



# NBCC NEWS

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## NBCC on the road

The NBCC continue to be busy supporting a wide range of business sectors. At the end of June, Patrick Holdaway supported the **Theatre and Touring Summit 2023** where he was part of a panel looking at the issue of violence and abuse aimed at staff in the theatre sector. Patrick was able to share the lessons learned from the retail sector including conflict management training and use of technology such as body worn video.

In mid-July, Patrick attended the **UKFinance Security Working Party**, which includes representation from many of our high street banks and building societies. Patrick provided an input on the work taking place to reduce violence and abuse aimed staff, something sadly the banking sector had seen a rise in. Body worn video is a recently introduced initiative into this sector but it is already having a positive effect.

Patrick also recently chaired a meeting bringing together a number of national retailers and police colleagues to look at how fraudsters targeted victims who were being asked to purchase gift cards instead of sending money in the more typical ways e.g. paying a fine or an HMRC tax bill etc. The meeting looked at how **Op Raven**, run by Avon and Somerset Police, could be extended nationally. There was a lot of support from the retailers on how they could use this approach to protect their customers.

[New partnership helps police protect victims targeted by fraudsters in gift card scams | Avon and Somerset Police](#)

## National BCRP and BID Conference

Organised in conjunction with City, University of London, Patrick presented at the conference along with Sussex Police & Crime Commissioner Katy Bourne OBE and BRC Chief Exec Helen Dickinson OBE, amongst a number of other key speakers, providing 14 sessions on the benefits of partnership working to tackle crime. The event created a lot of positive feedback with request for a similar event next year.

The event also focussed on the national accreditation scheme for BCRPs, run by the NBCC.



[BCRP National Standards \(nbcc.police.uk\)](https://nbcc.police.uk)

## Businesses benefit from day of action targeting shoplifting in city centre

The police in Nottingham teamed up with local businesses and other partners for a day of action aimed at tackling shoplifting and rooting out the causes behind why people do it.

Officers provided a visible presence around Nottingham city centre throughout Tuesday (18 July) – carrying out patrols and other operations in a bid to deter criminals and engage with businesses in the area.

Nottinghamshire's PCC and Nottingham's Business Improvement District (BID) were among the partners to support Nottinghamshire Police throughout the Safer Business Action (SaBA) Day.

Nottingham was one of three areas selected by the National Business Crime Centre (NBCC) to hold a SaBA day of action this year, with the days focusing on raising awareness and understanding of the types of crimes that affect businesses, including retail crime.

In addition to the patrols, officers from the Nottinghamshire Police Prevention Hub's Crime Prevention team visited local businesses to conduct crime prevention assessments, to help retailers understand how to best protect their properties as well as support investigators in applying for Criminal Behaviour Orders.

The Prevention Hub was recently set up and specialises in sharing best practice as well as the latest crime reduction measures and initiatives to address various types of crime, including business crime, theft, burglary and antisocial behaviour.

Prolific shoplifters known to the police were also visited and directed to attend a 'problem-solving drop-in hub' that same day, where they were able to speak with support agencies to help divert them away from future offending.

A number of different support schemes were highlighted at the hub, including the Offender to Rehab project, which is supported by retailers and

partially funded by Nottinghamshire's Police and Crime Commissioner (PCC), and targets helping prolific shoplifters with drug addiction problems turn their lives around.

In addition to engaging with partners from Framework, Clean Slate and Nottingham City Council about the issues that could be contributing to their lifestyle, such as drugs, attendees, including homeless people, were also able to access free food and hygiene product bags.

As part of the targeted operations during the day of action, six suspects were arrested for different offences, including shoplifting, while one suspect was given a community resolution – an out of court disposal option whereby the offender agrees to engage in education or some form of



reparation. One of the early arrests was of an offender who stole £700 worth of products from a store and was arrested within 30 minutes.

Around 40 people requiring support were also able to benefit from attending the drop-in hub, while the Crime Prevention team engaged with around 100 retailers about retail crime.

As part of the SaBA day the NBCC arrange for temporary access to the BCRP's intel system DISC, as a result of this the BCRP had 9 businesses sign up to use DISC permanently having seen the benefits during the SaBA day.

## Force Focus - Cheshire Business Crime



Cheshire have a Chief Inspector with thematic lead for business crime and a Designing out Crime Officer (DOCO).

There are also three recently appointed crime prevention officers who are providing extra resources to facilitate site visits, with no dedicated business resource this is helping mould the service that can be offered moving forwards.

Cheshire is divided into three areas with the Cheshire West area having the very well-established Chester against Business Crime (CABC). They work with the police and other partnership agencies to help the local business community to reduce crime and keep staff safe, encouraging the sharing of intelligence. CABC facilitates regular business crime meetings in Chester and other key retail areas.

Current priorities include looking at hot spot retail crime areas, and working with the businesses concerned to offer crime reduction advice. The team work hard at building relationships with staff at ground level as well as those in head offices to discuss mitigations that could be put in place.

With the increase in staff, we are looking to expand the offer to a wider range of businesses by refreshing our network of business, BID and Chamber of Commerce contacts.

The Crime Prevention Team are working on a business self assessment that will soon be available to members of the business community to help them take the first steps to improving their security and indicating if they need a visit from the team to provide additional advice.

