

# Crime against business – What businesses need to know



## ▶ Foreword

Businesses are a vital part of our local communities. Crime has financial consequences for businesses and affects the quality of life of both customers and staff, sometimes leading to relocation or even to businesses closing down. The Government is therefore committed to tackling crimes against business effectively.

Effective local partnership working is essential. That is why the Government set up Crime and Disorder Reduction Partnerships (CDRPs) in England and Community Safety Partnerships (CSPs) in Wales, where statutory agencies, local authorities and communities come together to fight crime. Other local partnerships, such as independent business crime partnerships and business improvement districts, work alongside CDRPs/CSPs focusing on crime against business.

This shift towards empowering communities to make decisions for the benefit of their areas is reinforced by the introduction of Neighbourhood Policing. The National Policing Improvement Agency (NPIA) has recently published the latest in its series of guides for the police on working with business. Our guidance and that of the NPIA are clearly complementary.

Much has been achieved in tackling crime against business, yet there is still more to be done. Some businesses are not aware of the various partnerships that could assist them. In turn, partnerships may not have engaged local businesses as effectively as they would like. This document draws on real-life examples to give practical advice to businesses and partnerships.

We are grateful to the partnerships of Bath, Bolton, Coventry, Liverpool, Rugby, Stafford and Stoke, and their members, as well as to the Scottish Centre for showing our officials their work. We also thank the Association of British Insurers, Association of Convenience Stores, Association of Town Centre Management, British Chambers of Commerce, British Council of Shopping Centres, British Retail Consortium, Co-operative Group and Federation of Small Businesses for their support and contributions.



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# ▶ Introduction

This is the first of two related documents designed to give businesses and local business crime reduction partnerships practical advice on reducing crime, including how better to work together. The tips in this document are for businesses and cover:

- ▶ making yourself heard to get crime against business on the local agenda; and
- ▶ knowing what support is available to you.

The National Policing Improvement Agency (NPIA) has recently published the latest in its series of guides for the police on working with business. This can be found at [www.neighbourhoodpolicing.co.uk](http://www.neighbourhoodpolicing.co.uk)



# ▶ Make yourself heard to get crime against business on the local agenda

## Find out about your local Crime and Disorder Reduction Partnership (CDRP) or Community Safety Partnership (CSP)

CDRPs (England) and CSPs (Wales) often include business representation; find yours at [www.crimereduction.homeoffice.gov.uk/regions/regions\\_map.htm](http://www.crimereduction.homeoffice.gov.uk/regions/regions_map.htm)

### Why?

CDRPs and CSPs monitor crime levels and determine priorities in local areas, including crime against business.

They are in a position to bring together and co-ordinate the actions of a wide range of partners that could have a role in reducing crime against business.

There are potentially significant benefits for businesses that engage with their local CDRP/ CSP, including a shared and broader understanding of the scale of crime against business locally and the potential to influence CDRPs/CSPs in the partnership planning process where they set out their approach for addressing local priorities.

- ▶ CDRPs and CSPs ensure that police, police authorities, local authorities, fire authorities, primary care trusts in England and local health boards in Wales come together to **establish the levels of, and address, crime and disorder** in their area. Your local authority can tell you who represents business on the CDRP or CSP.
- ▶ The CDRP works with the **Local Strategic Partnership** (LSP) which brings together at a local level the different parts of the public sector, as well as the private, business, community and voluntary sectors, so that different initiatives and services support one another and work together.
- ▶ The LSP is responsible for delivering the **Local Area Agreement** which sets out the priorities for an area agreed between central government, the relevant local authority, the LSP and other key partners.

# ▶ Make yourself heard to get crime against business on the local agenda

## Report all crime and get a crime number

▶ Every force in England and Wales implemented the **Policing Pledge** on or before 31 December 2008. For the first time, the public will know the minimum standard of service they should expect to receive from their local police force. They will **know how to contact the police, what response to expect and how they will be kept informed** as a victim of crime.

▶ The Pledge commits to **high-visibility Neighbourhood Policing Teams and monthly public meetings** for neighbourhoods to agree local priorities. If the public are not happy with the levels of service that they receive from the police, the Pledge sets out **how to make a complaint, and how this will be dealt with**.

