

National Week of Action - 2024

'Safer Business Action Week'

14th October 2024



SAFER BUSINESS
ACTION WEEK

Supt. Patrick Holdaway

As the NPCC Business Crime Portfolio Lead, I have the privilege of leading our third national business crime week of action. Branded as 'Safer Business Action Week', the activity commences on Monday 14th October 2024 and provides an opportunity for all police forces to highlight their support for the vital role that businesses play in our local communities through employment, services and leisure.

In recent years the business community, retail in particular, has experienced a range of new threats with the prevention of violence against shopworkers now becoming the top priority for many retailers. As a sector they have invested heavily in technology and security to prevent crime, and we continue to work in partnership to all play our role.

The role we play in preventing and detecting crime is critical in maintaining the business community's confidence.

Assistant Commissioner Paul Betts

NPCC lead for Business Crime and senior sponsor for the NBCC



Safer Business Action Week

14th October to 20th
October 2024

National Business Crime Centre Supt. Patrick Holdaway

This is the third year the NBCC has run a national week of action to focus on business crime to support local businesses, employees, and to highlight the important role that you as businesses play in supporting our local communities.

The week provides national policing with the opportunity to engage with businesses, better understand the issues and work in collaboration to develop long term solutions.

We are keen that you as businesses support your local police force during the week. To assist we have prepared this guide to highlight the week and provide suggestions as to how you can support the **Safer Business Action Week**.

The week will be supported by the **ShopKind** campaign, and we encourage you to support this by downloading the materials from the NBCC website. Details of how to do this and other suggestions, including a wide range of guidance materials, are included in this briefing pack.

Thank you for your support.



Purpose and Objectives of the week:

- ▶ To put a focus on business crime, raise awareness of the issues affecting businesses and highlight the existing work taking place to support businesses
- ▶ To support the business community by prioritising and tackling business crime, in particular the Retail Crime Action Plan
- ▶ To promote collaborative working and strengthen the relationships between police and the business community
- ▶ To highlight and celebrate achievements and good news stories

Focus Areas

The following provides the themes of the week with examples of activity for each area, but we're keen for each force to be innovative in its approach.

- ▶ **Prevention** – To identify and share best practice and provide crime prevention advice
- ▶ **Intelligence** - Use data to identify crime trends, hot spots, prolific offenders and OCGs
- ▶ **Enforcement** - Use a variety of tactics to target high harm and prolific offenders
- ▶ **Engagement** - Be visible and provide reassurance to the business community

Prevention

- ▶ Conduct high visibility reassurance patrols in hotspot areas
- ▶ Provide/deliver bespoke crime prevention guidance
- ▶ Identify and share your 'Top 10' business crime offenders with local police
- ▶ Provide training to support businesses - e.g. Business Impact Statements, how to report – links included in this guide
- ▶ Highlight existing guidance focussed on preventing business crime

Intelligence

- ▶ Identify opportunities to share information with police and business partners e.g. new and emerging crime trends, hot spots, crime patterns.
- ▶ Support briefings to local business community groups e.g. BIDs, BCRPs, Shopwatch schemes
- ▶ Identify new opportunities to increase crime reporting
- ▶ Use data to identify high harm offenders and new crime threats

Engagement

- ▶ Conduct business/store visits
- ▶ Encourage police drop-in sessions aimed at businesses
- ▶ Support police briefings to highlight the work you're doing to prevent crime
- ▶ Look to host a Police/business community roundtable
- ▶ Liaise with your BID/BCRPs and business crime steering groups

Enforcement

- ▶ Deploy covert security officers to crime hotspots
- ▶ Utilise Restorative Justice and other diversionary schemes
- ▶ Explore opportunities with police to target those that cause businesses the most harm e.g. prolific/violent shoplifters, aggressive begging and organised crime groups

I'm a BCRP/BID – what can I do to?

Some ideas include:

- Setting your Top 5 offenders,
- Create an e-briefing for publication on your intel system,
- Hold a short intel briefing meeting or even a high visibility street briefing (more on this below)
- Conduct as many member visits as possible,
- Encourage new sign ups to your intel system,
- Loan out trial radios to businesses who are not already members
- Perform radio checks and radio training to encourage confident use of the radio,
- Promote ShopKind using the resources available [Shopkind Webpage \(nbcc.police.uk\)](https://nbcc.police.uk)
- Be out and about all day to support your members (and spot those offenders!)
- **And remember to share your photos and results!**

Set up a Street briefing

Street Briefings bring extra benefits to your BCRP, and the value offered to your members:

- Shop Staff are more available to attend as only need to leave store for 10-15 minutes
- High visibility shows people that the town is safe
- And shows shoplifters that there is a coordinated approach to preventing crime
- Briefing on up to date, current issues
- BCRPs can create a paper free e-briefing to publish on your intel system, so your members can access the briefing on their smartphones, securely, during the street briefing.
- Encourage businesses to work more effectively together
- Increase communication
- Increase sense of community amongst your members
- A round of teas/coffees/hot chocolates always helps to encourage attendance! Speak to your local café/fast food outlet for the possibility of a reduced price or even free drinks for those in attendance.

Safe Spaces

What would your staff do if approached by someone who needed support?

The NBCC has set up Operation Portum, which provides guidance and training to business premises so that they can become a safe space.

