



SHOPLIFTING STOP THIEF!

Working together to support
our business communities

Presented by :

Police Constable Steve Hawkins, Police Sergeant Simon Roberts,

Mr Gareth Lewis Southern Co-op Ltd

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What raised our concerns?

- Police officers were lethargic about the investigation of crime in convenience stores whilst also dealing with other issues
- Communication with the business community was poor
- Evidence collated for prosecution was of varying standards
- Prosecution rates for crimes were very low
- Offenders were getting away with repeat victimisation against staff and businesses
- Repeat victims were not being acknowledged as they were from a business environment
- Store staff lacked confidence in police and legal proceedings



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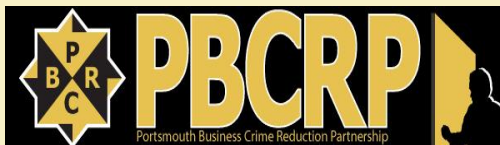




Why tackle specific locations / crime types?

- Demands on police officers to reduce crime
- Efficiency savings – how to improve the efficiency of our work
- A need to identify victims and offenders
- To examine the benefits of location analysis and volume crime reporting (examples from best practice such as Operation Cobra)
- Neighbourhood Policing – made “S.I.M.P.L.E.”

“Systematic Innovative Method Promoting Location Evaluation.” (A. Edmunds)



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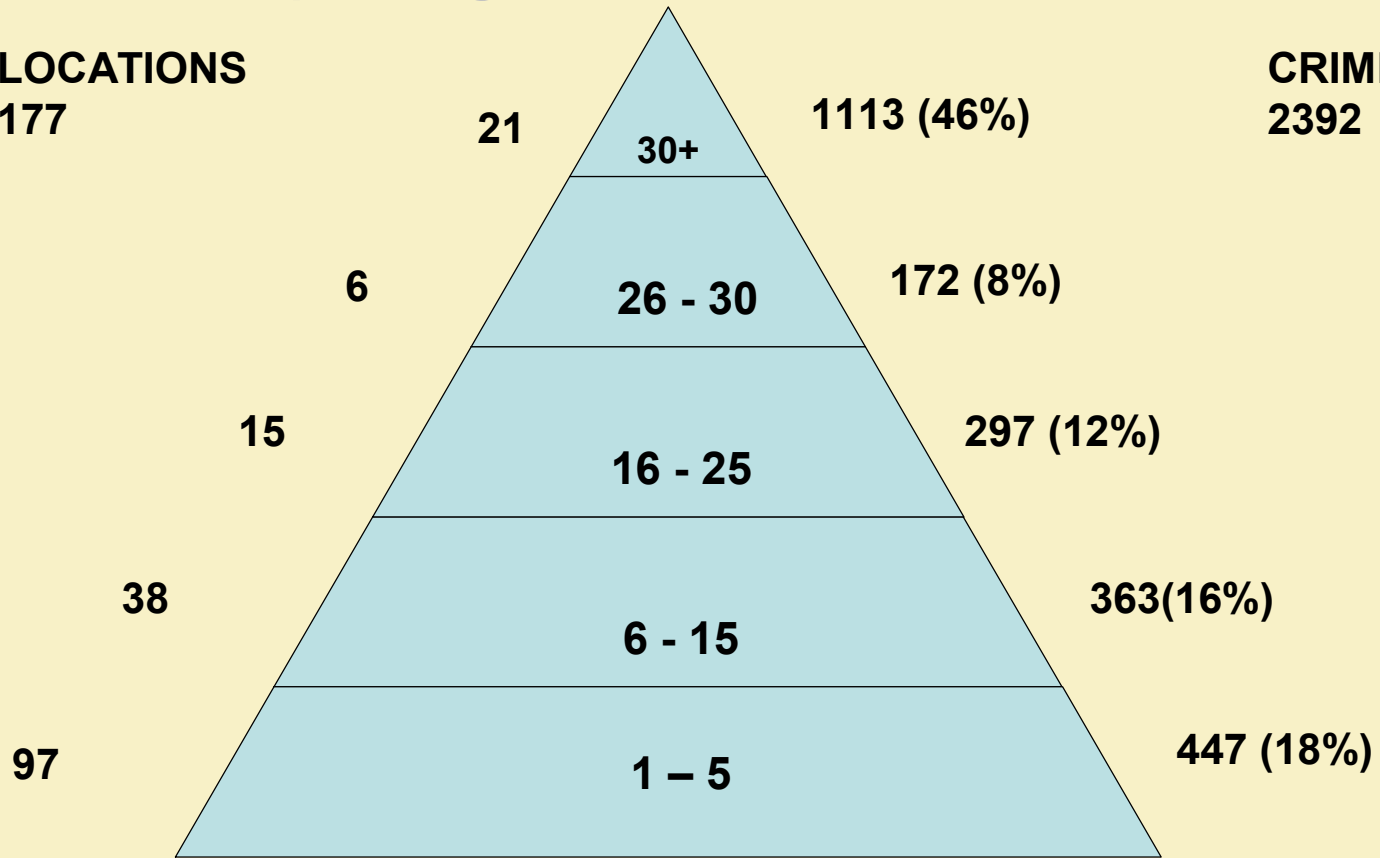




