



NBCC NEWS

March 2023 - Issue 6



OSPA WINNER 2023

The NBCC were delighted to be awarded an OSPA for Outstanding Security Partnership for the Safer Business Action (#SaBA) Day initiative along with Darren Conway from Lodge Service and Iona Blake from Boots.



NBCC Lead Patrick Holdaway said; "It was completely unexpected and we are extremely grateful to have the hard work of Darren, Iona and the team recognised in this way. More SaBA Days are already taking place and more are planned for the year ahead. We couldn't do it without the support of police forces and partners across the country working together to tackle business crime."

ASB Survey Report Released

On Monday 27 March, the government launched a new action plan to tackle the growing problem of anti-social behaviour (ASB) impacting communities and businesses.

Prior to the report being released, the NBCC sent out a short survey asking businesses what anti-social behaviour they are experiencing and what more they would like to see done to tackle it. The results of the survey were shared with the Home Office to help inform the government's response.

NBCC Lead Patrick Holdaway explains: "We developed the survey because we wanted to make sure that the views and issues businesses are facing around ASB were considered as part of the government's review. We shared the results and were pleased to see that many of the issues raised by businesses who responded to the survey have been addressed in the action plan. We welcome the plan and will continue to work with policing and partners to tackle the ongoing issue of ASB."

The NBCC survey received 250 responses from retailers, BCRPs, BIDs, security providers and other businesses. A full report of the results of the survey can be viewed here: [NBCC ASB Survey results](#)

The full government action plan can be viewed here: [Anti-Social Behaviour Action Plan - GOV.UK \(www.gov.uk\)](#)

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

March Kicks off the 2023 SaBA Days Season

In March, the NBCC team were out and about supporting police and partners with the first two successful Safer Business Actions Days of 2023.

The first took place in Bristol on Wednesday 8th March in partnership with Avon and Somerset Police, Business Improvement Districts from across the city, private security companies and local businesses.

Despite the terrible weather the day saw police and private security working across the Broadmead area to tackle prolific offenders and persistent perpetrators of anti-social behaviour.

Three people were arrested for breaching their Community Protection Notice. All three have been charged and remanded into custody. Two of those people went on to receive a Criminal Behaviour Order when they appeared at court.

One person was arrested and charged for burglary. They have also been remanded into custody.

Three people were given Community Protection Warnings, which are issued to stop people from committing antisocial behaviour in an area. A community resolution was agreed after one person was caught for shop theft. One person was referred to the street intervention service and one person was given words of advice relating to begging.

The SaBA day also presented an opportunity for engagement with local businesses with 185 businesses visited and advice given on reporting crime to the police and as well as identifying local issues. The increased intelligence reports to the Business Crime Reduction Partnership will help direct future enforcement activity.

Acting Insp Richard Jones said: "It was a fantastic day of action and the results reflected that. A particular highlight is a burglary that was reported at a local supermarket, leading to a proactive arrest within two hours.

"By pooling all of our expertise together, we were able to increase our understanding of issues facing businesses, while targeting offenders and those responsible for antisocial behaviour.



NBCC'S Paul Fagg being interviewed by the BBC to talk about the important work being done to combat business crime



The second SaBA Day was held on the 23rd March in partnership with the City of London Police.

A number of arrests were made as part of the day and over 100 businesses were visited by the NBCC, police and partners taking part.

NBCC Lead Patrick Holdaway was on patrol visiting local retailers who were also supporting the event by the displaying the SaBA Partnership badge.





Force Focus on tackling business crime - Hampshire & IOW

Hampshire OPCC and Southern Co-op have developed a Rural Crime Platform to engage and support rural communities using the information sharing system for crime reduction known as DISC.

With over 500 engaged users and segmented platforms, the Country Watch policing teams are regularly supporting rural communities with shared information. The teams use the information shared to direct their patrols and organise events and engagements such as 'Barn Meets', which are an opportunity for rural residents, businesses, farmers, gamekeepers and land owners to get together with local police officers and relevant partners.

The DISC system is also utilised on up to 15 platforms within Hampshire, supporting their retail community and business partnerships. They have Hotel Watch, which focusses on educating the hotelier communities on the impact of exploitation and harm.

DISC is also used to support Pub Watch schemes for information sharing with the licensed community

and their active banning of violent and aggressive people.

Use of the DISC platform is growing with local officers having access to the DISC App on their phones. The latest development will be to put in place a DISC Partnership Engagement Platform (PEP). This will sit above all other DISC platforms within Hampshire and the IOW, and have engagement from crime prevention, licensing teams, local policing and other partners, who can share information directly with all other platforms across the force. This will improve two way electronic engagement and information sharing and increase trust and confidence that the police are listening to the concerns of the business community and the victims of crime.