If you want to know more, please visit our website: [Safe Spaces \(nbcc.police.uk\)](http://nbcc.police.uk)



An infographic titled "Operation Portum Creating Safe Spaces in Retail" from the National Business Crime Centre. It features a photo of a woman in a retail setting. The infographic is divided into sections: "Due to the national focus around the safety of women and girls there is an appetite from the business community to create safer spaces for their employees, customers and people in the community that feel vulnerable. It was identified that no formal safe spaces scheme existed primarily within the retail sector, however, many retailers were keen to provide this support." "Operation Portum is an initiative aimed at providing provision to vulnerable people in retail settings by offering basic support or referring to appropriate agencies. Experience to date shows that in many instances safe spaces are used by people who feel vulnerable, so want somewhere to visit while they contact family or friends, or need somewhere to briefly charge their phone." "Aim: The main aim is to create as many safe spaces in the retail footprint as possible. Each business will own and manage their scheme in a way that suits their business and in line with their values and processes. Operation PORTUM is an overarching scheme that businesses can sign up to and support with the objective to collectively increase safe spaces in retail premises. It does not negate businesses supporting other, local initiatives." "Framework: This document offers guidance and provides a systematic process to assist businesses in the planning, creating and implementation of a safe spaces scheme within their business. Due to the bespoke nature of businesses and a requirement to tailor the scheme to fit existing policies and processes, a 'one size fits all' approach is not appropriate. This document does not seek to replicate or replace an internal business risk assessment or business case, but outlines factors to consider developing a scheme. No expertise or specialist training is required; the response should provide basic support or a referral to a relevant support network or organisation." At the bottom, a process flow diagram shows five steps: Planning, Staff Training, Physical 'safe space', Response, and Record and Review.

An infographic titled "OPERATION PORTUM Safe Spaces for Business Improvement Districts (BIDs), Business Crime Reduction Partnerships (BCRPs) & Shopping Centres" from the National Business Crime Centre. It features a photo of a shopping mall. The infographic includes: "The Aim: Create a safer environment within our cities, town centres, retail parks and retail community so that customers feel safe and confident. Support and empower staff and security officers who work within these public space environments to assist those who feel vulnerable." "The Ask: Raise awareness amongst your membership of Operation Portum and its principles. Signpost guidance on how your members can use the principles to support and assist those who feel vulnerable. Where private security is utilised as part of your safe and secure strategy, they support Operation Portum and its principles." "How: By adopting the Operation Portum principles and embedding them into local plans and communications. This can be created and designed by yourself or taken from our website where we have created a short video which includes 'do's and do not's' and a framework setting out a systematic process to help in the planning and implementation of a safe spaces scheme. It is worth taking into account that some of your retailer members may already be supporting this scheme, if so any security officer working within their store should be following the process to meet the expectation set by that retailer." At the bottom, it says "For more information please see: SafeSpaces@nbcc.police.uk".



Week of Action - 2023



Please share your photos

Safer Business Action Days



The Safer Business Action Month in March was focussed on carrying out days of action. The feedback from the business community was excellent as was the support from police forces and businesses.

Forces supported = 40

Number of SaBA Days = 405

Officers/staff involved = 2823

Arrests = 448



National Business Crime Centre
1,974 followers
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More fantastic results as part of the #nbbc month of action. **West Yorkshire Police** held 16 #SaBA days involving 144 officers and staff and made 37 arrests. **Kent Police** held 11 #SaBADays with 50 officers and staff and had 7 arrests. #crimeprevention #police

SAFER BUSINESS
ACTION MONTH



Safer Business Action (SaBA) Days

A SaBA day is a good way to incorporate a number of business crime activities into one operation

For more information see our website [SaBA Days \(nbcc.police.uk\)](https://nbcc.police.uk)



SAFER BUSINESS ACTION DAYS

Safer Business Action (SaBA) Days is a joint approach by police, business, private security, Business Crime Reduction Partnerships (BCRPs) and Business Improvement Districts (BIDs) working in partnership to focus resources into designated location to create a significant impact to reduce crime.



What is a Safer Business Action Day?

The objective of the day is to deliver a focussed operation with joint patrols, the targeted intervention of offenders and a range of crime prevention activity, through:

- ☑ Working in collaboration to create awareness and understanding of the crimes that affect business;
- ☑ Demonstrating the importance of tackling crime to protect and safeguard frontline staff;
- ☑ Developing local, trusted relationships leaving a legacy of partnership working.

ShopKind

The week will be supported by the ShopKind campaign, which will see many thousands of businesses highlight the issue of violence against shop workers.

ShopKind has its own publicity pack available on the NBCC website - [Shopkind \(nbcc.police.uk\)](http://Shopkind(nbcc.police.uk))

What is #ShopKind



Retail sector campaign to address abuse and violence against shopworkers by:

- Encouraging positive behaviour in stores
- Acknowledging the essential role of shopworkers
- Raising awareness about scale and impact of abuse and violence towards shopworkers



Comms and Media support

Consider what media content and messaging you will plan for the week. See below for some ideas:

- ▶ Video messages in support of targeting business crime
- ▶ Raise awareness of the NBCC website and its guidance
- ▶ ShopKind branding - [Shopkind \(nbcc.police.uk\)](https://shopkind.nbcc.police.uk)
- ▶ Utilise social media posts - **#SaBaWeek**
- ▶ [SaBA Communications Guidance](#)
- ▶ [Safer Business Action Week Comms guidance](#)

Supporting materials

- ▶ Training Videos - [Shopworker Videos \(nbcc.police.uk\)](https://nbcc.police.uk)
- ▶ Crime prevention guides for businesses - [NBCC Guidance](#)
- ▶ Guidance:
 - [How to report a crime](#)
 - [Victim Support- employee framework](#)
 - [Impact Statements for Business \(ISBs\)](#)
 - [Reducing violence against shopworkers guide](#)
 - [Ten principles of crime prevention to retail crime](#)

Thank you for your support

contact@nbcc.police.uk

