



# NBCC NEWS

November 2023 - Issue 13

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## NBCC on the road

On the 2nd November the NBCC supported the National BID conference where there was a strong focus on crime reduction and the key role played by BIDs through their support for BCRPs. In recent months we have seen greater interest from national retailers, Boots and Tesco in particular, as to the support they receive as levy paying member so BIDs. In 2024 we expect to see this topic develop further with more retailers playing an active role by setting expectations from their BIDs.



15th Nov: The Union of Shopworkers, Distribution and Allied Workers (USDAW) staged their annual Freedom from Fear campaign. The week highlights the experiences of shopworkers and is supported by a survey with members with results due in early 2024. Patrick visited a Co-op Store in the City of London with Oliver Bolton from the City of London Corporation. Patrick and Oliver met local staff as well as Co-op management to hear their accounts of the challenges they face on a daily basis. Patrick was pleased to hear the positive feedback in respect of the service they receive from local police.

Later that day Patrick was invited to the Houses of Parliament to support an awareness event on retail crime, organised by Ian Paisley MP (pictured) and Steve McCabe MP, from the All Party Parliamentary Group on Retail Crime and Sustainable High Streets. At the event MPs and Lords were met with retailers and Andrew Goodacre, the Chief Exec of the British Independent Retailers Association to discuss the impact of retail crime and sign a pledge to tackle retail crime and protect shopworkers. The event was popular with the concerns of retailers highlighted in Prime Minister's Questions in the House earlier that day.



The 16th November saw the team attend the National Business Crime Solution Conference in Birmingham. Amongst the speakers was PCC Matthew Barber from Thames Valley Police (pictured on the right with Patrick and Andrew Sharman) who presented on the work he is doing to support local retailers, with a retail crime strategy to be released early in 2024.



## NBCC on the road continued...

On Monday 20th, Patrick attended a retailer crime round table at the Home Office, which included the Policing Minister Chris Philp MP and the Business and Trade Minister Kevin Hollinrake MP, as well as senior retailers, PCC Katy Bourne, Chief Constable Amanda Blakeman and NPCC Retail Crime lead Chief Supt. Alex Goss. The meeting was a follow up to the recent release of the Retail Crime Action Plan and demonstrated the Government's interest in retail crime. A number of actions were set with Patrick tasked to set up a meeting with retailers to ensure that we were doing what we can to secure the best CCTV evidence possible in a format that allowed police to progress an investigation. The NBCC has developed guidance around this - [Can your CCTV transfer digital evidence to police?](#)

On the 23rd November, Patrick supported Met Police colleagues (pictured) and presented at the Knightsbridge Business Partnership Breakfast meeting, providing an overview of the national picture and the Retail Crime Action Plan.

On the 30th November, Patrick presented at the Women's Safety Summit, organised by Safer Business Network. Patrick and Emma Keating from Tesco, discussed their work with Op Portum, which seeks to create safe spaces in the retail sector. Launched in October, the scheme has

gone from strength to strength with membership now totalling just under 11,000 retail locations.

Conversations continue with other retailers as well as shopping centres, hotels and fast food restaurants who are keen to join. Find out more about the scheme here - [Safe Spaces \(nbcc.police.uk\)](#)



## The NBCC Advent Calendar is back!!

After the success of the NBCC crime prevention advent calendar last year, we are bringing it back!!

From the 1st - 24th December we will be opening a door to reveal a daily gift of top tips, crime prevention guides and other resources available to businesses to help them combat business crime

Follow us on LinkedIn to open our advent doors!  
<https://www.linkedin.com/company/national-business-crime-centre/>



## Meet the NPCC lead for retail crime

In September 2023, Chief Superintendent Alex Goss was appointed as the new NPCC lead for retail crime.

The new national role was put in place to recognise the particular challenges around retail crime for both retailers themselves and the police in tackling the issue.

Alex is a serving North Wales Police Officer where he is just entering his 26th year of service which has been from Police Constable through to the current rank.

He initially joined West Midlands Police where he served for 4-years prior to transferring to North Wales due to family reasons.

