



NBCC NEWS

February 2023 - Issue 5

Two SaBA Days planned for March

The NBCC will be supporting two Safer Business Action (SaBA) Days in March, the first of many planned for 2023.

Avon and Somerset Police are holding the first SaBA Day in Bristol on the 8th March. The day will focus on the Broadmead Business Improvement District (BID) area and Cabot Circus. The BID team will be supporting the event throughout and are working towards allowing temporary access to DISC which is their crime information system.

Extra resources from Avon and Somerset Police, private security companies, and retailers will be working in the area looking for prolific offenders, individuals who commit anti-social behaviour, and assisting any vulnerable people found.

The second SaBA Day is being organised by the City of London Police on the 16th March involving a range of operational activity.

There will be vehicle check points with a focus on road safety, engagement and ANPR targeting of vehicles with crime markers.

Two engagement hubs will be set up, one at New Change and one at Cheapside where officers will engage with the public to raise awareness of crime prevention. Officers will visit businesses in the area making contact with security and management to build new contacts and relationships.

Specialist officers from the Cyber Griffin team will meet with key individuals from business community to provide crime prevention advice and create new opportunities for joint working. There will also be a focus on anti-social behaviour issues raised by the business community.

Police officers will target offenders for arrest with a focus on business crime, burglary and retail crime. And there will be patrols to licensed premises to engage with the public and door staff and management in the night time economy.

The NBCC team will be supporting both days and will be active on social media promoting the days.



SAFER BUSINESS ACTION DAYS

Digital Evidence Management System (DEMS)

Over the last couple of years, more forces have adopted Digital Evidence Management Systems (DEMS), which allow the transfer of digital evidence (CCTV) to the police.

The vast majority of police forces now operate a DEMS approach which is free for businesses to use. The NBCC is encouraging more businesses to invest in systems which allow CCTV to be electronically shared with the police.

This approach is far more secure and efficient than the traditional use of CCTV stored on CDs and USBs which had to be physically collected.

The below map has been created to show businesses that all police forces in England and Wales either already have DEMS or are in the process of getting it.

There are a small number of providers police forces are using and the map shows which provider is used by which force.

Digital Evidence Management Systems (DEMS)

NICE Investigate

- 1. Cleveland
- 6. South Yorkshire
- 7. West Yorkshire
- 8. Cheshire
- 11. Lancashire
- 12. Merseyside
- 13. North Wales
- 15. Gwent
- 16. South Wales
- 22. Leicestershire
- 24. Northamptonshire
- 25. Nottinghamshire
- 40. Hampshire
- 41. Surrey
- 42. Sussex
- 43. Thames Valley
- British Transport Police
- IOPC

- SentrySIS
- 2. Durham

AXON Evidence

- 9. Cumbria
- 10. Greater Manchester
- 14. Dyfed-Powys
- 17. Warwickshire
- 18. West Mercia
- 19. West Midlands
- 20. Staffordshire
- 21. Derbyshire
- 23. Lincolnshire
- 28. Essex
- 30. Kent
- 38. Metropolitan Police
- Police Scotland

