

**Business Crime Forum 14th September 2018
Management Suite, Cabot Circus**

Attendees:

| | | | |
|---------------------|----------------------------------|---------------------|--|
| Mark Simmonds (MOS) | CFO, OPCC | C/Insp Ben Moseley | Force Business Crime Lead and North East |
| Craig Carter (CC) | Operations Manager, Cabot Circus | Insp Martin Rowland | Bristol |
| Jo Hawkins (JH) | BCRP, Destination Bristol | Insp Graham Osborne | Nottinghamshire Constabulary |
| Rob Koranyia | | Andy Sharman | Police & Crime Panel – link Member |
| Gareth Williams | Yeovil Business Crime Reduction | Dave Holtby | WSM Business Crime Reduction |
| Insp Rob Cheeseman | Bristol | Vicky Ellis | PA, OPCC |
| Sgt Andy Gloyn | Taunton | | |

Apologies: Amie Vaughan; John Hirst; Jon Miles; Lisa Simpson; Adrian Ley; James Durie; Sam Holliday; Barry Donbavand
“ASC” = Avon & Somerset Constabulary

1. Introductions

MOS thanked everyone for attending, welcomed new members of the Forum and invited introductions.

2. Minutes of last meeting

No comments on these. Outstanding actions below:

| Meeting Date | Action | Update |
|--------------|---|---|
| 23 Mar 18 | PCC to engage with local authorities on behalf of the Business Crime Forum. | Confirmed the PCC is engaged with LA's and the main issue is the reduced funding for councils. MOS to update next Forum. |
| 23 Mar 18 | ASB online tools for reporting? | Insp Ben Moseley to update next Forum |
| 23 Mar 18 | Rough sleeping issues | Discussed and noted as ongoing long term challenge requiring partner working. Closed as specific action. |
| 23 Mar 18 | Regional Retail Manager conference at HQ? | Insp Ben Moseley to investigate options and report. |

National initiative – funding security staff

Insp Graham Osborne (Notts Police Business crime lead) shared details of a pilot in Brighton with Sainsbury's that Notts will adopt as a proof of concept - an enhanced

security staff cohort (funded by larger retailers) undertaking some activity in relation to rough sleepers and ASB and directing people to intervention and prevention schemes. In Notts a number of larger businesses will be contributing funding, working with the PCC and Business Improvement District.

ASC (MR) expressed a preference for any additional funding from larger retailers to fund extra police resources to ensure the consistency of approach, training and best use of police powers.

Action: C/Insp Moseley to explore any learning from these initiatives and report back to the Forum and consider for ASC options. Contact: Chris Neilson in Sussex BCRP and Graham (Notts)

3. Local Updates/Issues from Partners

Bristol

Insp Rowland provided an update – Bristol has been stable around shop theft and ASB has seen a slight reduction. Boots is the top location for shop theft. Tesco on Union Street became the biggest stock shrinkage nationally so the team did some bespoke work and this has changed.

Streetwise is a joint LA/Police initiative which is working well and will soon see an uplift in staffing of an additional constable.

The local team are striving for more officers in uniform, more visibility.

Acknowledged some significant persistent issues (esp. in Broadmead) from a small cohort of offenders.

Jo Hawkins was pleased to hear about the extra local resource expected. JH commented on the good work by MR and team including with Tesco and Greggs joining the local security meetings.

ASB in Broadmead over the summer has been particularly bad “the worst we can remember” – with many visitors overheard commenting they won’t return. Acknowledged the police had responded well recently when contacted by the businesses but that more support is required from Bristol City Council. The partnership between the two “just is not working” and “we will not resolve the issues unless the partnership improves”.

Action: Jo to share specific examples with Mark Simmonds so the PCC can take to meetings with the Mayor’s and his office.

Neighbourhood Policing Review

C/Insp Moseley provided an overview of the ASC Neighbourhood Policing Review – which will go live on 1 October. There will be a new shift pattern, more time for problem solving, vacancies filled and a protection of Neighbourhood resources provided so businesses should see their officers more, especially with the roll out of mobile working. Feedback from partners would be welcome at the next meeting.

