

Waterloo

Community Safety Audit 2012



Third Draft
December 2012

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Background

This report reflects the findings, ideas and recommendations of the Safety Audit team, made up of local residents, Redfern Local Area Police Command, Housing NSW, City of Sydney, South Sydney Community Aid, The Factory Community Centre, Housing Communities Program, Beyond Walls and Drug Health Services, Sydney Local Health District.

This team of nearly 20 different people conducted 6 daytime audits covering the 11 Housing NSW precincts over 6 Wednesday afternoons (2- 4.30 pm) from March – May 2012.

Community Safety Audits are an excellent tool to document a range of findings and information including:

- General observations of the built environment and surrounds
- Documenting existing and potential safety concerns
- Identifying specific location issues and needs
- Any impacts of the physical surroundings on residents
- Social impacts on the built environment
- Creating discussion and ideas for action
- Priority areas to be addressed

Safety Audits recognise that the work required to both address issues of safety and amenity as well as pro-actively implement crime prevention initiatives is collaborative in nature as well as action / outcome focussed.

Community safety audits use tools such as Crime Prevention Through Environmental Design (CEPTED) as a way of capturing information and issues, identifying problems which need addressing as well as pro-actively having input into design as a process to both reduce crime and engage all stakeholders.

In addition, the use of second generation CPTED data is critical in creating a holistic picture from which to address issues and concerns.

This report includes:

- a range of relevant information
- lists key findings and areas of concern
- documents specific issues from each precinct, and
- proposes a number of recommendations for discussion and action

This report has been compiled by the Safe City Unit at City of Sydney on behalf of those that participated in the Audit, the Waterloo Wellbeing & Safety Action Group (WWSAG) and residents of Waterloo and other stakeholders.

The comments, ideas and recommendations from this Community Safety Audit will be considered by the range of partners involved and through the WWSAG at the monthly meetings, and its Action Plan.

Waterloo at a Glance

Waterloo has within its area a significant public housing concentration which includes 6 high rise buildings and an array of apartments and walk up blocks surrounding those totalling over 2500 properties and nearly 4000 residents.

Over the past decade a number of Safety Audits for the Waterloo area have taken place. In 2002 community safety audits were conducted for each of the 6 high rise buildings and an audit of the Waterloo Green area was carried out in 2007, nearly 5 years ago, led by Redfern Local Area Command.

Over this time, the Waterloo community has held significant concerns in relation to a number of issues including:

- Safety
- Amenity
- Anti-social behaviour
- Issues related to drug and alcohol use
- Fear of crime
- Isolated and aging population
- Mental health needs
- Built environment decay

Housing NSW and Police are working closer than they have before and the need to continue to work alongside residents and other community partners must continue into the future.

The 11 public housing precincts within Waterloo are significant, making up most of the properties between McEvoy Street in the south, Morehead Street to the east, Phillip Street to the north and Cope Street to the west.

The ageing built environment presents significant challenges for both the many residents who live in the area as well as a wide range of agencies working with residents.

Community safety audits contribute greatly in identifying safety, amenity and other issues, and do so in the hope of reducing opportunities for crime, anti-social behaviour, perceptions of crime and create greater ownership amongst all stakeholders.