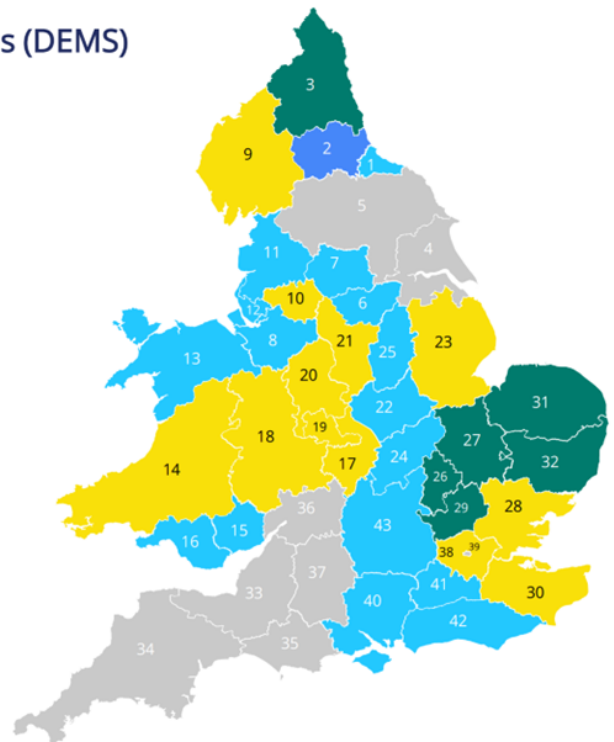
Aetopia

- 3. Northumbria
- 26. Bedfordshire
- 27. Cambridgeshire
- 29. Hertfordshire
- 31. Norfolk
- 32. Suffolk

To be agreed

- 4. Humberside
- 5. North Yorkshire
- 33. Avon and Somerset
- 34. Devon and Cornwall
- 35. Dorset
- 36. Gloucestershire
- 37. Wiltshire
- 39. City of London
- PSNI

NICE Investigate
Axon Evidence
Aetopia
SentrySIS
To be agreed



Correct as of 20/02/23

The NBCC is working with those providers to create a user guide for businesses to help them upload their CCTV footage when it is requested by police. The guides and more information will be coming soon to the NBCC website.

Patrick Holdaway, NBCC Lead said: The main blocker to businesses using DEMS is the CCTV system they are using. Some of the older, more outdated systems don't have the ability to upload and share CCTV footage electronically. These systems aren't really helping businesses or the police when it comes to gathering evidence and investigating a crime. Just as businesses need to upgrade IT equipment, they also need to update CCTV systems to ensure they are still fit for purpose in a modern, digital world."

Offender to Rehab Programme

West Midlands Police have recently released their evaluation of the Offender to Rehab programme.

Following some early work in Birmingham East, a pilot was started in July 2021, covering both Birmingham East and Birmingham West Neighbourhood Policing Units. This involved four police officers taking on the role of 'Offender to Rehab Facilitator' and a Sergeant (part time) to oversee the programme during the pilot.

During the pilot, 27 service users entered through the doors of residential rehab. Through this they have been able to measure that, during this period spent in rehab, £466k less is being stolen from stores across the West Midlands. Thirty percent of these people have continued to be abstinent post release from rehab, which is an additional £325,000 less being stolen from stores to date. The programme has also saved £185k to policing through freeing up of policing resources.

Continuous reviews during the pilot have allowed for process improvements and increased partnership working with external agencies and the business community. Data has been captured throughout, through documentation, interviews and meetings to allow for an independent process evaluation to be developed. The evaluation report forms a foundation for taking the project forward, stabilising it and, hopefully, expanding it.

NBCC Lead, Patrick Holdaway said: "We know that in some cases prison doesn't work, offenders are released but if the drivers of their criminal behaviour aren't addressed they will simply return to what they know and reoffend. We at the NBCC commend the innovative work of West Midlands Police which has shown not only to stop offending but to rebuild, and in some cases, saves lives"



[Offender to Rehab - West Midlands Police & Crime Commissioner \(westmidlands-pcc.gov.uk\)](https://westmidlands-pcc.gov.uk)

Safer Business Week of Action

The NBCC are running their second national week of action on the week commencing the 16th October 2023. Branded as the Safer Business Week of Action, the NBCC will look to build upon the success of last year's event by working with all police forces as well as including a wide range of business groups. The focus will be on raising the profile of how crime affects business as well demonstrating the police response to protect businesses and their employees.

Building on the SaBA Days branding a new brand has been developed for the Safer Business Action Week which supporting forces and partners will be able to use to help them promote the event.

More details to follow soon.