Theft shoplifting for Portsmouth 2005 - 2006

LOCATIONS
177

CRIMES
2392



Crime frequency per street



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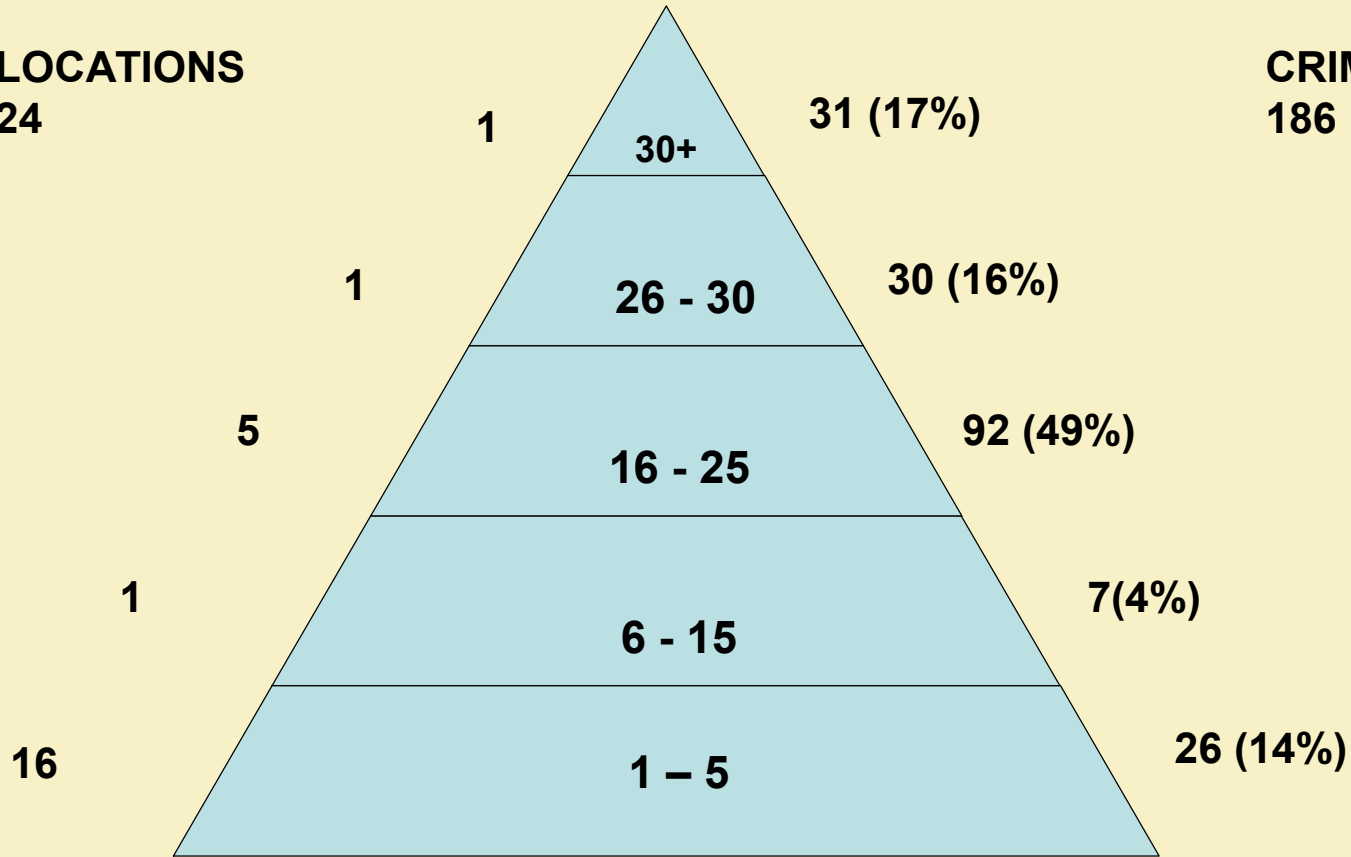