Waterloo Wellbeing and Safety Action Group

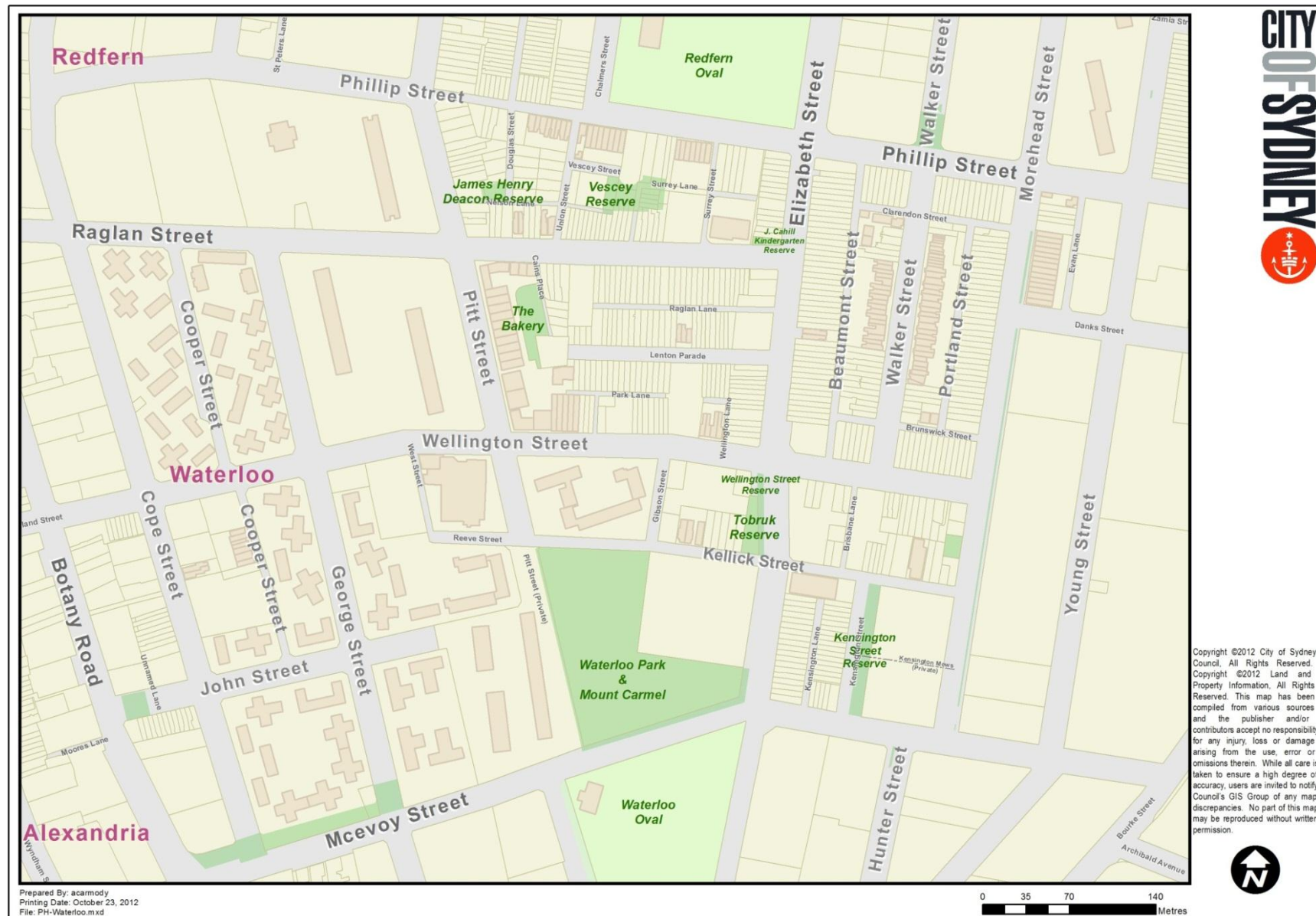
The Waterloo Wellbeing and Safety Action Group (WWSAG) has been meeting each month for three years to discuss all aspects of safety and health, needs and issues in the Waterloo Community. The Group is made up of residents, Housing NSW, Family and Community Services Local Health District, City of Sydney, Land and Housing Corporation, Factory Community Centre, Housing Communities Program, Beyond Walls, MTC Work Solutions, Redfern Local Area Command and is open to other groups. The WWSAG has coordinated the Safety Audit, documented resulting actions through its Action Plan, and is accountable and transparent to the community and all stakeholders.

Maps

Map 1 – detailed aerial photo



Map 2 – street name and property boundary information



Key Audit Recommendations	
1.	Community engagement <ul style="list-style-type: none"> WWSAG (residents and services) to coordinate a prioritised implementation process for the recommendations (short/medium/long term) WWSAG to discuss how Land and Housing Corporation to be engaged in regard to waste, dumping, recycling and sharps issues Continue to build on existing collaboration and partnerships and create stronger links with all relevant services, including Community Housing providers
2.	Community sharps management <ul style="list-style-type: none"> Identify sharps bin locations and implement using learnings from the Northcott project and within a community waste management consultation/education strategy
3.	Signage <ul style="list-style-type: none"> Review all signage needs and propose new signage, type and locations
4.	Lighting <ul style="list-style-type: none"> Prepare and present an upgrade report that identifies lighting issues and needs
5.	Fencing <ul style="list-style-type: none"> Assess common area spaces and existing fencing using CPTED principles to identify the amount and type of fencing, relationship to surrounding buildings and way finding
6.	Design projects <ul style="list-style-type: none"> WWSAG to explore and propose some projects involving Designing Out Crime (UTS) and also Institute of Criminology (University Sydney) e.g. Waste areas, Wellington street shops area, Bakery Reserve
7.	CCTV locations <ul style="list-style-type: none"> Agree on suggested CCTV locations and liaise with Land and Housing Corp. on installation and management
8.	Crime Prevention strategy <ul style="list-style-type: none"> WWSAG to discuss new Crime Prevention Framework and relevance/connection to Waterloo community in regard to a range of issues e.g. Support services, ex-offenders and allocations
9.	Fire/Emergency issues <ul style="list-style-type: none"> Discuss issues and improvements with Fire and Rescue NSW (invite to WWSAG on ongoing basis) Review issues and needs from the building evacuation plans
10.	Companion Animals issues <ul style="list-style-type: none"> WWSAG to work with appropriate stakeholders in relation to responding to pet management concerns
11.	Waste management <ul style="list-style-type: none"> WWSAG to review and action the SAVE Waterloo waste report (improve estate waste and recycling outcomes)
12.	Social Support and Investment <ul style="list-style-type: none"> Incorporate relevant findings and recommendations from Waterloo Neighbourhood Project (concierge project) evaluation report when available Investigate local feasibility of relevant outcomes from the Collingwood (Melbourne) Neighbourhood Justice Centre as part of a crime reduction and community safety strategy http://www.justice.vic.gov.au/home/the+justice+system/neighbourhood+justice/ Develop a capacity building and community leadership strategy as key components in addressing ongoing concerns Identify & discuss key issues section and include other items in action Plan, especially in relation to human service needs, gaps and concerns

Housing NSW Demographic Information – WATERLOO (for the year 1/7/11 – 30/6/12)