Working with Southern Co-op and Portsmouth City Council, funding has been secured to develop a Business Crime Navigator role. Supported by the OPCC, and working with Portsmouth City Council and the Society of St James, the 'Navigator' is an outreach worker who will focus on people offending in the city centre and to review and identify opportunities for referral, diversion and support.

The scheme has been running for 6 months and has been established to ensure that the support and interventions provided, and available, are led by professional partners and services. The local police city centre team work closely with partners to identify those offenders at most risk of causing high harm impact on the local community. The offenders often have complex needs but by

understanding the reasons they offend and commit crime bespoke packages can be developed to meet their individual needs. The outreach worker engages with the individual and through regular engagement develops mutual trust, from this the navigator can provide the support needed to ensure that the individual meets the requirements of their support package, so reducing their offending and securing rehabilitation.

So far, 13 cases have been referred to the scheme. Three of these did not want to engage with the opportunity, one has been sentenced following a series of cases and a breach of CBO, and one has been supported out of a domestic abuse relationship and into a refuge outside of the City. Five individuals are sporadically engaging with the service, and three are actively engaged, securing guidance, support and addressing their needs.

This partnership led model is already seeing some success. It has been evident that the support being led by non-police intervention leads to good engagement and strong professional guidance to divert and support individuals at a time of crisis. The 'Navigator' has already seen anecdotal success, and the offending behaviour of some of the top criminals in retail crime locally has started to change. This problem solving approach to dealing with the impact of high volume crime on victims in the business community has had a great start.

NBCC Crime Prevention Series

The NBCC team works with policing and industry to understand the most common crime types impacting businesses and then develops crime prevention guidance to help businesses better protect themselves.

In March, the NBCC published a new guide focussing on warehouse and distribution centre internal theft.

Distribution centres and warehouses are more liable to employee theft than any other business.

Sometimes, theft is committed by an employee who would never be suspected, as it can be common place for inventory to go missing if employees feel under appreciated, underpaid, or perhaps just feel that the occasional product is a fringe benefit working in a distribution centre.

Often the focus on crime prevention and security is about keeping criminals out of a warehouse and not on security within it.

The NBCC guide provides practical security considerations and guidance to minimise the risk of thefts by employees.

Download the guide here: [Warehouse and distribution centre- Internal theft](#)



of

ShopKind Week Coming in April

ShopKind week will launch on Monday 17th April as part of a national retail sector campaign to address abuse and violence against shopworkers.

The ShopKind campaign is coordinated on behalf of the Home Office by the Association of Convenience Stores (ACS), and aims to encourage positive behaviour in retail stores whilst acknowledging the essential role of shopworkers and raising awareness about the scale and impact of abuse and violence they endure.

As part of ShopKind week, a host of new campaign material will be made available to retailers via the NBCC website which they can download and display in stores. There will also be a press release sent out to highlight the abuse of shopworkers and urging people to 'ShopKind'.

Those wishing to support the campaign can find existing assets, including posters and social media banners, on the National Business Crime Centre's website here:

[ShopKind Webpage \(nbcc.police.uk\)](#)



Is your business PROTECTED?

The NBCC are developing some new guidance to help support retailers tackle theft and violence against staff. Presented around the mnemonic PROTECTED, the document focuses on best practice seen by the team from the leading retailers; the document looks at different topics and suggests activity that has been proven to reduce crime.

The model has been produced in response to a growing number of retailers who are taking proactive steps to protect their business in the face of increasing levels of theft and violence.

NBCC Lead Patrick Holdaway said: "This is very much a living document that we plan to build on over the coming months. One of our objectives is to raise national standards and I believe that this should include retailers too. In particular we are keen to see a greater level of crimes being reported, information and intelligence shared, targeted employee support put in place as well as investment in technologies such as CCTV, which can be shared via Digital Evidence Management Systems."

Read more about [Digital Evidence Management Systems](#) in our article.

We recognise that with the tough economic conditions there will always be a question as to how many people can support areas such as loss prevention; however, we found these roles to be critical in coordinating a retailer's response to crime and partnership working. Some of the portfolios can include hundreds of stores and thousands of staff so a lack of investment in this important area can negatively affect the businesses ability to protect itself from risk.



Prevention	Do you have a prevention strategy?
Reporting	Do your staff know how and when to report a crime?
Offender management	What is your process for managing offenders?
Training	What staff training do you have in place to prevent crime?
Employee support	What support is there for staff who are victims of crime?
Corporate support	Do you have the right resources to deliver your strategy?
Technology	How are you using technology to protect your staff?
Engagement	How do you engage with the police and other groups?