Theft shoplifting for Copnor 2005 - 2006

LOCATIONS
24

CRIMES
186



Crime frequency per Shop



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So why & where are we failing?

Prosecutions are weak and insufficient

Stores contribute through design and procedure to the issues



The “victim” is unrecognised by “the system” and unsupported



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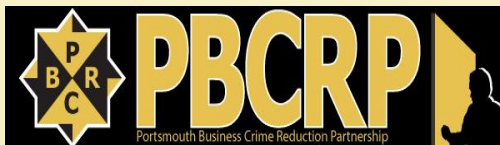
The cost to the business?

High staff turnover....

Financial stock loss....

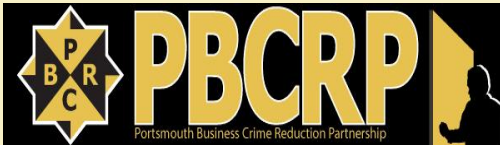
Possible poor image...

The cost to our staff ?.....



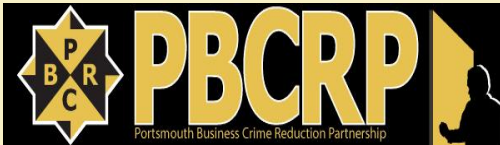
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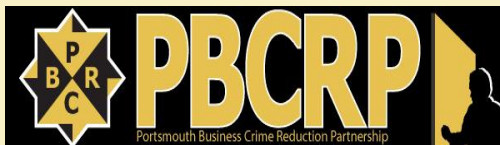
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The Business Response

- Increased.. but targeted security guard coverage
- Civil Court Injunction – (Law of Trespass)
- High value products - ‘Secure Merchandising’
- Upgraded CCTV System - Analogue to Digital (Door frame Covert)
- CCTV Monitoring - Visual verification of an incident
- Store Refurbishment Programme - Based upon detailed business analysis



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The Business Response

... Our three trial stores were transformed...

From this.....



