



NBCC NEWS

May 2025 - Issue 28

The NBCC welcomes Lisa to the team

The NBCC is delighted to welcome Lisa Maslen to the team as she joins the City of London Police on promotion as a superintendent.

Lisa will be taking over the role of NBCC lead from Supt Patrick Holdaway when he retires from policing later this summer.

Lisa was the Metropolitan Police Business Crime lead for the last 2-years so many of you will know her already, but she looks forward to continuing to work with you all.

Lisa started her career in Hampshire & IOW Constabulary in 2001 before transferring to the Met in 2009. She has held a variety of roles including frontline, partnerships, Force Control Room Chief Inspector and Staff Officer to an Assistant Commissioner.

During June Lisa will be working alongside Patrick as a period of handover before taking over the role fully in July.

Lisa said “I was so pleased to be successful in the City’s Superintendent promotion process but then to have the opportunity to do this role was the icing on the cake. I was rather naïve as to the issues facing business when I became the Met’s Lead Responsible Officer but over the last 2 and a half years I have developed a real passion for this work and look forward to having national reach.

I have many ideas about what I’d like to do but as its only week 2, I will take some time to consider priorities and provide a fuller update asap.” Lisa also said “I think my people skills and ability to connect, foster relationships and problem solve will be an asset in this role.”



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NBCC Crime Prevention Series

The NBCC had produced a series of crime prevention guides and videos in conjunctions with industry partners and the police.

Each crime prevention guide focusses on a specific crime type or a specific sector and gives practical top tips to help mitigate the risks of falling victim to the crime.

This month we are highlighting two of our written guides and one of our new crime prevention videos:



Health & Fitness Clubs

The lead up to summer is a busy time for health & fitness clubs with everyone focussed on getting beach ready. Unfortunately, there are many incidents of gyms being targeted by individuals and criminal enterprises. Most gym thefts are targeted towards high value items such as watches, jewellery and bank cards, which are later used to commit fraud. The impact of these crimes can lead to operational disruption, reputational damage and can impact upon customer confidence. This guide has been produced in conjunction with UK Active.

Health & Fitness Clubs Crime Prevention Guide

Infrastructure Crime

The summer can also be a busy time of year as people head to train stations and airports for the big summer getaway. The effects of infrastructure crime are wide reaching with impacts felt by industry and local communities with transport delays and power cuts being some of the most disruptive consequences. The NBCC has worked with the National Infrastructure Crime Reduction Partnership (NICRP). to produce guidance aimed at those who respond to infrastructure crime.

Infrastructure Crime Responders Guidance



Cash Withdrawal Theft

Police have seen a rise in thefts of cash from bank customers after leaving branches. Thefts occur after a customer withdraws a large sum of money. Either the customer is followed from the branch and is the victim of a personal theft, or robbery, or after leaving the cash in their vehicle, it is stolen from within. This guidance is for branch staff, who issue cash to customers.

Cash Withdrawal Crime Prevention Video

NBCC on the Road

1st May Patrick attended the British BIDs Business Crime Conference in Nottingham, where he provided an update on the work of the NBCC.

With over 340 BIDs around the country they play a key role on the local delivery of crime prevention through activities as safe spaces, private security and supporting the night time economy.

2nd May the Home Office hosted the Serious Organised Crime and Community Partnerships meeting, this brought together retailers, charities as well as drug treatment providers and commissioners to identify opportunities to the addiction issue which we know drives much of our crime. The NBCC is a core member of the group.

8th May Patrick attended a conference in Coventry focussed on crime within the logistics sector. It was recognised that much of this crime goes unnoticed yet has a major impact on businesses. The NBCC expects this to be an area of increasing focus given the involvement of organised crime groups and the values of loss seen by businesses. The [National Vehicles Crime Intelligence Service](#) (NaVCIS) play a major role in this sector.

13/14th May saw the yearly ORIS Forums event in Kenilworth Warks. The event showcased an eclectic range of presentations over two days involving retailers as well as HR professionals and those from the logistics and hospitality sectors. As with recent years the organisers allow the NBCC to start the conference with Patrick updating the audience on the current trends and work taking place to prevent business crime.

15th May was the Retail Crime Forum, which is a 6 monthly meeting chaired by the policing minister, held at the Home Office, which brings together senior representatives from retail and the police. Patrick provided a number of updates to the minister and the group in particular around the Neighbourhood Policing Guarantee, which is part of the government's Safer Streets Mission. A new 'Tackling Retail Crime Together' strategy was also discussed, which the NBCC has played a key role in developing; with more details to follow soon.

21st May saw a trip to Blackburn where Patrick supported the Lancashire Partnership Against Crime (LANPAC) business crime conference. This was Patrick's 3rd LANPAC conference, which this year was held at Blackburn Rovers football ground, Ewood Park.

The event saw a wide range of presentations given from various partners, including Operation Vulture, Lancashire Police's response to tackling retail crime. It was good to see a strong support from Lancashire Police at the event, including from their chief constable, who gave the opening address.



Neighbourhood Policing Week of Action

Neighbourhood Policing Week of Action 2025 will take place from June 23 to 29 to celebrate the work of neighbourhood policing teams across the country, with opportunities for officers, staff, and volunteers to get involved.

As part of the week The College of Policing will be hosting a series of online events which are open to all officers, staff and volunteers interested in neighbourhood policing.

NBCC lead Patrick Holdaway will be hosting an online webinar on the topic of Shoplifting or retail harm? The changing face of retail crime. Patrick will describe the current landscape, discuss the challenges, and highlight the opportunities to tackle retail crime in partnership with the local business community.

This will be a thought-provoking session discussing how retail crime has evolved to retail harm and how it threatens our local communities. The session will take place on Wednesday 25 June at 10am.

Book a place

Tackling retail crime is a key part of the new Neighbourhood Policing Guarantee which is a government commitment that aims to improve local policing.

This initiative is also part of efforts to tackle retail crime, with funding provided for specialist analysis teams and training programs to empower retailers with prevention tactics. It guarantees that:

- Each neighbourhood will have named, contactable officers to tackle the issues facing their communities, helping to restore trust that policing is working to keep people safe
- Every neighbourhood in England and Wales will have dedicated teams who will spend their time on the beat with guaranteed police patrols in town centres and other hotspot areas at peak times such as Friday and Saturday nights
- There will be a dedicated antisocial behaviour lead in every force, working with residents and businesses to develop tailored action plans to tackle record levels of antisocial behaviour



ShopKind Week 2025

W/C 30th June