

**Business Crime Forum 15th February 2019
Bridgwater Police Station**

Attendees:

Mark Simmonds (Chair)	CFO, OPCC	Supt Andy Bennett	Force Business Crime Lead and Bristol
Insp Andy Pritchard	Somerset West	Alice Porter	Sedgemoor District Council
Craig Carter	Operations Manager, Cabot Circus	C/Insp Ben Moseley	North East
Sgt Stuart Williams	Somerset West seconded onto joint DISC project	Sam Holliday	Federation of Small Businesses
Steve Bluff	Broadmead Bid	Andy Sharman	Police & Crime Panel – link Member and SW Business Crime Centre
Paul Britton	The Galleries	Eleanor O’Connell	Association Convenience Stores
C/Insp Sharon Baker	Somerset East	Dave Holtby	WSM Business Crime Reduction
Sgt Jon Raisey	Bath	Vicky Ellis	PA, OPCC
John Mayer	Federation of Small Businesses		

Apologies:

Paul Cox, Gareth Williams, James Durie, John Hirst, Pete Deacon, Keith Rundle

1. Introductions

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

2. Minutes of last meeting

The minutes were agreed. Actions updated as below:

Meeting Date	Action	Update
14/09/18	C/Insp Mosely to explore any learning from “guarding” initiatives in Sussex and Notts and report back to the Forum and consider for ASC options.	BM presented updates from the pilots in Notts and Sussex. “Community Guarding initiatives”. No data to show effectiveness or impact upon crime reduction, confidence and satisfaction, Sussex claim to have dealt with 1252 incidents – but unclear any comparison or what ‘dealt with’ means. No info on cost. Andy Sharman to

		<p>Speak to Brighton contacts to see if some information about the difference made, if any.</p> <p>Agreed the preference in this region would be to fund officers with police powers.</p> <p>CLOSED.</p>
14/09/18	CI Mosely to review Op Heron and report	<p>Thanked those for feedback into survey and shared the findings. Business community are not reporting confidence in the operation in terms of response or effectiveness.</p> <p>Next steps suggested as a result: prioritise police attendance where aggravating circumstances, improvement in Business Crime packs and desktop investigations, NPT problem solving support and target hardening to address persistent shoplifting.</p> <p>KEEP IN VIEW AT FUTURE MEETINGS</p>
14/09/18	C/Insp Mosely / GW to liaise with Dorset and finding out about how their system integrates with police systems (Niche).	Carry forward
14/09/18	Asda BWV pilot	<p>CI Mosely updated on Asda pilot started in 2016. No data to show reduced crime numbers but have prosecuted a number of offences – would be a good subject for regional meeting for other stores such as Boots for discussion. Cabot are using and only activate when an incident in progress, works well, especially when switched on for the whole incident.</p> <p>CLOSED.</p> <p>FOLLOW UP ACTION: Police offered to share best practice for BWV with partners. Be good for reengagement through NPT with community. CI Baker has done this and gone well – will ask Mark Nicholson to put something together.</p>
14/09/18	CI Moseley to contact Dan Hardy ref Op Bird	CLOSED currently – the team are working with Business

		Improvement Districts, no Op Birds planned currently. Will revisit as appropriate
--	--	---

3. Neighbourhood Policing Update – Supt Andy Bennett

Neighbourhood Policing (NHP) review is complete and the new model went live in October 2018. Officer and PCSO numbers for NHP have been protected with support of PCC.

Model has 6 pillars – Responsive to calls for service; engaging with the community; managing vulnerable; intelligence gathering; problem solving and investigating appropriate crimes. Changed the shift pattern to ensure more NHP officers on duty. The ASC model fits College of Policing new NHP model.

ASC have been recruiting to meet current establishment for officers & PCSOs. Noted that many officer recruits are from PCSOs. The officer headcount is close to establishment (2650) and PCSOs are 30 under establishment but forecast is in 3 months every vacancy will be full. The NHP model focuses on Grade 2 calls for service – to support response policing and allow them to focus on Grade 1's.

Acknowledged that Business Crime has not benefitted as yet – due to demand from County Lines drug dealing policing. The Problem Solving pillar is looking at protecting vulnerable people and reducing demand for police and there is now a strategic problem solving team that will help support business crime issues.