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The Business Response



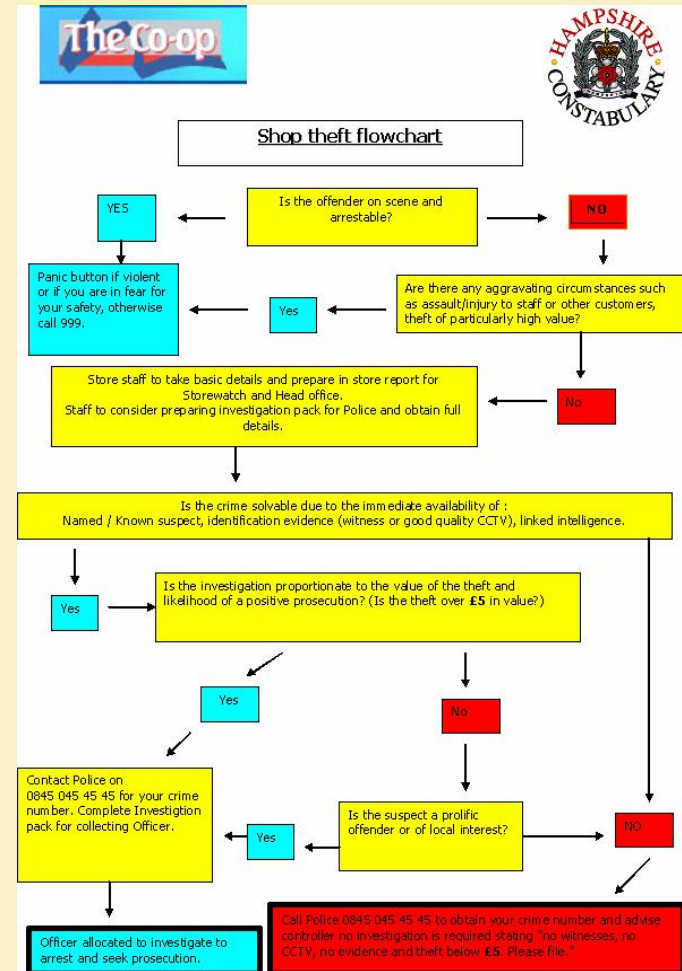
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Investigation Packs

- Flow chart of decision-making
- National Crime Recording Standards to improve the quality of the picture
- Central point of circulation of collated evidence through intranet
- Proforma Statements for store staff to complete
- Training for staff and Police on completion and collection of best evidence.
- National Business Information Systems software provided feedback and intelligence exchange facility for stores.



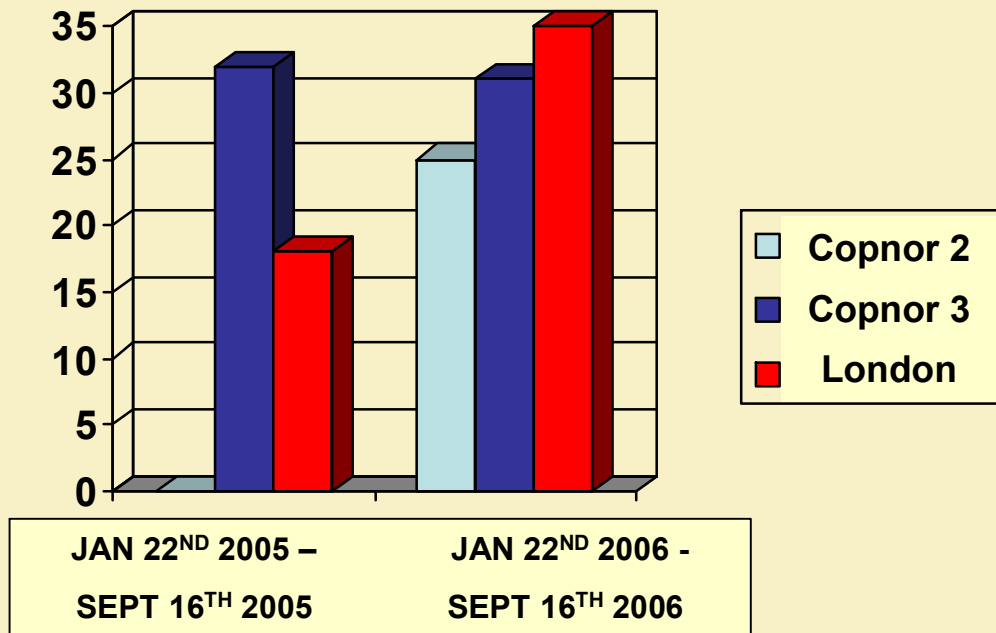
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Review of shoplifting reports as of 2006