Number of properties:	2546
Property Type:	
Cottage	0.2%
Terrace	0.4%
Room	0.5%
Other	0.5%
Villa	1%
Townhouse	12%
Unit	86%
Household type:	
1 person	68%
2 persons	23%
3 persons	5%
4 persons	3%
5 persons	1%
6+ Persons	0.4%
Total residents:	3672
Households with Children:	306 [488 children]
Average residents per HH:	1.5
Average tenant Age:	60.3 years
Tenant Age: [years]	
20-30	3%
30-40	7%
40-50	15%
50-60	22%
60-70	23%
70-80	21%
80-90	9%
90+	0.4%
Income Source:	
Age pension –Single:	26%
Age pension –Couple:	5%
Disability:	32%
Newstart:	13%
Parental Benefits:	5%
Wages:	5%
Other:	13%
Average Tenancy length:	12 years
Turnover pa:	6%

Audit Findings – Common issues

Key Issues

Lighting

- Internal common areas in a number of locations (high rise especially) are not working, broken or on for longer periods than required
- External areas, especially close to buildings and on paths are poor (more specifics from night audit required)
- Some are low wattage, issues with positioning, timers, no sensor lighting and some are on 24/7 and others daytime as well

Pathways and Signage

- Poor signage creates no ownership, accountability and little or no enforcement
- Poor across the majority of the estate especially at building entrances, waste areas, car parks, internal common areas
- Many paths in poor conditions – uneven
- Poor sightlines in many locations

Waste areas

- Bin bays across majority of Estate are poorly maintained
- Little ownership of bin areas throughout
- Little recycling operating throughout estate
- Significant amount of dumping – tenants and external
- Need for sustainable education campaign which includes new tenants

Sharps

- Some very identifiable hotspots, including bin bays, garden beds
- Perception they are 'everywhere'
- Sharps bins could be a 'quick win' (similar to Northcott)

Trees & Shrubs

- Many beautiful areas – e.g. Waterloo Green fantastic following landscaping
- Pruning needed – e.g. Waterloo East precinct (CoS & HNSW)
- Sightlines, natural surveillance and lighting impeded in numerous locations

Fencing

- Visibly indicates areas that are not cared for or have any ownership
- Creates problematic access throughout the estate
- Type of fencing has created many hidden spots which can be dangerous

Places

- Opportunity to partner with designing Out Crime UTS to address
- Wellington Street shops precinct / tennis court Lenton Pde / Bakery reserve
- Waterloo Green much better

Access/Security/Doors/Fobs

- Many buildings with no security and some with faulty intercoms
- Access through buildings and connecting walkways and paths leads to problematic thoroughfare and perceptions of fear
- Fire doors often broken, propped open, not alarmed

Cupboards/Cabinets

- Electrical, water, under building and Fire Hoses
- Many broken doors/many with no locks – easy access for vandalism
- Some people sleeping in some larger ones

Storage

- Many spaces have things blocking access - includes laundries, balconies, car spaces
- General dumping and shopping trolleys
- Hoarding

Car parks – open and enclosed

- Some appear unused, full of rubbish with rat/cat issues and unsafe
- Used for storage – fire risks
- Issues with cats & rats
- Poorly marked with no security
- Used by non-tenants
- Unregistered, stolen and abandoned vehicles
- Identify opportunities to improve
- Some useful existing MOU's
- Strong collaboration with events
- Partnerships to address needs and gaps
- Reporting mechanism issues – Housing, Police, City Of Sydney etc.

Human Services & Support

- General and mental health are key issues
- Aging population needs
- Isolation/fear issues in community
- Support required for some residents to maintain tenancies
- Ex-offender population growing
- Anti-social behaviour concerns
- Drug & Alcohol needs
- Unauthorised occupants – growing concerns

General problems

- Companion animal issues
- Broken clothes lines
- Dumped shopping Trolleys
- Broken windows/glass
- Vandalised drains & grates
- Graffiti an issue in most precincts
- Community rooms in buildings – need to be utilised more
- Community gardens – continued support
- Parks, children playgrounds

Precinct Findings

Location	Issue
Banks	(internal)
	Lifts – only 1 working (often?)
	Sharps / other waste in stairwell air conditioning unit level 1
	Sharps – stairwells, level 1
	Laundries used as storage/dumping and unsecured – levels 1,2,4,10,14,15,16
	Carpet poor/mouldy/animal urine smells/burn marks – levels 2, 4, 5,15
	Signage poor / none – levels 3, 5, 4,16,12
	Graffiti – stairwells in general, levels 7,10 (major), 11, 14
	Broken door – apt 809
	Broken glass – level 9 laundry
	Stairwells – anti slip strips missing
	ASB – bottles, rubbish thrown from balconies
	Fire hoses – damaged
	Fire Escape doors – chocked open & broken
	Shopping trolleys – abandoned in corridors
Banks	(external)
	Signage is generally poor
	Graffiti in a number of locations
	More rubbish bins needed
	Car parks not cleaned
	Disability parking spots poorly marked
	Drains – numerous covers missing / trip hazards
	Car park – line markings & signage poor
	East side entrance – hotspot for drinkers
	Hedges need trimming – sightlines poor
	Bins – often full / overflowing / Ibis
	Shopping Trolleys – abandoned in car parks
	Recycling Bay – signage old / dirty & unwelcoming
	Kids Playground – shrubs overgrown
	External lights – poor, broken
	Fire doors – easy access
	Intercom broken
Cook	(internal)
	Laundries used as storage/dumping and unsecured – levels 1,2,6,11,12
	Bin Rooms – levels 11, 12
	Fire Hoses – damaged – levels 1,2,3,10,12
	Carpet poor/mouldy/animal urine smells/burn – levels 4,5,10
	Shopping trolleys – abandoned – levels 9
	Stairwells – poorly cleaned/urine smells – levels 8,9
	Graffiti – levels 4,
	Signage poor – levels G,4,15
	Sharps – levels G,1,2, stairwells
	Glass – broken – levels 12 laundry, floor 7 stairwell
	Doors – fire stair doors damage – levels 9,10
Cook	(external)
	Seats – broken @ front entrance
	Fencing behind building damaged & dangerous
	Shrubs and trees – pruning needed, poor sightlines