▶ Much crime against business goes unreported to the police. This is for a variety of reasons, including a lack of confidence in the criminal justice system among the business community; the incident being considered too trivial to report; and, occasionally, employers choosing not to report crime committed by employees. The Federation of Small Businesses is running a campaign to

encourage businesses to **report all crime** to the police. See its website at [www.fsb.org.uk/](http://www.fsb.org.uk/)

▶ When you report crime, ensure you get a **crime number** so that you, or the local business crime reduction partnership, can **track the progress** of the case.

▶ You can find out how to report a crime and more about the Policing Pledge at [www.direct.gov.uk/policingpledge](http://www.direct.gov.uk/policingpledge)

## Why?

If crime is not reported, local partnerships, the police and local authorities do not have a true picture of its scale, nature, and the response required.

# ▶ Make yourself heard to get crime against business on the local agenda

## ▶ Case study

### How a business crime partnership in Coventry used police crime statistics to tackle a specific form of theft

- One business was repeatedly targeted by thieves stealing catalytic converters, making it difficult for the company to supply customers with vehicles on time. The last theft totalled around £40,000.
- The Coventry Citywide Business Improvement District (BID)\* became aware of these offences from local police statistics. The BID increased the frequency of patrols and provided intelligence to staff on suspected vehicles/offenders, previous methods of entry and so on.
- The BID's business champions and business crime advisor met managers. The business champions arranged television coverage to highlight the problems this company and others faced.
- The company was removing catalytic converters and storing them in a separate location, incurring extra costs, as well as actively considering moving out of the city, with clear knock-on effects for jobs and the local economy.
- The BID arranged temporary static cover from a private security firm, pending improvements to existing security and CCTV monitoring. Police patrols also increased in the area and the city council conducted a clean-up exercise at the request of the BID.
- It was necessary to encourage the company and neighbours to continue reporting all incidents to the police, as it became clear that a lack of confidence had led to under-reporting, preventing a true picture of the problem from emerging.
- The company developed confidence in the BID and the service it received and remained in the city.

[www.coventryb4b.co.uk/](http://www.coventryb4b.co.uk/)

\*A Business Improvement District is a partnership arrangement through which local authorities and the local business community can take forward schemes such as crime reduction which will benefit the local community, subject to the agreement of ratepayers. Ratepayers agree to pay an additional levy on their rate bill to finance a BID.

# ▶ Be informed about what support is available

## Find out if there is a local business crime reduction partnership

Your local police force can tell you if there is a business crime reduction partnership in your area. Business crime reduction partnerships work alongside the local CDRP or CSP and focus particularly on the concerns of businesses and tackling the crime that affects them.

### Why?

Local business crime reduction partnerships provide support, intelligence, crime reduction advice and practical help (such as CCTV) in order to assist your business in preventing or dealing with crime.

- ▶ These partnerships provide a **vital link with the statutory agencies**, such as the police and fire service. This interaction with the statutory agencies is vital to the success of business crime reduction partnerships.
- ▶ They exist for **different sectors**, such as the night-time economy, and **different locations**, for example city centres or industrial estates.
- ▶ Partnerships can be supported by **watch schemes**, which work along the neighbourhood watch model but exist for businesses, including pubs, shops, golf clubs and farms.

▶ **Crime prevention benefits** include: CCTV, security surveys, fire assessments and training for staff, although businesses can, of course, contact the statutory agencies directly to take advantage of security surveys.

▶ **Other shared benefits** could include examples such as:

- ▶ car sharing;
- ▶ recycling schemes;
- ▶ savings through joint procurement; and
- ▶ reduced insurance premiums.

▶ If there is no partnership in your area, consider working with other businesses to **set one up**. Contact your CDRP to establish how to do this locally.