Comparison of reported crimes to police within Co-op stores between 2005 - 2006



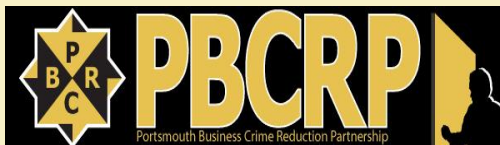
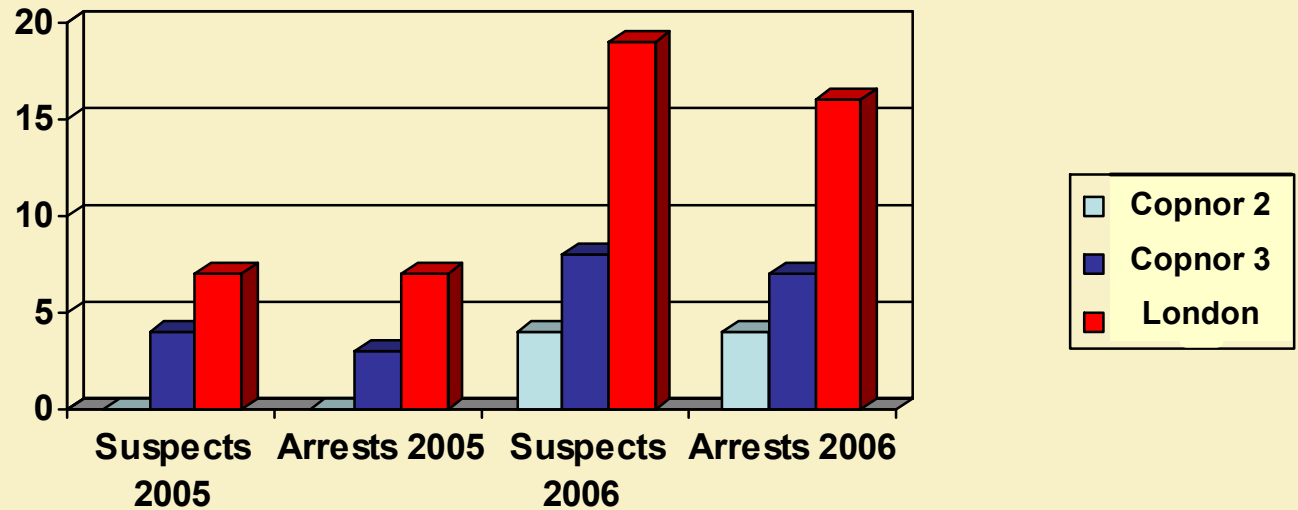
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Review of shoplifting reports as of 2006

Prosecuted Crime in Co-op stores between 2005 - 2006



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Reductions in crime reporting in stores

	THEFT 2005	ATTEMPTED THEFT 2005	TOTAL	THEFT 2006	ATTEMPTED THEFT 2006	TOTAL	VARIANCE	% CHANGE
COPNOR 2	17	4	21	26	10	36	15	41.6%
COPNOR 3	25	8	33	13	2	15	-18	-54.4%
LONDON ROAD	65	20	85	45	6	51	-34	-40.0%

TOTALS

107

32

139

84

18

102

-37

-26.6%



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The Benefits to Business

- **Reduced labour turnover - by 9.6%**

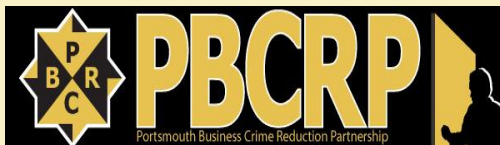
- **Stock loss reduced from....**

Copnor 2 -1.77% to -0.90%

Copnor 3 -2.47% to -1.87%

London Rd -0.74% to -0.68%

- **How did this benefit our staff?**



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Staff at London Road

“We really feel that we can make a difference now and that someone is actually listening to our problems.”

Manager of London Road

“ This has had such a positive impact on my staff who now feel involved in solving the problems.....remember they live in this area as well as work in this area.”



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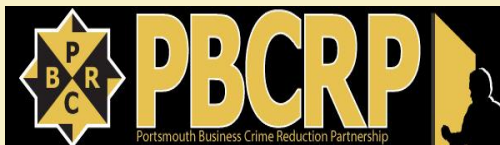


Manager and Staff at Copnor 3

“The work put into this project by the police, the Society and my staff has proven to be very worthwhile. I find it easier to recruit staff now.... The message is out, that we are working with the police and actively targeting the criminals.... It’s working!”