Location	Issue
People's Precinct	
	Fencing poor in a number of locations – unnecessary access and thoroughfare – Cooper Street worst. Type of fencing needs to be looked at. Gates not able to be closed properly. Palings missing
	Bin bays – poor signage, no recycling , dumping in some, sharps in a number, unclean, lighting concerns, easy access by non-residents
	Sharps – bin bays problematic, Cooper Street bin bays and gardens and gutters and off street car parks. Numerous concerns that many have been there for a while- become imbedded in gardens
	Shrubs/trees – a number need pruning re. sightlines and lighting, a number of hidden alcoves
	Access/paths – a number are uneven with trip hazards
	Apt balconies – a number with significant storage/items – cluttered, fire risk
	Abandoned cars – 2 in Cooper street
	Water meters – a number are not secured
	Bins – nearly no recycling bins and appropriate signage, many bins with no lids – issues with rats and Ibis
	Clothes lines – a number of broken clothes lines
	Letter Boxes – a number damaged and unsecured – unwanted printed materiel scattered around many letterboxes
	Street lighting not adequate – especially Cooper and George in parts
	Graffiti – Cooper & Raglan worst
	Car Parks – off street parking issues – poorly marked, badly lit, no signage – issue of identified Disabled spots , pruning of trees & shrubs required
	Garbage collections – concerns re process, HNSW cleaners and education for tenants, especially new tenants
	Dumping – number of spots have build-up of rubbish
	Antisocial behaviour – ongoing concerns from residents here (and South west Precinct) from WGNP and APA establishment
South West Precinct	
	Many balconies being used for excessive storage – fire risks /
	Under building access gates also open and unsecured
	Fencing/gates broken,dangerous across precinct allowing thoroughfare
	Cope Street trees need pruning
	Many common area shrubs need pruning to improve sightlines and diminish hiding spots, especially at night
	339 George – bad fencing as well as graffiti, broken gates and doors
	Bin bays along cooper street – poorly maintained, dumping & sharps
	Fencing between Cope, Cooper, John and George all broken easy access throughout
	External HNSW lights along cooper not working
	Needles in garden beds and under shrub's along cooper & George
	123 Cooper – 2 broken clothes lines
	Cnr Cooper & John bad for dumped rubbish
	331 George Street Laundry filthy and numerous sharps
	George Street bin bays problematic, lights not working
	Graffiti along fences in Cooper street
	93 Cooper – gate broken and sharps
	89 Cooper street garbage storage room unsecured
	Many sharps appear to have been discarded a long time ago
	238 George street – significant rubbish in common area backyard
	Car parks unclean and generally poorly lit

Location	Issue
Marton	(internal)
	Signage – poor – levels G, 5,6,7,8,9,11,12
	Laundries used as storage/dumping and unsecured – levels 1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16
	Stairwells – sharps / unclean / urine smells – levels 1,7,8, 11,12,15,16
	Glass – broken window & stairwells level 4,8,10,12,13
	Carpet poor/mouldy/animal urine smells/burn – levels 1,2,8,11,14,15
	Electricity wiring issues – level 8
	Anti-slip surfaces – stairwells are dangerous – numerous levels
	Sharps – levels 3,5,6,7,8,9,10,13,15, 1416 (in window vents/stairwells)
	Electrical cupboards open/broken – levels 5,11, 14,
	Washing Machines – none operating levels 11,13
	Lights – internal corridors – many broken and without covers
	Graffiti – lift door, inside lifts, levels 1,11,
	Skirting board – trip hazard – level 16
	Fire doors – many damaged, do not close properly
Marton	(external)
	Poor signage – both sides of building
	Intercom not working
	Rubbish - grounds, gardens and car park
	No parking for bikes
	Entrances – urine smells and lighting not great
	Access / entrances – trip hazards, poor for people with disabilities – no disabled access
	Children's playground – gate broken, fencing needs attention
	Entrance doors – both sides often broken, propped open
	Raglan street side – used as toilet, lighting poor
	Fire doors – many broken, not closing properly
	Roof – access to roof from level 16
	Car parks – rubbish, broken glass, unclean, poorly marked, sharps
	Drains – a number of covers missing, dangerous
	Shrubs – some overgrown, poor sightlines, access
	Bin bay-west side – unclean, health hazard
	Lighting not adequate
	Fencing – gaps, dangerous (east side)
	Sharps – south side of building

