



# NBCC NEWS

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## NBCC on the road

### 5th September – Association of Police and Crime Commissioners (APCC) – Business Crime

Police and Crime Commissioner (PCC) Katy Bourne, APCC lead for business crime, chairs a quarterly meeting with representatives from the various PCC offices from across the country. The NBCC has standing agenda item to update the attendees on the work we are doing to support businesses, for example our national week of action and our work with Safer Business Action Days. The meeting was well attended with most if not all the PCCs represented.

PCCs play a critical role by developing Police and Crime Plans and holding forces to account to ensure they are delivered, with many PCCs including business crime as part of their plans.

### 6th September – All Party Parliamentary Group (APPG) on Retail Crime, Safe and Secure High Streets

The NBCC is a member of the APPG which is led by Steve McCabe MP and supported by the British Independent Retail Association. The APPG proves an opportunity to ensure that, with cross party backing, the legislation and central support is available for retailers to prevent crime and the police to target offenders.

### 7th September – Meeting with the policing minister (pictured)

Supt. Patrick Holdaway was invited to attend the Home Office to support a number of senior police officers and retail leads to discuss the subject of shop theft following the recent headlines. The meeting was chaired by the Policing Minister Chris Philp MP and covered a wide range of topics; a number of actions were set with a following up meeting planned. Further details to follow.

### 18/19th September – Serious and Organised Acquisitive Crime Conference

This is a police organised event that covers the wide range of crime that falls under the heading of acquisitive crime e.g. rural crime, metal theft, burglary, robbery as well as crime affecting businesses. At the event there was a presentation from PCC Katy Bourne on Pegasus, which is a retailer funded project designed to identify and target organised retail crime.



## Force Focus - South Yorkshire Police



Doncaster's Retail Crime Team was set up within South Yorkshire Police in November 2022, and comprises of a Sergeant and two PCs that act as investigators and caseworkers.

South Yorkshire Police purchased licence agreements for both NICE Investigate (colloquially known as DAMS – Digital Asset Management System) and Adobe Acrobat Sign to speed up retail crime investigations and to reduce admin time.

Sgt Matt Mitchell explains: "Even the most basic of shopliftings can take anything up to 6 hours to complete. From the initial report, evidence gathering, including the deconfliction of schedules being shift-working response officers and 9-5 store staff, media compilations with old computers and prisoner process. The advent of both NICE and Adobe Sign meant that if all the stars aligned, we could have all the evidence within the hour, rather than the week."

South Yorkshire Police also have an agreement with the local Crown Prosecution Service (CPS) where a district sergeant can provide authority for charge providing quality evidence exists and the value within a single day amounts to less than £200. No CPS advice is required.

In addition, Criminal Behaviour

Order applications were managed by a dedicated CBO officer, who worked from the council to ensure that the mere presence of offenders in stores previously targeted would have a power of arrest attached. This was successful with a number of different offenders.

These measures saved over 2000 hours of response officer work, within the first four months alone.

Targeting prolific criminals, the team had initial success with several crime series', where serial shoplifters were causing significant loss to a particular retail chain. The gang would intimidate staff so they didn't challenge them. The losses amounted to thousands of pounds a week.

A collaboration was formed between the regional and national management of One Stop, and the Retail Crime Team's PC Hazel Smith. This work was integral in identifying the ringleader of the gang, as well as laying the groundwork for further partnership work.

The main offender and their associates were identified, but before any operation was planned, the local Offender Management Team came across a crime in progress. This led to a number of arrests, and custodial sentences.

A break off group then formed and within the space of a fortnight had escalated to committing both business burglaries (during opening hours), and several robberies, where they used force to gain entry to staff-only areas or jump the counter. Using crowbars to destroy the areas behind the tills, the offenders left with thousands of pounds of cigarettes, alcohol, and cash. This triggered further collaborative work with the already-established group.

PC Louise Green continues: "We now had offenders upping the ante, and the CCTV we collated via NICE was clear. The staff were terrified, and the offenders needed stopping. The quality of CCTV we got from those stores was the key to identifying the offenders that attempted to conceal their identities, but I established a number of items of clothing that appeared to be present at previous shopliftings where they had offended without face coverings."

