduction
(check Element 1.6)

- Concealment spots eliminated / secured.
- Visibility aids incorporated.

Maintenance and Management
(check Element 1.7)

- Repairs and graffiti addressed.
- Means on site of reporting maintenance needs.

Social/cultural Context
(check Element 1.8)

- Community involvement in design.
- Design for a range of legitimate users.
- Culturally relevant design elements.
- Design for use by young people, women and the elderly.

Building design
(check Element 2.1)

- Building makes a positive contribution to public safety and security.
- Design assists informal surveillance (by way of placement of windows in habitable rooms) and incorporates crime reduction measures.

Integrated lighting
(check Element 2.2)

- Integrated lighting scheme prepared incorporating appropriate lighting.

Appropriate Signage and Symbolism for Wayfinding
(check Element 2.3)

- Integrated signage plan prepared.
- Signage legible and informative of development, facilities and access routes.

Landscaping / Fencing
(check Element 2.4)

- Integrated landscaping plan prepared.
- Landscaping design supports security principles including legibility and concealment.
- Fencing clearly defines property boundaries and provides security.

Appropriate Streetscape
(check Element 2.5)

- Integrated streetscape plan prepared.
- Design encourages safe places, movement and high quality amenity.
- Design maintains or improves environmental conditions.

REQUIREMENTS FOR PARTICULAR DEVELOPMENTS

Residential Areas

- Overall site designed for safe access and surveillance of semi-public areas.
- Design of dwellings for safety.
- Housing achieves a mix of dwelling sizes and tenures for social inclusion.
- Ground floor includes mixed use along main routes.
- Sites integrated with surrounding areas with street and pedestrian route linkages.
- Sites are clearly identified and lit.
- Entrances/car parks well designed, legible, lit, secured.

Business and Commercial Areas

- Anti-graffiti and anti-vandal measures have been implemented.
- Informal surveillance measures implemented.
- Sites are clearly identified and lit.
- Entrances/car parks well designed, legible, lit, secured.

Automatic Teller Machines (ATM's)

- Maximum surveillance and minimum concealment opportunities present.
- Appropriately located away from vulnerable places and high-risk areas.
- Good lighting, controlled access with maximum safety and security to users.

Central Business District Shopping Facilities

- Integrated design considering interaction with surrounding area.
- Site Assessment (where requested by Council).
- Mix and balance of land uses present.
- Design of safety and security measures conscious of the local environment.

Entertainment Venues and Cultural Venues

- In co-location with other compatible uses and services.
- Safe movement provided to and within the venue for day and night usage.

Public Toilets and Telephones

- Location and orientation maximise safety and security to users.
- Facilities located where high levels of informal surveillance exist.
- Facilities designed to discourage non-legitimate uses – target hardened.

Public Transport Settings

- Public transport stops are designed and located to promote personal safety.
- Routes between public transport stops and destinations are designed for safe movement.

Public Open Spaces and Parks

- Designed to encourage legitimate public use in a safe environment.
- Provides good surveillance with easy safe access.

Pedestrian / Cycle Routes and Laneways

- Design reduces opportunities for crime and promotes community safety.
- Lighting, signage, access and visibility are maximised for safety.

Car Parks

- Designed to optimise surveillance and incorporates personal emergency features.
- Is clearly legible in its layout, well lit and access is controlled.

Plans - Provided / Required

The City will advise at the pre-lodgement meeting or in an Information request after lodgement.

- Integrated design plan incorporating:
 - Maintenance Plan
 - Lighting Plan
 - Signage Plan
 - Landscaping Plan
 - Streetscape Plan
- Security Assessment (where requested by Council)

Additional Information / Comments