Location	Issue
Solander	(internal)
	Laundries used as storage/dumping and unsecured – levels 1,2,4,5,6,7,8,9,10,11,12,13,14,15,16,
	Sharps – significant on external landings/ledges (suggest being thrown from building, stairwells/window vents) – levels 1,2,3,4,5,6,7,8,9 & Fire hose cupboards levels 1,3,4,5,6,7,8,12,14
	Signage – poor – levels 2,4,7,8,15
	Glass broken – levels 1,6,10,12,14
	Fire Hoses / cupboard damaged – levels 2,4,6,12,14,15,
	Carpet poor/mouldy/animal urine smells/burn – levels 1,2,4,6,7,8,9,10,11,13,14
	Lights – many broken, uncovered – level 11 No lights at all, levels 2,3,5,8,9,10,13,15,16 poor
	Access – front glass doors close too quickly – some scooter / wheelchair accidents
	Stairwells – anti-slip strips missing – numerous floors
	Fire damaged – levels 11,
	Graffiti – levels 4, 5,6,10, stairwells in general
	Fire doors – many broken, poor signage, blocked
	Apt Front doors illegal? – 1506,1303,401,804,105,209
Solander	(external)
	Fire doors – broken & propped open
	Sharps – a number in gardens & woodchips close to building
	Lighting – not great around building
	Bin area – dumping, unclean, signage poor
	Signage poor – all external signage needs replacing, positioning & clarity
Matavai	(internal)
	Signage – poor levels G,12
	Laundries used as storage/dumping and unsecured – levels 4,12,15,19,20,24
	Lights – common area light covers missing – levels 1,5,7,9,10
Matavai	(external)
	Lighting – poor in Courtyard
	Pond – dangerous, temporary fencing poor
	Sharps – poked through Phillip Street fence line
	Recycling – non existent

Location	Issue
Turanga (internal)	
	Front Awning – pigeon, rubbish, water draining issues
	Laundries used as storage/dumping and unsecured – levels 2,3,6,9,10,11,12,13,14,15,16,18,19,20,23,24,25,26,27,28,29
	Level 8 – Units 1-4 no glass in doors?
	Awnings – water / rubbish / drainage issues – level 1
	Lights – poor – levels 28,21,29, covers missing level 3
	Glass – broken – levels 23,
	Ceiling damage – level 29
	Apt Doors – new doors, no numbers level 18, 1 broken door – level 18
	Stairwells – trip hazards levels 12,13,
	Signage – poor on many levels – 1,21,
	Windows – unsafe – level 29, window locks broken levels 22, 28,7,5,
	Garbage chute – no doors – level 16
	Fire doors – poor signage, some blocked – levels 1,12
	Electric / wiring – dangerous – levels 24, 6,
	Shopping trolleys – level 21
Turanga (external)	
	Crossing – uneven, trip hazard
	Private courtyard needs attention
11th Precinct	
	Bin Bays – a number not working properly – poor access, sharps, unclean, poor signage
	Fencing – poor, graffiti and poor sightlines
	Trees – number of tree need pruning – issues with blocked guttering as a result
	Graffiti – an issue in this precinct – much graffiti has been around for some time
	Bakery Reserve / Cairns place – ongoing issues with rubbish, sharps, ASB and graffiti
	Lights – external lighting on HNSW buildings not adequate in many locations
	Street lighting needs to be looked at – Raglan St and Lenton Parade in particular
	Vescey Street park – dumping of rubbish, poor lighting, several walls need addressing structurally and signage poor
	Storage / Hoarding – some properties along Phillip and Vescey street – concerns re. excessive storage, rubbish in common areas
	Waste – numerous issues in Lenton Parade re. storage of bins, dumping
	2 Lenton Pde – broken windows / unoccupied?

Location	Issue
11th Precinct (cont.)	
	Raglan Street trees – CoS & HNSW need attention
	Graffiti – 89 Wellington
	223 & 239 bin bay areas – unclean and dumping issues
	Bollard missing in raglan lane
	Surrey Ln and Phillip St fencing and some walls broken potentially dangerous
	77 Phillip –significant hoarding, overgrown shrubs and trees
	9 Union street – downpipe completely rusted
	11-15 Raglan – excessive storage and hoarding Significant mould on common area ceilings
	Signage poor throughout precinct
	223 Pitt – shutters all broken
	70 Pitt – garbage area problematic
	Gates – a number through precinct are broken, off hinges allowing access throughout
Waterloo East	
	Elizabeth, Walker and Morehead street gutters of many properties are full of leaves
	Street bins required along Elizabeth
	Trees overgrown and in some places dangerous in Walker street between Wellington and Phillip
	Bin bay areas in both Portland and Beaumont are smelly, have sharps, rubbish overflowing and dumping
	No recycling in this area
	Larger waste bins are often stolen and many bays have only 1 bin when 2 are needed
	Footpaths along walker are uneven and dangerous from many tree roots
	Not enough lighting in laneways – Clarendon, Beaumont, Brunswick & Portland
Mount Carmel	
	Drysdale & Dobell interior lighting – many broken, not working, no covers – Dobell – levels 1,5, Drysdale – levels 3,4
	Many car parks in this precinct – no signage, poorly lit, some unregistered and burnt out cars
	Trees along Pitt street need pruning
	A number of gates and fencing require attention – access through many places too easy
	Fire exit doors – a number broken and chocked open
	A number of abandoned cars in both off street and enclosed car parks
	Fencing – along McEvoy and John Streets – many broken and missing
	Madden Place lighting needs attention – both external paths and surrounds and some internal walkways
	Rubbish areas at Madden Place – dumping, poor signage, unclean and sharps
	Electric and water cupboards broken / unlocked
	Security / access issues in Madden & Dobell with a number of doors not shutting, locking, broken or being propped open
	Sharps – Drysdale – levels 1,2,3
	Guttering – number of properties along John street need attention

Location	Issue
Mount Carmel (cont.)	
	Driveways – numerous potholes in some driveways – Dobell, John Street (no 31 and others)
	Trees need attention – many overhanging and creating hidden areas
	Madden Place garbage area unclean and not managed properly, evidence of dumping
	Power board and meter cabinets – a number broken and unsecured
	Evidence of sharps throughout precinct
	Drysdale building – sharps in stairwells
	Drysdale – some fire doors not closing properly
	Internal lighting in Drysdale common areas – many lights not working

Night Audit

A Night Audit was conducted on Friday 7 September covering all external areas and all 11 precincts. Staff from Housing NSW, City of Sydney, Redfern Police LAC and residents made up the 14 people in 3 teams. The Audit was conducted between 6 – 9 pm.