Staff at Copnor 2.

“This has made such a difference to us, we feel so much safer and we can see that action is being taken against these shoplifters”

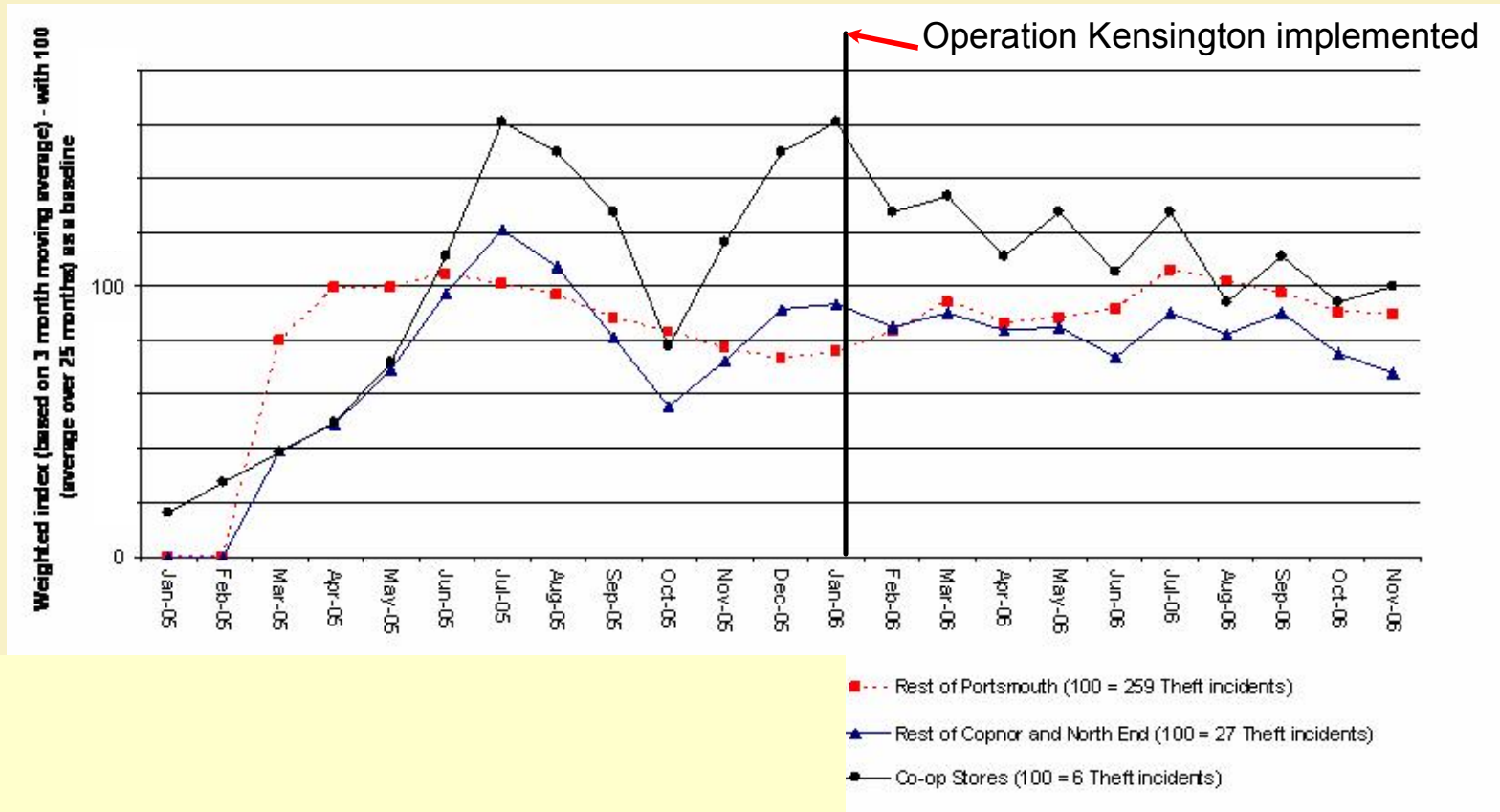


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Did the work cause displacement of the crime



