

Business Crime Forum
Notes from 28th November 2017
Management Suite, Cabot Circus

Attendees:

| | | | |
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| Mark Simmonds (MOS) | CFO, OPCC | Craig Carter (CC) | Operations Manager, Cabot Circus |
| Insp Martin Rowland (MR) | Bristol | Amie Vaughan (AV) | Business West |
| C/Insp Mark Evans (ME) | North East | Jo Hawkins (JH) | BCRP, Destination Bristol |
| Sgt Joe Piscina (JP) | Sedgemoor and Bridgwater | Sam Holliday (SH) | Federation Small Businesses |
| Paul Cox (PC) | BANES BCRP | Tom O'Dwyer (TOD) | Constabulary Web Developer/Designer |
| Vicky Ellis | PA, OPCC | | |

Apologies: John Hirst; Jon Miles; Lisa Simpson; Barry Donbavand; Adrian Ley; James Durie

1. Introductions

MOS thanked everyone for attending and invited introductions.

2. Minutes of last meeting

No comments on these. Outstanding actions below:

| Meeting Date | Action | Update |
|--------------|--|---|
| 20 Jan 17 | Paul C raised a potential emerging risk in relation to Public Space Protection Orders and the way these are used. | Following discussions at the Forum it was agreed to keep this action open as these are being inconsistently used across the force – to share ideas, including from Devon and Cornwall |
| 5 May 17 | C/Insp Chegwyn agreed to speak to the Senior Leadership Team to try to unlock shift pattern changes. | Shift patterns in Bristol have been revised and positive difference noticed by partners. Noted local flexibility may be required following next Constabulary internal Review. |
| 5 May 17 | C/Insp Chegwyn is the lead for Avon Gorge Prevention where they are working on an order to prevent people from returning to the site where they have attempted suicide and agreed to share this work with Craig. | It was noted there are still a number of mental health related incidents that require a lot of resources from partners and the police. Multi-agency issue. Related to homelessness/drugs/ASB. AV suggested a business crime forum member should attend the City Office meetings |

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| | | <p>where these issues are discussed. Noted this is a national issue.</p> <p>ME to speak to Julie Knight's team to look at any national learning.</p> |
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3. Update from areas

Bath

PC noted that whilst officers are seen less often, things do seem to be working well at the moment.

Op Heron has been going well. PC advised the group that there is a meeting to decide the future of BCRP's on 30th Nov due to changes in accreditation; PC will update the group following the meeting.

Somerset

Op Heron is stable and understood by most businesses.

JP advised that Somerset had also seen a spike in incidents recently related to the drug 'Spice', ASB and begging. Following a focus of attention on this area the team have reduced the demand and closed some licensed premises that were involved. There has been an increase in shoplifting in Taunton and Bridgwater, from a small number of prolific offenders. Prevention is key – when the neighbourhood officers are on they are able to deter a number of offenders when information is shared over the radios. Sedgemoor radios are working better – Taunton are slightly behind but are starting to improve. DISC is not hosted in Somerset at the moment which is causing some frustrations.

Action: Need options to address DISC access and accreditation in Somerset - Mark Evans and Paul Cox both offered to help with this.

Bristol

Op Heron is operating successfully.

Meetings and communications with the Police still going well – having the consistency of MR has been excellent. Issues echoed by the other areas: begging, homelessness, ASB. JH will speak to The Galleries to encourage their attendance at this meeting. It was noted shoplifting is still an issue but this is managed well through the beat team. Some recent significant issues that have been resource intensive for partners and police included urban explorers on the glass roof of Cabot and some organised crime groups (OCGs) smashing shop windows. Ongoing joint working for prevention of these types of incidents. It was noted that the proactive networking approach of the neighbourhood teams works really well.

Action: Cabot Circus are interested in knowing more about funding specific officers. MR to liaise with CC to discuss.

South Glos

ME noted that certain retailers are not proactive about protecting their stock but otherwise incidents are reasonably low at The Mall. OCGs have been attempting to come in but ANPR allows for deterrent activity. Officer shifts have been aligned to

opening hours and this has led to a clear reduction in demand. ME also explained about the Deter Team led by Natalie Gooch and the work they are doing and suggested it would be good for the other areas to use this team.

It was noted there has been an increase in crime in Yate following the expansion of the shopping centre.

Smaller areas such as Thornbury have also adopted Op Heron successfully.

Action: ME to introduce Natalie to other Beat teams to pilot in other locations the Deter work.

4. Online reporting and CCTV upload for shoplifting

TOD updated on the progress with online reporting forms.

Since March there have been 1600 shoplifting reports on the system, these are processed by the Enquiry Office staff and whilst the SLA is 48 hours, generally reports are actioned within a couple of hours. So far feedback has been very positive or has been constructive and informed the update of the form. CCTV uploads have saved 750 hours of PCSO time so far. Further developments include exploring with CPS the ability to provide electronic witness statements.

It was noted that a number of smaller businesses do not have online access so struggle to use the system.

Partners asked if there could be an infographic and demonstration version of the online shoplifting forms that may be used for training and education purposes.

Action: TOD to develop and share materials with attendees. AV and SH offered to share with their members.

5. Business Crime Statistics

MOS shared highlights from the Business Crime Statistics. Reported Business Crime has remained relatively stable across the Force area, but is now a smaller proportion of all recorded crime. It was noted however that Somerset West are an outlier as their rolling 12-month recorded crime figures are up by 14%. JP believes some of this is linked to the increase in crime associated with bargain stores in Burnham and some due to the change over of local radio schemes.

MOS picked out the top stores for each area – Boots were noted as an issue force wide, as were The Co-op and service stations. The Co-op have been invited to attend the Forum as a guest. The National Crime Agency are looking at forecourts nationally.

Action: MOS/ME to speak to SM/COG respectively regarding encouraging some high level discussions with Boots.

6. AOB

CC queried Kingdom – the new initiative from the Mayor to tackle littering. MR confirmed they were engaging with police and sharing their patrol plans for information. There have been a few complaints to the police but as it is a council team these have been directed to the council.

ME informed the group about the National Business Crime Centre led by the Met, which is designed to increase partner working and improve the response from the police to businesses. They are actively looking at Op Heron.

Action: ME will share the links with the group and commented it is a good forum for sharing national issues.

MR raised the awareness of the “Cop Shop” in The Galleries and encouraged the group to visit it.

MR queried whether PCSOs are able to use community resolution for shop theft?

Action: It was stated that PCSOs cannot use community resolution for shop theft
ME to confirm.

7. Next Meeting: VE to book next meeting in Feb/Mar 2018. Venue to be agreed.