# ▶ Be informed about what support is available



## ▶ Case study

### How Bolton businesses joined together to tackle crime on industrial estates

- Bolton's Industrial Estates Partnership BID provided a mechanism for local businesses to work together and pool resources to fight crime. It covers eight industrial estates and was voted in by ballot in 2006, following on from the Industrial Estates Partnership (IEP) created in 2004.
- The BID covers security such as CCTV, a mobile patrol, an alarm response patrol, a 24/7 dedicated control room and various other support activities. The BID also seeks to create the right environment for investment, growth and competitiveness.
- The active involvement of the member businesses soon led to significant improvements across all sites. Prior to the BID the total cost of crime per annum across the eight estates was £3.8 million, corresponding to 274 criminal incidents. A year after its launch, the same companies reported a 78.5% reduction in criminal activity and the number of criminal incidents had fallen to 59. As a result the companies were able to make collective additional savings of £63,000 on annual crime prevention costs. Robberies and assaults on staff were eliminated.
- Since the scheme's introduction, nine new companies have moved onto the estates, reversing a decline. Over 163 new jobs have been created.

[www.iepbid.org.uk](http://www.iepbid.org.uk)

## ▶ Be informed about what support is available



## Consider how to get the most from your local business crime reduction partnership

### Why?

Business crime reduction partnerships provide a vital link with key decision-makers, including local authorities, enabling you to get your business concerns on their agenda. It is therefore important that you influence them.

- ▶ Try to have a single member of your staff as the **contact point** with the partnership; this ensures consistency in service and support.
- ▶ Consider forming **small clusters** of businesses. If the demands of your business mean that you cannot regularly attend partnership meetings, give comments to another member of the cluster, who can represent you and feed back.
- ▶ When talking to partnerships or the statutory agencies, **be specific about**

**types of crime**; for example, distinguish between theft and anti-social behaviour and avoid simply referring to 'business crime'.

# ▶ Be informed about what support is available

## Find your local Neighbourhood Policing Team and share your concerns with them

To find out how to contact your local Neighbourhood Policing Team, visit Directgov at [www.direct.gov.uk/neighbourhoodpolicing](http://www.direct.gov.uk/neighbourhoodpolicing)

### Why?

Your Neighbourhood Policing Team works as part of the community to make the neighbourhood safer.

Each team has a single point of contact and, with your help, they can identify the crime that affects your business and tackle it with you.

▶ Every area in England and Wales has a dedicated **Neighbourhood Policing Team**.

▶ This team of police officers, police community support officers, special constables, local authority wardens, volunteers and other partners aims to enable people who live or work in a neighbourhood to **influence policing priorities**, and tackle the issues that matter the most to local people.

▶ **Create a good relationship with your Neighbourhood Policing Team** by, for example, offering them refreshments, allowing them to use a

room for administrative duties, hosting surgeries to meet your customers, distributing leaflets or using store notice boards for important messages.

## ▶ Be informed about what support is available



## ▶ Case study

### How the Co-operative Group builds relationships with police in Wales

- Police officers are able to spend more time out on their beat thanks to the Co-operative, which is providing 'tea stops' for officers in 12 of its Welsh stores.
- Run jointly by the Co-operative and the North Wales Police (central division), these tea stops give officers a chance to learn about business needs and to pick up local intelligence, as well as providing a visible presence in stores, thus deterring criminals.

[www.co-operative.coop/en/corporate/press/news/test/](http://www.co-operative.coop/en/corporate/press/news/test/)

# ▶ Be informed about what support is available

## Get security advice and find your local police security specialist

### Why?

Much crime can be prevented by securing your premises and including security as part of your business planning.

▶ **Secured by Design** is a police initiative that gives advice on how to secure your property; its website allows you to contact the local police security specialist:

[www.securedbydesign.com](http://www.securedbydesign.com)

▶ **Business Link** gives advice on security, including preventing and deterring crime:

[www.businesslink.gov.uk/crimeprevention](http://www.businesslink.gov.uk/crimeprevention)

▶ The British Security Industry Association offers tips on how to improve your **business security** on its website at [www.bsia.co.uk/](http://www.bsia.co.uk/)

▶ The Arson Prevention Bureau offers tips to protect your business from **arson**: [www.arsonpreventionbureau.org.uk/](http://www.arsonpreventionbureau.org.uk/)

▶ Increased security can lead to **reduced insurance premiums**; for example, using sprinklers to prevent serious fire damage.