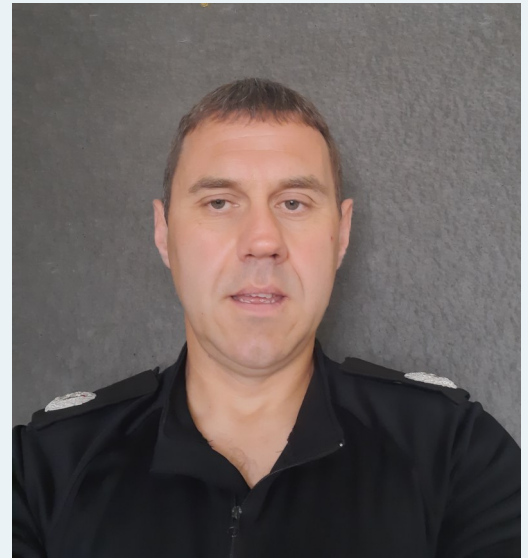
Alex has recently undertaken some national work reporting to Chief Constable Chris Rowley as part of the policing productivity review carrying out a full evaluation of the National Standards of Incident Recording.

Alex has undertaken many roles as a senior officer, these include Head of Local Policing Services, Head of Corporate Services, Head of Operational Support services and leading large scale force reviews into operating models. He holds operational qualifications in Strategic Firearms Command, Gold Public Order Command, Gold CBRN command and has been part of North Wales Police Gold CADRE structure for the last 6 years.

Alex holds a Master's degree in Police Leadership and Management which was obtained from Liverpool University in 2018.

Since taking up his role as NPCC lead for retail crime, Alex has developed the Retail Crime action plan and will be seeking to develop corporate approaches to managing retail crime across policing.

Alex is a firm believer in the partnership approach to tackling retail crime and sees retailers, the security industry amongst others as being critical to that work.



The NBCC are working closely with Alex and his office to support national initiatives and to feed in the ongoing work the NBCC are doing with police forces and businesses to tackle retail crime.

NBCC lead Supt Patrick Holdaway said: "Having a dedicated national lead for retail crime is an important step for policing and the retail sector. Only through partnership working which addresses the root causes of retail crime, the tactics, the prevention measures, the police response and the criminal justice process we will be able to tackle the problem effectively."

## Force Focus - Metropolitan Police

Over the last few months there has been an exciting change in pace and attitude to dealing with retail crime and harm within the Metropolitan Police.



Much of this has been since the appointment of Inspector Titus Halliwell in March 2023 to head the Safer Businesses Team. Prior to starting this role Titus was the driving force behind the conversion of the large number COVID Volunteers who supported the police and London during the pandemic by establishing a permanent cohort of resources which are now business as usual supporting policing across London as Community Based Volunteers.

The Safer Businesses Team is a small Team of subject matter experts who's key role is supporting colleagues both internally and externally with crime prevention advice, acting as a conduit to address concerns and issues and help 'signpost' efficiently and drive projects to ensure that way the police work with partners and conduct investigations is improved. In early 2024 the whole Team are being trained to attain their Level 5 Designing Out Crime Officer qualification. This will be a bespoke course designed to reflect the built retail space rather than general 'bricks and mortar'. Ensuring the advice they give going forward is of the highest expert standard.

Getting the policing response correct in London is crucial to making our business communities a better place to live and work. London accounts for 20% of all retail crime in the UK. With 1 in 10 Londoners being employed in retail. At least 60% of those are female and 65% of all staff fearing abuse and assaults in the work place. We cannot afford to be complacent. Sadly, once people step into the retail space to commit crime these key themes tend to get forgotten historically and we need to change the view this is a victimless crime. The Met wants and needs to reset its relationship with the business community ensuring we maximise the use data and technology to ensure our resources and activity is precise and focused.

Helping to support this activity the following pieces of work and sprints have taken place so far which is very much the start of things. The Metropolitan Police have now drafted a Retail Crime Strategy to work alongside the National Retail Action Plan which is currently out for consultation. Created the London Retail Harm Reduction Partnership to help address and reduce crime in a collaborative manner bringing together the police, retailers, retail associations, academics, CPS, BIDs and local government focusing activity under the four pillars of Pursue, Protect, Prevent and Prepare.