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Portsmouth Business Crime Reduction Partnership

PORTSMOUTH BUSINESS CRIME REDUCTION PARTNERSHIP

A Home Office Initiative endorsed by Hampshire Constabulary

Portsmouth Business Crime Reduction Partnership is supported by

Your logo could be displayed on this leaflet. Contact The Crime Manager PBCRP on 023 9286 7711

PORTSMOUTH BUSINESS CRIME REDUCTION PARTNERSHIP

Their anti-social behaviour, burglary and violent crime can affect any business and the costs are not just financial. Reduced staff morale from threats, intimidation and violence and the perception by potential customers of an unsafe area can extensively impact on the viability of local and city shopping centres, affecting both the day and night economy.

CREATING A SAFER PORTSMOUTH

The Partnership is a working relationship between the Police and the Business Community. Its aim is to reduce the incidence of crime in the city.

WHAT IS THE AIM OF THE PORTSMOUTH BUSINESS CRIME REDUCTION PARTNERSHIP?

Our aim is to work in partnership with the Police and local authorities to combat crime and unethical behaviour within our trading area, thereby making Portsmouth a safer place for our businesses, our staff, our customers and the citizens of Portsmouth.

HOW CAN THE PORTSMOUTH BUSINESS CRIME REDUCTION PARTNERSHIP HELP ME?

The PBCRP is a business led action group (not a profit company). You can win by making a difference in your community. Whatever the size of your business the Portsmouth Business Crime Reduction Partnership has something to offer you.

BENEFITS

- Security Risk Network - provides Communications links with other businesses in your community. Police traffic will be monitored by the PCC CCTV Monitoring Station and your local police station. This will aid efficient use of police resources. This benefit is optional.
- Membership of the Exclusion Notice scheme - this will exclude prolific offenders from your premises.
- A working partnership with the Portsmouth Anti-Social Behaviour Unit, the Police, and the Crown Prosecution Service (and other organisations).
- Access to secure data regarding known offenders in your area.
- The Partnership will work with the Police to establish the identity of unknown individuals committing crimes in your area (including anti-social behaviour).

JOIN US NOW - AND MAKE A DIFFERENCE!

Membership costs will be minimal (in advance) and will be based upon the size of your business. The annual membership starts from less than £1 per week.

COSTS

Free comprehensive training will be given to members that will cover:

- RADIO USE
- DATA PROTECTION
- CRIME PREVENTION
- CRIME REPORTING

• All incidents reported by PBCRP members will be entered onto a secure computerised programme (NBIS) that will enable, in partnership with the Police, the identification of areas and individuals causing concern and the agreement of the most effective course of action.

• The PBCRP can also offer its members exclusive access to reduced cost packages. These will vary from time to time, but currently include:

- CCTV MONITORING
- ALARM INSTALLATION
- SECURITY SYSTEMS
- FINANCIAL GUARDING
- LEGAL ADVICE SERVICES
- ARTWORK & PRINT

I am interested in knowing more about becoming a member of the Portsmouth Business Crime Reduction Partnership. Please send me a membership pack.

Organisation: _____

Company Name: _____

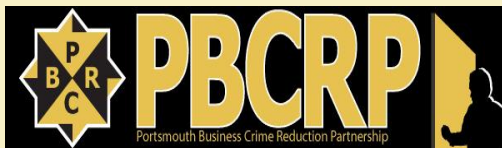
Address: _____

Telephone: _____

Title: _____

Email: _____

Please return this completed form to: The Crime Manager, PBCRP, 100-102 Elm Grove, Southsea, Hampshire PO5 1LP



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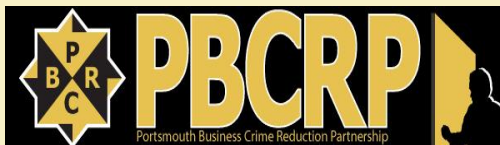




Many thanks for your time.

Questions?

Steve, Simon and Gareth



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