PS Mitchell continues: "I set to work on identifying the offenders. Linking the clothing to previous offences was the start point, and I trawled through almost 200 investigations to see if I could find the ringleader. After a considerable amount of intelligence trawling, I was able to identify two offenders based on clothing, physical characteristics, jewellery and MO."

A number of arrests were made and items were seized from the property. Of note, a distinctive pair of trainers used by the principal offender was linked to a footwear mark at one of the robberies, with the same offender's fingerprint found on a discarded cigarette packet at another. Both suspects were charged with 11 offences, pleaded guilty and are currently awaiting sentencing. It was the first time where intelligence-led identifications were used in retail offences in Doncaster, where shoplifting was the initial offence.

All the team were awarded commendations from their work, but this latest successful case being the catalyst. Work now continues directly with store staff, who now have the confidence to report the real picture of retail crime within the city, knowing the response will be what they need.



## NBCC helping businesses prepare for a 'steaming' incident

The NBCC has been working with retail stores to raise awareness of a particular type of commercial robbery which is known as 'steaming'.

The retail sector recognise steaming as three or more people entering a retail store with the intention of committing a theft by intimidating staff or customers through words or sheer volume of offenders. Violence is not the main intention, but the group use threatening behaviour to get staff and customer compliance whilst they steal often high value goods.

Retailers stocking mobile phones and tablets have become a target for steaming type offences, with more than 300 incidents in telecoms stores last year alone.

The launch of new sought after smartphones like the iPhone 15, can lead to a rise in these types of attacks and as a result the NBCC team were invited to deliver a bespoke session at the Three UK flagship store in London recently to give an input to all the London store managers and security staff about steaming offences.

NBCC's Paul Fagg also gave an interview to Sky News where he spoke about the ongoing work of the NBCC and the impact these types of crimes can have on retail staff: "You have got a group of youths, sometimes grown adults running into a store, threatening and intimidating people.



"We know first-hand the effect that leaves on the victim and staff in that store. So we are very much trying to change the message and the mentality around that business crime is a victimless crime when it clearly isn't."

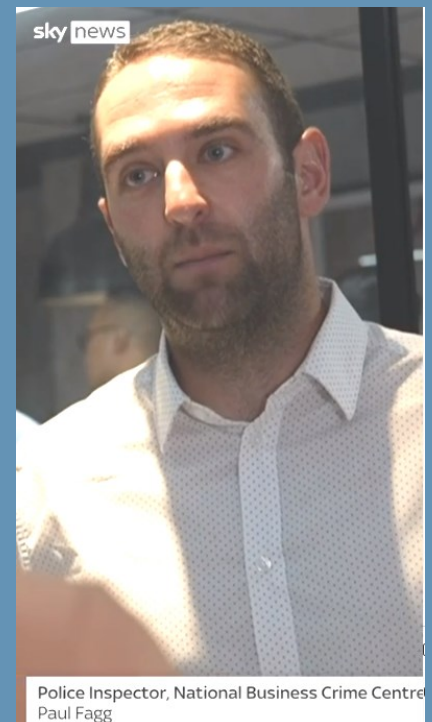
During his session Paul talked about staff and customer safety being the priority and secondary to that is considering what evidence can be preserved or collected to help with the police investigation.

CCTV is often key in these types of cases and having a CCTV system which has the ability to send police the footage using a Digital Evidence Management Systems (DEMS) provides police with quick access to the evidence allowing investigations to progress at speed.

You can find out more about DEMS on the NBCC website:

[Can your CCTV transfer digital evidence to police? \(nbcc.police.uk\)](https://nbcc.police.uk)

The NBCC is continuing to work with retailers and police forces across the country to raise awareness of the offence and provide practical guidance for retailers if they become a victim of an attack.



Police Inspector, National Business Crime Centre  
Paul Fagg

## SaBA Week - 16-22 October 2023

Plans for the newly branded Safer Business Action Week are coming together with police and partners across the country joining up to tackle business crime in their communities.

The SaBA Week, taking place from the 16-22 October, is a national initiative coordinated and managed by the team at the NBCC. It will run alongside the national ShopKind campaign to encourage positive behaviours in shops, acknowledge the important role of shopworkers and raise awareness about the scale and impact of violence and abuse against shopworkers.

Police forces from across the country are taking part in the SaBA Week including the Metropolitan Police, City of London Police, North Yorkshire, Derbyshire, Lancashire and Hampshire to name just a few. More plans are being shared with the NBCC on a daily basis.

