



# NBCC NEWS

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## National SaBA Month a success

The first national month of action against retail crime has proved to be a huge success with over 300 SaBA Days taking place across the country led by police and partners. The NBCC is working with forces to collate the results from all of the activity taking place but here is a round up of some of the activity:

Merseyside Police held a force wide SaBA Day on the 7th March which resulted in a total of 130 officers deployed to various activities to support businesses. During the day there were a total of 22 arrests made for offences linked to the operation.

One Maidstone BID visited 83 stores, made 7 arrests for shop theft, violent ASB and burglary, spoke 27 stores spoken about their tagging systems and ways they could improve and added 22 new users to Disc.

Wiltshire Police carried out a SaBA Day in Swindon where they visited 75 businesses throughout the day, three shoplifters were dealt with; one was arrested remanded in custody and two were dealt with Out Of Court Resolutions and 15 Intelligence reports were submitted surrounding drugs, weapons and anti-social behaviour.

West Yorkshire Police held 16 SaBA days involving 144 officers and staff and made 37 arrests.

The Safer Business Network in London has held numerous SaBA Days across the city during March. On just one SaBA Day in Stratford Town Centre there were 22 incidents attended by the Metropolitan Police, resulting in 9 arrests for shoplifting, going equipped, handling stolen goods and ASB.

NBCC Lead Supt Patrick Holdaway said: "The response from police and partners to get involved in the month of action has been really positive. This is the first time we have held it and nearly all the police forces in the country held at least one SaBA Day. It is important to show retailers and businesses that we are listening and responding to their concerns. We are still collating all the results and will release a further update in due course. I would like to thank everyone who has taken part including our private security partners, BCRPs and BIDs."



## SAFER BUSINESS ACTION DAYS

## Assault of shop workers to be made specific criminal offence

Last week Patrick attended a Retail Crime meeting at No.10 Downing Street hosted by the Policing Minister, the meeting was used to update senior retailers on the progress of the Retail Crime Action Plan and discuss some suggested new activities.

The Government have just released a document, **Fighting Retail Crime - More Action**, which includes a number of new activities focussing on the following points.

- ◆ A new offence of assaulting a retail worker;
- ◆ Expanding the use of electronic monitoring for prolific shoplifters;
- ◆ Maximising the use of new technologies for the prevention and detection of retail crime;
- ◆ Designing out crime, reducing the opportunities to steal and sell stolen goods; and
- ◆ Making it easier to report crime and share information between businesses and police

They will introduce a new bespoke offence of assaulting a retail worker, via the Criminal Justice Bill currently before Parliament. This will send a strong message that assaults against retail workers are completely unacceptable and will be met with tough consequences.

There will be a presumption that on conviction for this new offence, the court will make a Criminal Behaviour Order (CBO) under section 22 of the Anti-social Behaviour, Crime and Policing Act 2014, to prevent an offender from visiting specific premises. Breach of a CBO is a criminal offence which carries a maximum custodial penalty of five years' imprisonment.

A retail theft electronic monitoring (EM) 'package' will also be developed, to offer sentencers starting in a pilot area, a clear community sentence pathway for repeat retail theft offenders.

The document recognises that the NBCC plays a central role in linking policing and businesses, supporting each other to prevent and combat crime, and sharing good practice. The Government will work with the National Police Chiefs' Council and Association of Police and Crime Commissioners to ensure the NBCC is sustainable going forward.

They will also provide support and explore additional funding opportunities for PCPI to develop training and raise awareness of how police officers and Police Community Support Officers can work with retailers to prevent and respond to retail crime; this will include practical measures to design out crime, such as shop layout to reduce opportunities for theft.

The NBCC has hosted workshops for police and retailers, to understand how best to provide data to the different DEMS systems; these have been well received. The Government will therefore fund a series of new workshops across the country, provided by the NBCC, to bring together police, and retailers of all sizes to understand the systems, learn 21 the key benefits and increase sign up. They will encourage police forces to invest in DEMS systems, highlighting the benefits of using the systems.

Retailers and security companies have a wealth of data about crime and information about offenders, including images from CCTV and body-worn video cameras. The Government will explore how to more effectively share this information to help police identify the offenders who are stealing from multiple retailers in local areas and to link offences, using retrospective facial matching technology to eliminate thieves.

They will share information and good practice on the tools that can help support retailers report crime, through the National Retail Crime Steering Group. And they have committed to work with the National Business Crime Centre, National Association of Business Crime Partnerships and the newly-formed BCRP Standards Board to professionalise BCRPs and increase the effectiveness of data sharing. Read the full report here: [Fighting Retail Crime: More Action](#)



## NBCC on the road

The week of the 4th March was due to be very busy one but circumstances meant that I was unable to attend two conferences, I was able however to dial into the National Business Crime Solution (NBCS) Conference being held in Old Trafford, Manchester held on the 7th March.

My presentation was on the work the NBCC are doing to support the capture of CCTV evidence through the use of Digital Evidence Management Systems (DEMS) used by police forces. Our work follows some workshops with police and retailers to understand the barriers faced when looking to share CCTV. Work taking place will look at issues such as standardised statements that retailers can use when exhibiting the evidence. Also we want the police to make it clearer why the CCTV is so important and that without it the investigation may not proceed any further.

On the 12th March I attended the Norwich Business Crime Conference, arranged by Norwich BID. The event was well attended with police, retailers and private security all in attendance. The purpose of my presentation was to provide an update on the work taking place to meet the Retail Crime Action Plan.

The event included a host of other presentations from police and partners and provided a good demonstration of how important BIDs are in bring together partners to tackle business crime.