Once networks have been refreshed, we are aiming to send out relevant local information about crime trends and useful crime prevention information, whilst we appreciate purse strings are often tight within businesses, it is important to make sure people are aware of their options and how technology is constantly changing.

Cheshire are currently trialling some portable SelectaMark Spray units for small businesses where intelligence suggests they could become a victim of retail crime. These units have been in between three and six months and while there have been no activations to date, we are looking at doing some evaluation to see how they have reduced fear of crime for the employees working in the stores.

Early discussions are taking place to look at how we can improve on the successes of Business Crime Week 2022. As well as looking at the larger retail areas, the aim is to ensure small businesses are once again offered relevant advice and appropriate signposting. A very successful event was held last year that targeted small businesses and local tradespeople who admitted they didn't normally take time to think about security and the impact incidents could have on their businesses.

The DOCO and CPO Teams are continuing to focus on crime prevention to ensure the most up to date advice is given. The team were fortunate enough to attend a business crime conference organised by Lancashire Police and LANPAC recently which highlighted lots of current good practice with several excellent inputs including one from Retailers Against Crime.





## Secured Environments Scheme

Secured Environments is a police certification scheme. It is awarded to organisations that are able to show that they have adopted six key principles for protecting themselves against crime.

The scheme has been in existence since 2008 and is offered by Police Crime Prevention Initiatives (Police CPI).

Secured Environments has been adopted by leading businesses and organisations including for example: Lloyd's of London, Aon (in the Leadenhall Building), London Bridge City, The Francis Crick Institute, Islington Square and Imperial College London. It is held by businesses, universities, shopping centres, and land estates in the UK, and more organisations are registered and currently working towards the award.

The accreditation is based on six core principles which every organisation should follow to ensure that their security is managed effectively:

Principle 1: Commitment to creating a secure environment

Principle 2: Understanding of security risks

Principle 3: Development of an effective response

Principle 4: Management of the response

Principle 5: Implementation of the response

Principle 6: Evaluation of response to detect where change is required

To gain accreditation, each organisation undergoes a period of preparation before an audit day (or more depending on the size of the organisation), after which they will be provided with detailed feedback on their performance and either an immediate pass if they are already meeting the requirements, or detail on how to address any gaps which have been identified. An organisation then has three months to rectify these issues.

Some of the feedback organisations have provided about the scheme includes:

“London Bridge City is delighted to have achieved the award. By submitting our security operation to the rigorous assessment process we have demonstrated our commitment to public safety. London Bridge City is determined to continue to provide a safe, welcoming and sustainable place for businesses, the public and the local community and we are committed to working with the Police and other partners to continuously test, evaluate and improve our processes.” Magnus MacAuley, London Bridge City

“We are extremely pleased to have retained the award for a third time. This is a significant achievement for Lloyd's and it sends out a clear message that we take our security very seriously and we are well prepared and tested for all types of incidents.” Tassos Vassiloulis, Lloyd's

“This award demonstrates the dedication of the Security team in placing the safety and security of all staff, students, and visitors as our utmost priority.” Terry Branch, Imperial College London

For more information, see the website: [www.securedenvironments.com](http://www.securedenvironments.com)

## Secured Environments

in association with



### Risk Management Award

## Theft from Shops - Crime Prevention Guide

Shoplifting is the theft of goods from open retail establishments. Typically this is by concealing items on their person, in pockets, under clothes or in a bag and leaving the store without paying.

Shoplifters range from amateurs acting impulsively to career criminals and organised crime groups. Individuals who are vulnerable may also be coerced by others into stealing.

Shops owners should look at ways to reduce the opportunity for theft from their premises, to protect their livelihoods

We have put together a comprehensive crime prevention guide to help retailers identify and deter shoplifters.



Click here to download the [‘Theft from Shops’](#) guide.

## Working together to create a safe city centre this summer and beyond - Southend SaBA

On Wednesday 26th July, a successful Safer Business Action Day took place in Southend-on-Sea. Organised by Southend City BID in partnership with the Essex Police Community Policing and Business Crime Teams, the primary focus of this joint initiative was to proactively engage with young people to address potential issues of 'Youth Anti-Social Behaviour' (ASB) in the City Centre as school summer holidays began.

By fostering a united approach, participants which also included Total Security Services (TSS) and Local Authority Community Safety, CCTV and Youth Engagement departments, spent the day engaging with young people to understand any issues faced that could be causing ill behaviour so support could be offered whilst setting clear expectations of conduct for the summer holidays.



During this community day, the teams split to joint patrol areas including the High Street, Shopping Centres, side streets, back alleys, and Warrior Square, engaging with youths, business owners and staff to promote active reporting of such behaviour via 101 and town link radio which feeds directly to the cities' CCTV team. This proactive approach aimed to address issues immediately and maintain a safe environment for all.

The teams visited 33 businesses to discuss ASB issues they're facing and advise on how to report incidents, they also engaged with 86 young people, and found 1 individual to be carrying cannabis after a positive stop and search by police. It was a really great piece of partnership working that will continue to focus on supporting our businesses and residents.

Learn more about Southend City BID at their website [www.SouthendBID.com](http://www.SouthendBID.com)