North East

C/Insp Moseley reported that the North East has also been steady in terms of crime rates – small increase seen in violent crime but this could be linked to seasonal issues. Top locations for issues in the North East are Kingswood and Longwell Green. BM is hoping to establish a new Business Crime Reduction Partnership in the Kingswood area.

Partners reported issues with not being able to get through on 101 and also being kicked off the online business crime reporting tool. Comments were also made about the higher crime rate statistics reflected through the local DISC system than recorded on police systems – suggesting under reporting to the police. ASC officers requested support for asking businesses to report crime as fully as possible to ensure police data was complete and accurate and useful.

Action: CI Moseley to review access to online tools with Scott Fulton's team

Op Heron

This initiative was discussed and it was agreed that a review of the implementation and outcomes would be valuable. Issues raised at the Forum included:

- Different definitions considered for prolific/persistent offenders by the businesses and the police – need to harmonise this.
- Smaller businesses are disproportionately affected by this system as they can be hit by low value repeat offences and not be able to afford the losses

Action: CI Moseley to review Op Heron and report

DISC and data

Data integrity concerns discussed.

Could there be any way to interface police systems (Niche/Qlik) with DISC?

Dave Holtby is increasing the use of DISC in WSM – creating awareness and ensuring businesses understand it and use it – eg by sharing future events through the system.

Taunton do not have access to an accredited DISC system.

Action: C/Insp Mosely / GW to liaise with Dorset and finding out about how their system integrates with police systems (Niche).

Yeovil

Good local partnership working in place with strong membership of the accredited BCRP and robust use of DISC and civil remedies.

Crime levels stable and lower than Taunton.

Issues were reported with lost crime packs in the post to police HQ from Yeovil businesses.

Concern expressed that Op Heron does not help smaller shops and businesses who are disproportionately affected by repetitive low level crime.

Online access to ASC web reporting tools was reported as inconsistent. (action above)

Action: C/Insp Mosely to check process for collecting and processing posted business crime packs at police HQ

Taunton

Sgt Gloyn noted there had been a slight increase in crime in Taunton – there are good relationships with the local authority and One Team structures in the area.

It was noted homelessness and ASB are also persistent issues in Taunton

AG reported good successes with some prolific individuals and good work by the reconnections officer.

There is no accredited local BCRP or local data sharing arrangements in place via DISC. There has been work ongoing to look at a more sustainable solution, looking to work with Sedgemoor or other local authorities/other partners on this.

New business case is required to address the local data sharing and BCRP issues.
Action: CI Moseley to review the BCRP and data sharing in Taunton with LS and seek ways to restore these arrangements to the area.

WSM

Dave Holtby updated on work in WSM – he is 6 weeks into his new role!
Addressing some issues with street wardens who have stepped into the void created by the lack of officers and who have increased the scope of their work.

Action: BM to discuss with Leanne Pook

4. Tabled items

- Association of Convenience Stores have invited the PCC to sign a pledge.

Action: MOS to speak to Constabulary colleagues to form a response and invite the Association to the next Forum.

- Asda BWV pilot – generally BWV is thought to be an excellent tool for store security staff but careful training and thorough data integrity required for it to work well.

Action: CI Moseley to include on the agenda for the Regional meeting

- National Business Crime Lead – MOS updated on the letter from Craig Mackey and the mandation around having accredited BCRPs in Force areas and Force's needing a Business Crime Lead.

5. Any other business

Op Bird

This has not happened in A&S yet. NBCS are keen to undertake one but struggling to contact the correct SPOC.

Action: CI Moseley to contact Dan Hardy

Support tools for Business Crime

AS updated the Forum on plans to design a virtual reality training package – will provide further details as it progresses.

6. Next meeting: January 2019 (to be finalised) – Cabot/Bath/WSM?