After that event I returned to London to meet an Australian delegation of senior police officers who were in the UK on a fact finding mission. I was able to highlight the work of the NBCC as well as hear the challenges faced by the police there, which sadly mirrors our own with recent increases in shop theft seen across the country.

On the 14th March I met a large Swedish delegation and provided a presentation on the work of the NBCC and learnt that retail crime is also a growing issue in Sweden.

The 20th March saw me attend the All Party Parliamentary Group on Retail Crime and Sustainable High Streets held at Portcullis House. The group is chaired by Steve McCabe MP and supported by the British Independent Retailers Association (BIRA). The APPG is held regularly and looks at how Parliament can support the police and retailers in tackling retail crime.

This meeting was supported by the attendance of Policing Minister, Chris Philp MP; the Minister provided an overview of the Government response to retail crime, which included the Retail Crime Action Plan. There is increasing interest in how we can stop the sale of stolen goods and I was able to talk about the work we are doing around Tobacco Track and Trace and the academic review the NBCC have commissioned Professor Emmeline Taylor to carry out.



## Force Focus – Humberside Police

Humberside police recognise that retail crime is wider than shop theft and can have a wide-reaching impact on retailers within our communities. They have recently refreshed their Retail Crime Action plan in line with National Plans and ensure they send officers to reports of violence and detained persons.



### Technology

Humberside Police strive to be one step ahead and create more efficiencies, they are investing some of their energy into technological advances to assist with the prevention and detection of retail crime and apprehension of offenders:

- Dedicated Teams channel for sharing information, best practice, and messages from the NBCC
- A dashboard has been created within MS Teams, to drive delivery against the action plan, current operations & activities, and top locations and suspects
- Using the definition for retail crime as, 'any crime that occurs where the location type is shop, and all shoplifting offences' the performance team has set parameters in PowerBi to identify repeat locations and victims
- The rich data elicited from PowerBi, enables effective problem-solving plans, scrutiny and accountability at force level meetings, allowing for targeted resources and actions to reduce retail crime
- Auror has recently been implemented, identifying the significant lack of reporting by some retailers.
- PND facial recognition software has enabled the team to start a targeted operation, to review images held on file to identify offenders

- They are shortly bringing problem solving capability into STORM. This will enable them to create polygons of high harm areas, so reported retail crime is automatically sent to the Neighbourhood teams for quick responses.

### Retailers & Partners

Within Humberside, retail crime is not assigned to one policing unit or department, it is the collective responsibility of all those working in the locality. From the CCTV operator, security, shop keeper, police and many more. The proactive response involves intelligence gathering, high visibility patrols, and engagement with retailers.

- Working with local authority and OPCC funding they are tackling retail crime through targeted activities, including educating retailers
- Finding innovative ways to regularly connect with retailers. For example, Morrisons have offered free use of their office space for police meetings, enabling closer working and visibility.
- Their regular conversations also involve myth busting. For example, Lidl thought that the police did not take reports of shop thefts under a certain value.
- Grimsby Retailers in Partnership (GRIP CIC) is a group of local retailers and business the police. This involves many crime reduction techniques such as, 2-way radios and the DISC application to share information about offenders with the aim of bring down crime and anti-social behaviour.

In Humberside they are aware of the need to divert offenders away from crime, working with partners to understand the root cause of offending, using conditional cautioning and out of court resolutions. They work with first time offenders, as part of the DIVERT process to give victims a voice, whilst holding offenders to account.

### Case studies

Within Scunthorpe there was an identified suspect who had committed 10 offences on this occasion (but 26 in total in 2023). A Criminal Behaviour Order (CBO) was applied for. The location was placed on the beat plan, and this resulted in theft being reduced by 80%. The CBO gave credence to a recent arrest in January, and he was imprisoned for 14 weeks.

Asda, Grimsby was a repeat location for ASB. A problem-solving plan is now in place, working with regional security and the local authority. ASB has reduced by 64%.

## BIDs and Shopping Centres asked to support Safe Spaces Scheme

The Safe Spaces scheme, which was launched by the NBCC last year to make retail outlets a safe space for people in need of help, is being extended to include BIDs and shopping centres.

Also known as Operation PORTUM, the Safe Spaces scheme is an overarching scheme that businesses can sign up to and support to create safer spaces in retail outlets for employees, customers and people in the community that feel vulnerable.

BIDs and shopping centres already play a key role in supporting members through the delivery of their safe and secure strategy. Therefore, the NBCC want to encourage BIDs and shopping centres to become champions of the scheme encouraging retailers and their security to support the scheme and adopt the principles.

A large number of national retailers have already signed up, but the NBCC recognise that private security also operates within this space and play a significant role in keeping customers safe and secure.

BIDs and shopping centre are being encouraged to sign up to the scheme and commit to raising awareness with retailers and private security members.

More information and training resources can be found on the NBCC website: [Safe Spaces \(nbcc.police.uk\)](https://www.nbcc.police.uk)



## Goodbye and good luck to Paul

Sadly this month we said goodbye to Paul Fagg who is moving on to a new venture.

Paul has been a valued member of the #nbcc team and made a significant contribution to supporting police, partners and businesses in tackling crime. In particular, Paul was instrumental in the development of SaBA Days, the safe spaces initiative and the work around the registration of power tools to reduce tool theft.

Paul has built a great reputation with retailers and has provided excellent support in resolving issues and listening to their concerns. He is well respected and trusted by NBCC partners.

Paul is a big loss to the team and we are going to miss him. I hope you will join us in thanking Paul and wishing him luck for his next challenge.