In October, 10 Retailers were asked to share the images of their prolific unknown offenders. Of 301 images submitted to a Facial Recognition search 149 had 'hits'. These 'Hits' are now being investigated with the anticipation that this phase of work will be completed by late December. The initial phase of improving the way we investigate crime under the banner of 'Op Retail' has been rolled out across London with central request for digital evidence from retailers now being managed centrally, with ongoing work to make Facial Recognition BAU, looking at the use of Criminal Orders and the establishment of a Responsible Retailers Scheme as future phases.

If you would like to learn more please email [titus.halliwell@met.polic.uk](mailto:titus.halliwell@met.polic.uk)

## Energy Crime

The NBCC supports a wide variety of business sectors. Earlier this month, NPCC lead for business crime, Assistant Commissioner Paul Betts wrote to all chief constables to highlight the issue of energy theft and the work the NBCC are doing to support the sector.

Energy theft takes place in various forms with the most common being through the by-passing of the gas or electricity meter. This can prove extremely dangerous and sadly there has been recent examples where lives have been lost due to this illegal activity.

The NBCC have been working with the Retail Energy Code and the UK Revenue Protection Association to highlight the dangers and the implications of the crime, which includes higher bills for energy users.

Through Crimestoppers the following website has been set providing guidance and an anonymous reporting facility should you become aware of energy theft.

[Report Energy Theft | Electricity Theft, Gas Theft in UK | Stay Energy Safe](#)



## National Business Crime Centre helping delivery drivers stay safe

The NBCC is urging delivery drivers to take practical security steps to protect their cargo and themselves as we head into the busiest period of the year.

December will see a significant increase in demand for home deliveries as people do their Christmas gift shopping and grocery orders online. Unfortunately, that means the people who operate courier delivery vehicles face an increased possibility of being targeted.

Only a few weeks ago in Surrey, three delivery drivers were targeted within the space of an hour. All three drivers were doing home deliveries when they were threatened with weapons and robbed between 9-10am.

The NBCC has previously worked with the Institute of Couriers to produce a best practice van security poster to help employers raise awareness of the issue and provide tips to stay safe. They have also produced a comprehensive crime prevention guide on [‘Delivery Driver Security’](#).

Andy Magromallis, Chair of the Institute of Couriers security group commented: “This time of year in particular couriers are extremely busy and against the clock. They will be focused on getting the job done and not necessarily on the safety and security of their cargo and themselves. It is important that courier companies take the safety of their employees seriously and make sure they are all aware of potential threats and how to minimise the likelihood of becoming a victim of crime. We would urge all courier companies to download the free guidance from the NBCC and use it to educate their employees ahead of the busy festive period.”

Further information and guides can be found on the [website](#):

## Safety and Security for Business – Middle East Tensions

The NBCC has been contacted by a number of businesses requesting guidance on safety and security due to the current heightened tensions caused by the ongoing conflict in the Middle East.

Concerns include a rise in hate crime and large scale protests impacting employees and businesses across the country.

To offer reassurance and for ease of reference, the team at the NBCC have compiled a range of open source advice and guidance on safety and security for businesses including terrorism awareness training, a guide to personal security and advice on personal safety at work.



### **Safety and Security for Business - NaCTSO, Home Office, Counter Terrorism useful guidance:**

The free [ACT e-Learning](#) counter terrorism awareness course is available for employers and employees to complete. It is an e-learning course about the best practices to help counter terrorism and increase security awareness.

[The Blue Book: A Guide to Personal Security | ProtectUK](#) aims to provide a suite of advice options when implementing a personal security plan. This booklet will also signpost to other valuable sources of information and guidance.

[Resources | ProtectUK](#) - ProtectUK provides business and the public with counter terrorism support and guidance to effectively protect and prepare.

### **Protests and public events**

At any large gathering there is the potential for a minority of people to use the event as an excuse to cause trouble. Occasionally, peaceful protests can escalate into violent and dangerous situations. Businesses may face increased risks during periods of public protests and social unrest, which can threaten employees, disrupt operations, and damage property.

The NBCC has developed a [Safeguarding your business during public events.pdf \(nbcc.police.uk\)](#) guide to help businesses prepare.

Employers and employees can find more information and guidance on the NBCC website about preventing crime and staying safe at work on the [NBCC Website](#).

For further information and sign posting on personal safety and reporting a crime read the full news article:

**[Safety and Security for Business – Middle East Tensions \(nbcc.police.uk\)](#)**