Every precinct has issues with lighting – both on some City of Sydney streets and Housing NSW land. In many instances trees – again some City owned and some HNSW owned – are an issue in ensuring adequate lighting in many locations.

Some of the resulting outcomes include unsafe spaces and fear of crime, dumping, property damage and anti-social behaviour.

Location	Issue
George Street	
	McEvoy end – very dark and unsafe – all trees overgrown and lighting poor
	339 George – lighting broken, dumped rubbish
	Cnr George & John – lighting poor and broken
	Around Duke hotel – lighting both broken and poor
	331 George – lighting on buildings are all broken – common areas very dark
	252 George – entrance lights broken
	246 George – lights broken, falling off building
John Street	
	49 – 54 very dark, no lighting working
	Walkway between John & Pitt streets – all HNSW lights broken and dark and scary
	Cnr John & Cooper – pole SYO3069 not working, very dark
	Car park lights all out & 2 floodlights out
Cooper Street	
	Many CoS trees impeding street lighting
	Most exterior lights on HNSW buildings not working
	No adequate lighting in or around all bin bays
	Cnr Cooper & Wellington (South) lights out on building and poor lighting on all 4 corners, trees overgrown
Wellington Street	
	Poor lighting along whole street – SY5028 out
	Numerous trees need pruning
	Many off street car parks have inadequate lighting
	81 Wellington – lighting on building broken
	Shop area – lighting all poor – internal walkway and exterior and car park areas very poorly lit
Cope Street	
	Outside 190 Cope – pole SY03460 out
	Between John & McEvoy very dark, trees need pruning
	249 Cope very poorly lit – tree branches
	Cnr Cope & McEvoy – all common area and building lights out

Night Audit Continued

McEvoy Street	
	Dobell exterior lighting all poor
	61 & 63 McEvoy – entrance lights broken and common area exterior lighting very poor
	Dobell car park areas – lights broken and those working – lighting very poor
Banks	
	Entrance and exterior lighting broken and poor
	Car park lighting no existent
	Exterior graffiti
	Garbage area needs attention
	Fire hydrant area concerns
Cook	
	Entrance lights broken
	Building surrounds lighting broken and poor (south side especially)
	Many dark and hidden spots – shrubs require pruning for better sightlines – similar to Solander
	Some footpaths and walkways dangerous at night – uneven and poorly lit
Solander	
	Playground lighting broken
	Landscaping good
	Entrance & exterior lighting all broken
	Graffiti needs attention
Marton	
	Car parks poorly lit
	Fencing around community garden needs attention
	Both entrances lighting needing attention
Waterloo Green	
	Lighting not great throughout – around bike path dangerous
	Lighting around basketball court & bbq broken
	Some dark areas and paths lighting could be better
Matavai	
	Private external courtyard – no lighting
Turanga	
	Private external courtyard – no lighting
Lenton Parade	
	Trees along street need pruning
	Western end stairs – lighting broken
Bakery Reserve / Park Lane	
	Lighting poor throughout this area
	Steps down to Pitt Street broken – very dark
	Gate broken from Raglan street
	Bollard in park lane missing
	Eastern end of Park lane very dark, trees needing pruning and lights needed (no existing)
	Wellington lane needs lighting (Park Lane down to Wellington street)
	Cairns place lighting not great

Night Audit Continued

Pitt Street	
	Between Raglan & Wellington lighting poor and trees need pruning
	Lights not working around Solander entrance
Raglan Street	
	Lights not great and tree pruning needed on southern side of street
	Lighting needed along entire Raglan Lane
Walker Street	
	Entire street between wellington and Phillip needs attention – lighting poor because of many overgrown trees – both CoS & HNSW
Morehead Street	
	Western side between Wellington and Phillip all needs attention – lighting poor and trees need pruning
Kellick Street	
	Lighting ok but 71 Kellick needs exterior lighting
Phillip Street	
	Between Chalmers and Pitt lights not working and poor in strength
Beaumont / Brunswick & Clarendon	
	Lighting in these 3 streets needs to be looked at comprehensively
	Poor lighting and overhanging trees
	Garbage bays poorly lit – lots of dumping and sharps
	Parking in these streets / laneways is an issue
	Poor signage throughout
Vescey Park & surrounds	
	Park well lit and maintained
	Dumping occurring along sandstone wall off Vescey Lane and Surrey Lane
	Lighting poor along Vescey Lane, Surrey Lane and the no-name laneway from Vescey Park to Union Street
	Pathway along no-name laneway very uneven

Second Generation Crime Prevention Through Environmental Design

The term, 'Second Generation CPTED' has been used to refer to social issues as well as 'situational factors'. Second generation CPTED extends beyond mere physical design to include social factors.

It uses risk assessments as well as socio-economic and demographic data which take into account 'tipping points' by which behaviours are triggered and includes the effects of active community participation.