# ▶ Be informed about what support is available

## Learn from, and share knowledge with, other businesses about tackling crime

### Why?

A range of measures are already taken by individual businesses across the country to reduce crime against them. Other businesses can learn from them.

- ▶ **Ask other businesses** in your area what they are doing to tackle crime.
- ▶ **Talk to your local trade bodies** about what members are doing to tackle crime in your area. Contact details can be found at the end of this document.
- ▶ **Initiatives** include:
  - ▶ using classical music to discourage anti-social behaviour outside shops;
  - ▶ taxi marshals to ensure that revellers are moved out of town quickly in order to minimise damage;
  - ▶ radio networks to share intelligence effectively; and
  - ▶ CCTV.

▶ Contact your local **Business Link** to find out what support is available in your region: [www.businesslink.gov.uk](http://www.businesslink.gov.uk)

▶ The Health and Safety Executive has produced advice based on what people who work in pubs, clubs and shops say about their experience of **tackling violence** where they work, including measures that have helped combat the problem. See [www.hse.gov.uk/pubns/indg423.pdf](http://www.hse.gov.uk/pubns/indg423.pdf)





## Useful links

**Arson Prevention Bureau**

[www.arsonpreventionbureau.org.uk/](http://www.arsonpreventionbureau.org.uk/)

**Association of British Insurers**

[www.abi.org.uk](http://www.abi.org.uk)

and specifically insurance protection for small businesses:

[www.abi.org.uk/BookShop/ResearchReports/SME\\_Guide.pdf](http://www.abi.org.uk/BookShop/ResearchReports/SME_Guide.pdf)

**Association of Convenience Stores**

[www.acs.org.uk/](http://www.acs.org.uk/)

**Association of Town Centre Management**

[www.atcm.org/](http://www.atcm.org/)

**British Chambers of Commerce**

[www.britishchambers.org.uk/](http://www.britishchambers.org.uk/)

**British Council of Shopping Centres**

[www.bcsc.org.uk/index.asp](http://www.bcsc.org.uk/index.asp)

**British Retail Consortium**

[www.brc.org.uk/](http://www.brc.org.uk/)

**British Security Industry Association**

[www.bsia.co.uk/](http://www.bsia.co.uk/)

**Business Improvement Districts**

[www.ukbids.org/](http://www.ukbids.org/)

**Business Link:**

[www.businesslink.gov.uk](http://www.businesslink.gov.uk)

**The Co-operative Group**

[www.co-operative.coop/](http://www.co-operative.coop/)

including the 2008 retail crime survey:

[www.co-operative.coop/Corporate/PDFs/Retail\\_Crime\\_Survey\\_2008.pdf](http://www.co-operative.coop/Corporate/PDFs/Retail_Crime_Survey_2008.pdf)

**Crime and Disorder Reduction Partnerships**

[www.crimereduction.homeoffice.gov.uk/regions/regions\\_map.htm](http://www.crimereduction.homeoffice.gov.uk/regions/regions_map.htm)

**Department for Business, Enterprise and Regulatory Reform**

[www.berr.gov.uk/](http://www.berr.gov.uk/)

**Federation of Small Businesses**

[www.fsb.org.uk/](http://www.fsb.org.uk/)

**Health and Safety Executive**

[www.hse.gov.uk/](http://www.hse.gov.uk/) including specific advice for people who work in pubs, clubs and shops on tackling violence:

[www.hse.gov.uk/pubns/indg423.pdf](http://www.hse.gov.uk/pubns/indg423.pdf)



## Useful links

**Local priorities and Local Area Agreements**

[www.localpriorities.communities.gov.uk](http://www.localpriorities.communities.gov.uk)

**Neighbourhood Policing Teams**

[www.direct.gov.uk/neighbourhoodpolicing](http://www.direct.gov.uk/neighbourhoodpolicing)

**Secured by Design**

[www.securedbydesign.com](http://www.securedbydesign.com)

**Town Centre Partnerships guides for practitioners**

[www.communities.gov.uk/publications/communities/towncentrepartnerships](http://www.communities.gov.uk/publications/communities/towncentrepartnerships)

and

[www.cleansafergreener.gov.uk/en/1/towncentre.html](http://www.cleansafergreener.gov.uk/en/1/towncentre.html)