Police teams will be supported by Business Crime Reduction Partnerships, Business Improvement Districts, private security partners and other crime prevention groups and organisations to carry out targeted activity and joint patrols in city and town centres to prevent and reduce business crime in their area.

As part of the initiative, police and partners will be holding Safer Business Action Days throughout the week and visiting local retailers and other businesses to understand more about the issues they are facing on a daily basis.

The week will also be used to target prolific offenders and focus on areas where more business is crime is being reported.

Bespoke branding has been created for police forces and partners to use to promote their involvement in the week, and the NBCC will be supporting with planning and marketing all of the various activities taking place. The Communications Toolkit and links to the branding can be downloaded here:

### [Safer Business Action \(SaBA\) Week Communications Guidance](#)

### [Safer Business Action Week Branding](#)

The NBCC are keen to get businesses supporting their local police force during the week and have prepared a guide to highlight the week and provide suggestions as to how they can get involved:

### [Safer Business Action Week - Partner Guide](#)

NBCC Lead Supt Patrick Holdaway, said: “We have already received amazing support from police and partners for the SaBA Week. We know many retailers are suffering significant financial losses because of shoplifting and staff are being impacted by verbal and physical abuse. We continue to work with police, partners, government and industry bodies to collectively provide support and guidance to retail workers to ensure their safety and reduce opportunities for thefts.

“This is a great opportunity to shine a light on some of the current issues businesses face and also to highlight the ongoing work that police and partners are doing, supported by the NBCC, to tackle the problems that matter to local retailers and other businesses.”

Follow us on LinkedIn to keep up to date with the SaBA Week and the activity taking place: [NBCC](#)



**SAFER BUSINESS**  
ACTION WEEK



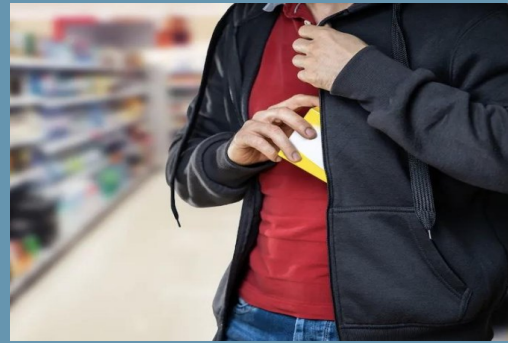
## Theft from Shops - Crime Prevention Guide

Shoplifting is the theft of goods from open retail establishments. Typically this is by concealing items on their person, in pockets, under clothes or in a bag and leaving the store without paying.

Shoplifters range from amateurs acting impulsively to career criminals and organised crime groups. Individuals who are vulnerable may also be coerced by others into stealing.

Shops owners should look at ways to reduce the opportunity for theft from their premises, to protect their livelihoods

We have put together a comprehensive crime prevention guide to help retailers identify and deter shoplifters.



Click here to download the [‘Theft from Shops’](#) guide.

## Working together to create a safe city centre this summer and beyond - Southend SaBA

On Wednesday 26th July, a successful Safer Business Action Day took place in Southend-on-Sea. Organised by Southend City BID in partnership with the Essex Police Community Policing and Business Crime Teams, the primary focus of this joint initiative was to proactively engage with young people to address potential issues of 'Youth Anti-Social Behaviour' (ASB) in the City Centre as school summer holidays began.

By fostering a united approach, participants which also included Total Security Services (TSS) and Local Authority Community Safety, CCTV and Youth Engagement departments, spent the day engaging with young people to understand any issues faced that could be causing ill behaviour so support could be offered whilst setting clear expectations of conduct for the summer holidays.



During this community day, the teams split to joint patrol areas including the High Street, Shopping Centres, side streets, back alleys, and Warrior Square, engaging with youths, business owners and staff to promote active reporting of such behaviour via 101 and town link radio which feeds directly to the cities' CCTV team. This proactive approach aimed to address issues immediately and maintain a safe environment for all.

The teams visited 33 businesses to discuss ASB issues they're facing and advise on how to report incidents, they also engaged with 86 young people, and found 1 individual to be carrying cannabis after a positive stop and search by police. It was a really great piece of partnership working that will continue to focus on supporting our businesses and residents.

Learn more about Southend City BID at their website [www.SouthendBID.com](http://www.SouthendBID.com)