It can be argued that CPTED approaches are perhaps limited in that they do not adequately include social factors. One criticism of defensible space and CPTED has been a lack of consideration for socio-economic and demographic variables and how these may affect both offender motivations, victim behaviour and guardianship / ownership provided by residents and passers-by.

Early CPTED was based on capacity building in the community first, urban design second, security tactics, if at all, third

Social / Human factors include:

- Level of community development work and support
- Range of support services e.g. Community transport, medical, counselling, home help etc.
- Events, community gatherings and celebrations – e.g. Summer on the Green and Annual Volunteering Awards, Monthly Redwater Markets
- Client service work with the local community
- Collaboration/partnerships – projects, activities, events
- Existing meetings/results e.g. CDAT, NAB, CSPP, CoS & other forums
- Turnover of properties – impact of allocations
- Tenants with complex/high needs e.g. ex-offenders, homeless and mental health
- Mental Health and Drug & Alcohol needs and levels of support
- Unauthorised occupants – family & friends
- Anti-social behaviour impact – displacement impact
- Domestic violence
- Needs of an ageing population
- 90% of tenants are over 40 years of age
- 7 out of every 10 tenancies are single person households
- 1 in every 3 tenancies is on DSP
- 17 of every 20 dwellings are apartments – range of issues around density
- Beyond Walls project – funding ceases in Dec 2012
- Bicycle recycle workshop & Recycling workshop
- Community capacity/resilience opportunities
- Education issues/cultural shifts regarding Waste/recycling/sharps
- Opportunity to establish Social Enterprises

Other Relevant Information

Fire Brigade information

- Need to reduce repeat calls – many calls can be avoided and money saved
- Removal of furniture and storage from both internal areas such as laundries, corridors as well as balconies, to reduce risks
- Sharps bins needed to reduce risk when responding, not only in location of fire but also around the many fire hoses and extinguisher locations throughout the estate
- Better management of and increased collections of waste, including greater attention to rubbish shuts and greater security and locking of waste collection rooms and bays
- Better signage with relevant helpful information for residents and new tenants
- Fire information boards and fire alarm systems in high rises to be evaluated and consistent processes implemented for effective responses
- Signage in high rises to be considered advising tenants to stay in their units in the event of a fire, including in community languages as part of an education campaign

Waterloo Green Neighbourhood Project (WGNP)

- This project covers the 6 high rise buildings around Waterloo Green and has been operating since November 2010
- Project is funded for 3 years and includes concierge, security and maintenance services
- Housing NSW engaged UNSW to provide an 18 month evaluation report which was to be completed in July 2012
- Evaluation report findings and recommendations to be discussed at WWSAG when and if report is available

Alcohol Free Zones (AFZ) and Alcohol Prohibited Areas (APA)

- In August 2011, following amended legislation, Housing NSW common area land between Pitt, Cope, Phillip and Wellington Streets in Waterloo became an Alcohol Prohibited Area.
- The city was responsible for approving this and the NSW Police force monitor and enforce this legislation
- Appropriate signage was displayed and an evaluation undertaken which showed overwhelmingly that people wanted the APA to continue and be enforced by the Police
- In June 2012, new APA and AFZ's were also approved for Waterloo and included Lenton Parade, Cairns Place, Bakery Reserve (which has also recently been handed over to the City by Housing NSW)

SAVE – Waterloo Waste Report

- In early 2012 as part of the SAVE partnership between 4 local Councils and Housing NSW, parts of Waterloo were researched regarding waste
- Ideas and recommendations are useful in addressing this part of the audit.

Policing in Waterloo

The Waterloo Public housing community is within the Redfern LAC (Local Area Command). The Redfern LAC has a long history of involvement with the Waterloo community, especially as public housing residents and properties make up a significant percentage within the Command Area.

Police have a key role and interest in ensuring the safety of members within the community and their property. Staff from the Redfern LAC are involved in a range of community meetings, forums and activities relevant to Waterloo including:

- Community Safety Precinct Committee
- City of Sydney Public Housing resident forums
- Local MP Public Housing resident meetings
- Local Area Command Aboriginal Consultative Committee (LACACC)
- Waterloo Wellbeing & Safety Action Group
- Waterloo Neighbourhood Advisory Board
- Community Drug Action Team
- Family & Culture Days
- Licensing work
- Alcohol Free Zone & Alcohol Prohibited Areas monitoring and enforcement
- BABANA Men's group involvement
- Youth mentoring and sports programs
- Community Events and Celebrations – e.g. Good Neighbourhood BBQ's
- Memorandum Of Understanding (MOU) with Housing NSW

Police continue to address all key crime categories in the Waterloo area which include assault, break & enter, alcohol related assaults and 'move-ons', malicious damage, drug detections and domestic violence. Pro-active Policing and bike patrols continue to be a vital part of their work in the Waterloo area. From a Police perspective, ongoing work and issues include:

- Unresolved general maintenance issues which create opportunities for crime, including damaged fencing, lighting and security systems
- Antisocial behaviour
- Significant numbers of unauthorised occupants
- Unauthorised building and property access/security
- Signage
- Sharps
- APA/AFZ monitoring and enforcement
- Inadequate fire safety/evacuation plans
- Vulnerable tenants
- Domestic Violence
- Drug & Alcohol issues
- Ex-offenders within the community

The Redfern LAC continue to work with the Waterloo community and its stakeholders, and are committed to reducing crime and the opportunity for crime for all who live and work in the Waterloo area

Appendices

Flyer (sample)

Audit dates & precincts

Information handout for audit participants

Recording page for audit participants

Sharps disposal data collection sheet for audit participants

Alcohol Prohibited Area and Alcohol Free Zone Resident Survey

Selection of photos taken by the Audit teams

Flyer (sample)

WATERLOO COMMUNITY SAFETY AUDIT

Making your neighbourhood safer



All you need to do is show up and be ready to tell us what you think could make your area safer. Residents from all properties that are between Phillip, Morehead, Elizabeth, Wellington & Pitt streets are welcome to participate.