Supt Bennett demonstrated the NHP dashboard showing where officers are and where top issues are and how this helps deploy officers to the right area.

In addition, Operation Remedy has been announced by the Constabulary – which will tackle “county lines”, burglary and knife crime – with £2m extra money from council tax. The Constabulary will recruit 100 extra officers during 2019/20 to support this and the enforcement activity, Problem solving and offender management. Go live for Op Remedy is 1st April 2019. Plan for next 5 years to deliver more officers to tackle the issues for retail crime and ASB.

Engagement strand of NHP model will build confidence of partners and community. West Somerset have a slightly different approach due to big geography, so officers are brigaded from hubs; this approach allows good one team working with local partners.

Steve Bluff asked how can community feed into Constabulary Qlik dashboard to make sure accurate data? Supt Bennett would like to make sure there are no blockers to know what's happening on the ground in their communities – NHP needs to come to partners and ensure intelligence is shared appropriately and communities have got the confidence to report incidents. It's important to ensure the conversation is at the right level corporately with businesses also. It was noted than in meantime crime reported might increase but that might be as a result of more accurate reporting. Business crime is currently 15% of all crime reported to ASC now.

Craig Carter commented part of their job is making streets/shops places people want to visit – need to manage the ASB on street as well, not just shoplifting – will positive approach take this into account too? Supt Bennett advised he can only talk about Bristol, where there is partnership work around the street community – with joint resources. Can't solve the issues just by moving people on, but Bristol CC have opened another hostel – want to take homeless through the support services to get support them leaving the streets permanently. Working closely with John Hirst.

Andy Sharman commented Op Remedy shutting County Lines down will be beneficial to business community.

ACTION: Supt Andy Bennett – will share website links for Op Remedy info once available so that attendees can share with businesses.

4. Taunton Data sharing – Sgt Stuart Williams/Alice Porter

Sgt Williams has been seconded by the Constabulary for 9 months onto the project to look at the expansion of CCTV, the radio network and the introduction of DSIC across the West, empowering the community to know about those wanted offenders etc. SW looking at investigation and crime prevention and has briefed the Taunton team who will be surveying businesses re DISC and Op Heron. Training will be provided to ensure all know how to use the system and Stuart thanked Dave Holtby for his time helping with the training.

Looking to purchase DISC on 11th March and go live planned for 1st April. There will be joint data controllers – Sedgemoor for admin and quality checking and 4 local Data controllers. There is a review of community radios following reduction in use and will be encouraging this and looking at new, higher tech radios and improved video cameras. Bridgwater businesses are keen and have provided good responses, will be starting in Taunton this week.

Andy Pritchard commented that the police are investing heavily in this by seconding Stuart, and by Sept. expects Bridgwater and Taunton to be working. Uniformity of service across towns will be really helpful. There will be better quality CCTV and more cameras in Bridgwater and Taunton. There was some discussion this could roll out to other towns.

Andy Sharman is trying to harmonise across South West interfaces.

Action – Mark Simmonds to explore Niche/DISC interface.

5. Any other business

Steve Bluff – retailer survey – all points discussed today came out loud – feels confident following these discussion today these will be covered.

Sam Holliday – will be doing another survey soon but recently cyber crime had been the focus, possibly at the expense of some other issues – will share findings.

Eleanor O’Connell - will share the 2019 national report once completed from ACS – ran through some recent findings – employee safety expecting these to be high again. 2018 survey findings are currently available on the website.

Andy Sharman

- Yeovil successfully got their accreditation under the new national business crime reduction partner standards – partnership working going well, will ask them to share the learning from this.
- Working with D&C on Business Crime centre using DISC and raising standards in shop/pub watch and met with Dorset police – got community safety partnership approach and mentioned this forum – wants to take to Dorset.
- Doing regional intel work with Yeovil/WSM/Exeter/Plymouth – will broaden to other areas. Looking at Regional Forum for prevention.
- On NHP Bath and Yeovil feedback was seeing improved visibility and seeing positive interventions.

Dave Holtby – had critical view of Op Heron but pleased with honest approach and proposals heard today.

Bath have been running shop theft workshops for 18 months and not a single youth has reoffended in that time – good also for safeguarding. Look to roll out forcewide? Also doing an operation to be visible in City to combat prolific offenders and make people feel safe which has been well received by businesses.

6. Next meeting: May/June 2019