Force Focus - Tackling Retail Crime Across Nottinghamshire Together

Nottinghamshire Police have been working together with partners to tackle retail crime and the effects this has on communities and retail workers, culminating in a successful SaBA week of action in Oct 2022. Nottinghamshire are implementing a whole systems approach to retail crime not simply focussing on enforcement but also looking at it from a wider problem solving perspective, involving not only traditional policing partners but the wider retail community to inform their approach. Their strategy centres around three main areas:

Engagement

To understand the true impact of retail crime to business, staff and their communities, impact data was captured using an online survey. This was circulated with the support of BIDs and BCRPs as well as to independent retailers not part of these schemes by officers. This was and continues to be provided at the point of crime reporting to all retailers in the form of a QR code; creating opportunities to feedback challenges faced, perspectives of police responses and suggested improvements. An unprecedented number of responses were collated, subsequently influencing changes in local priorities, crime reporting processes and responses by the police supporting business needs. Online Retail Crime Prevention Seminars were provided to support independent retailers in making positive action in preventing crime in their stores, these were well received and will continue to be delivered.

Response

As a result of police engagement, conducting store visits, BID, BCRP and Retail Crime Group meetings in conjunction with survey data, a clear joint goal was established to identify and tackle the most problematic and persistent offenders. Utilising effective information sharing to identify targets and co-ordinate tactical responses to deter/detain individuals at the earliest opportunities, successful pro-active operations took place. As a result a significant

number of positive outcomes have been achieved, leading to a reduction in the overall demand caused by the small proportion of offenders. Results were communicated to retailers to encourage ongoing engagement with a view to increasing retailer satisfaction of police understanding and responses.

Long-term Problem Solving

Acknowledging the continual challenges faced by retailers caused by the perpetual cycle of criminal behaviour displayed by prolific offenders, long-term strategies have been implemented. These include regular retail crime groups which address the root causes of offending, using partnership approaches to signpost and support those in need. This compliments the 'Offender to Rehab' project, expediting residential rehabilitation to those motivated to break the offending cycle, supporting their recovery journey.

A recent CBO improvement project has been delivered across the force providing training and guidance as well as CBO application mentoring. This has seen an increased number of successful applications for prolific retail offenders. These orders include both positive requirements for offenders to engage in rehabilitative activities diverting them out of offending and prohibitive actions, protecting retailers from further harm.

Nottinghamshire Police will be hosting their first SaBA day of action in June 2023.

Tell us what you have been up to!

The NBCC is keen to feature the fantastic work going on across the country to tackle crimes impacting businesses.

Please get in touch if you have an initiative or operation you would like us to feature in the newsletter.

Anti-Social Behaviour Survey Results

The NBCC recently released a short survey asking businesses what anti-social behaviour (ASB) they are experiencing and what more they would like to see done to tackle it.

The Government have started to review its response to ASB, and it's hoped that the results will inform that discussion.

Whilst detailed analysis of the results is still in progress, here are some of the headlines from the survey:

The survey received 259 responses from retailers, BCRPs, BIDs, security providers and other businesses.



- **Almost 54% of respondents listed crimes such as shop theft, assaults and criminal damage being a particular concern.**
- **48% highlighted a growing issue of threatening behaviour towards employees and security staff. This included areas such as theatres and heritage sites.**
- **42% of respondents talked about young people becoming a challenge with their behaviour affecting trade.**
- **Begging and homelessness attracted over 26% of comments, this was extended to almost 8% of respondents saying street hygiene (defecation and urination) was a real concern, particularly in busy areas frequented by shoppers and tourists.**
- **Drugs were mentioned in 20% of comments, reporting that the users were often the same people who were committing crimes of shop theft etc. Litter and graffiti were mentioned by 14% of respondents across all sectors.**

When asked what businesses want from policing and government in response to these challenges, unsurprisingly the most popular answer from respondents (55%) was the request for an increased police presence.

There were a number of calls for private security providers to be given more powers.

The NBCC is collating the responses and will release the full results and comments on the website along with an update on what work has been done or is already underway to tackle ASB.

The NBCC has also created a section on the website dedicated to providing businesses with guidance and advice on tackling ASB. [Anti-social behaviour \(nbcc.police.uk\)](https://www.nbcc.police.uk)