**WHERE? We will meet in The Factory
Community Centre,
67 Raglan Street
Waterloo**

**WHEN? WEDNESDAY 16th MAY 2012
2.00pm – 4.30 pm**

For more information please contact Edith Olivares at the Factory Community Centre on 9698 9569 or at eolivares@the-factory.org.au

**COME ALONG AND BE PART OF MAKING YOUR
NEIGHBOURHOOD A SAFE PLACE**

Audit dates & precincts

Date	Precinct
Wednesday 7 March	Banks & Cook
Wednesday 21 March	People's Precinct
	South West Precinct
Wednesday 4 April	Marton & Solander
Wednesday 2 May	Matavai & Turunga
Wednesday 16 May	11 th Precinct
	Waterloo East Precinct
Wednesday 23 May	Mount Carmel Precinct
Friday 7 September	Night Audit – all 11 Precincts

Information handout for audit participants

Waterloo Safety Audit

CPTED – Crime Prevention Through Environmental Design

General Impressions – first thoughts / obvious / do you feel safe?

General Maintenance – does it feel looked after? – Broken/graffiti

Cleaning & Grounds – clean, well maintained, accessible?

Landscaping – maintained, hiding spots, climbing, surveillance

Ownership – common areas, private spaces, comfortable being there?

Building design – external / internal

Sightlines – what can you see? What can't you see?

Wayfinding – routes, signage, easy/hard?

Movement predictability – hidden places, alcoves, uncertainty

Paths & driveways – even, accessible, not used – why?

Signage – street numbers, Council & Housing, clear, adequate

Fencing / gates – access / restricted, see through, condition

Lighting – number, locations, internal / external, (Night Audit separate)

Seating / tables – enough, locations, condition, problematic?

Amenity – bins, toilets, telephones, transport, shops, bike racks, other?

Parks – clean, safe, used?

Waste – bin bays, recycling, dumping, needles, and signage

Car parks / traffic – lighting, markings, safety, crossings

2nd generation CPTED – human factors – impact on environment?

Ideas – please contribute all your ideas

Recording Page for audit participants

WATERLOO SAFETY AUDIT

Date :_____ **Group:**_____

[illegible]

Sharps disposal data collection sheet for audit participants

Waterloo Sharps Mapping Project – 2012 Please return this sheet to either Eve or Dominic at the end of each Safety Audit Please do not attempt to handle or remove sharps – this will be done by trained staff.				
Date	Location please be as specific as possible – <i>street, address, behind bushes, side of property, fence line etc</i>	How Many	Is there associated waste present? Please circle either yes or no <i>This could include spoons, cotton wool, water and swabs</i>	
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No
			Yes	No

Alcohol Prohibited Area and Alcohol Free Zone Resident Survey

Dear residents,

The City of Sydney would like to know your opinion on the alcohol free zones and alcohol prohibited areas at Waterloo Green. Your feedback will help us decide the future of the alcohol restrictions for the local area. Please complete the survey by midday Friday 27 April.

You can leave completed surveys at:

- your concierge service at front desk if you live in a high rise building
- at your main front door entrance of your building or house
- at the Factory Community Centre

Alcohol free zones or alcohol prohibited areas are locations where alcohol cannot be consumed. Alcohol free zones apply to public streets and footpaths. Alcohol prohibited areas apply to parks, civic spaces and public housing areas open to the public.

1. Did you know that drinking alcohol has been banned at Waterloo Green?

Yes ☐ No ☐

2. Do you think the alcohol free zones and alcohol prohibited areas have helped improve the local area?

Yes ☐ No ☐ Don't know ☐

3. Do you want to see the alcohol free zones and alcohol prohibited areas continued in the future?

Yes ☐ No ☐ I don't know ☐

4. Do you live at Waterloo Green?

Yes ☐ No ☐

5. What is your age?

18 – 28 ☐

29 – 39 ☐

40 – 50 ☐

51 – 61 ☐

62 – 72 ☐

73 + ☐

6. Do you live in one of the high rise buildings?

Yes ☐ No ☐

7. If yes, which high rise building do you live in?

- ☐ Solander
- ☐ James Cook
- ☐ Joseph Banks
- ☐ Matavai
- ☐ Turanga
- ☐ Marton

8. Do you live in one of the low rise buildings?

Yes ☐ No ☐

9. If yes, which low rise?

- ☐ Cooper Street
- ☐ Cope Street
- ☐ George Street
- ☐ Raglan Street
- ☐ Wellington Street

10. If you are a private resident, which street do you live on? _____

Thank you for taking part in the evaluation.

For more information:



safecity@cityofsydney.nsw.gov.au



Or for more information please call the Safe City Unit on 9265 9333

Selection of photos taken by the Audit teams

These photos highlight some of the problem issues and spots in the audit zones. There are other spaces that are well maintained and valued by local residents. A number of problems are generated from vandalism, waste management and anti-social activities.



