SAFERLONDON
BUSINESS PARTNERSHIP

Waltham Forest Safer Neighbourhood Board

Application for project funding 2016/7

1. **Tell us about your group, and your position within it. Who will be responsible for achieving the project goals, and who will be accountable for the funding?**

The Safer London Business Partnership (SLBP) is a not for profit organisation which aims to introduce and support business crime reduction partnerships (BCRPs) across the capital. Our BCRPs are responsible for tackling crime, anti-social behaviour, and drug and alcohol misuse which has a direct impact on the business community. SLBP has successfully delivered three BCRP's in Westminster, Lambeth and Southwark, and has taken-over the running of Lewisham BCRP.

Our vision is to reduce and prevent crime in London by connecting business together, and supporting them with the tools and partnerships to prevent crime and disorder which impacts them, their customers and the communities they operate in. By placing ourselves at the forefront of business crime, SLBP will ensure our members are represented by an organisation that is influential at both a local and pan London level.

This is our website: www.saferlondon.co.uk – we are recommended by MOPAC (Mayor's Office for Police and Crime) in the 2014-2016 Business Crime Strategy:

'Real gains are being made in areas where there are active Business Crime Reduction Partnerships, for example in areas of Soho and Lambeth. Intelligence on suspected offenders is shared between businesses, and along with radios, shop keepers can remain vigilant of possible threats. They also provide a one-stop shop for police to engage with the wider business community, making best use of time and resources.'
https://www.london.gov.uk/sites/default/files/Business%20Crime%20Strategy%202014-16.pdf

James Lawley-Barrett is the Operations Manager for SLBP, and was instrumental in delivering the borough-wide BCRP in Lambeth in January 2014. James Lawley-Barrett will be responsible for achieving the project goals, and have accountability for funding.

2. **What is the basis of your group's connection with the community you represent**?

SLBP has been working alongside PC Terence Smart, Neil Howard from Waltham Forest Council and Chief-Inspector Jon Simpson to introduce a BCRP over the last 10-12 months. PC Smart and James Lawley-Barrett have extensively engaged with day and night-time businesses in the Walthamstow area. It has become clear that there is a desire to introduce new and innovative ways for businesses and community safety teams to communicate and

collaboratively problem solve. Through visiting businesses in Walthamstow, it was evident that there are shops that suffer from repeat victimisation, and don't always report the issues they are facing to police or share the information with like-minded shops. SLBP are keen to work with these businesses to increase police confidence, provide accurate and relevant crime prevention advice, and re-establish shop-watch and engagement forums. It is hoped that these measures will improve customer and staff safety, reduce theft and shoplifting impacting profitability and increase confidence in local police and council community safety teams.

PC Terence Smart has visited 44 businesses and established that 14 are interested in joining (green), 28 have shown an interest (yellow) and 2 are unwilling to join. This clearly demonstrates the demand for the BCRP service.

1	Busines Crime Reduction Partnership - High			
2	Address	Company Name	Staff name	Position
3	The Scene, 267 High Street, E17	Empire Cinema	Miguel	Manager
4	269 High Street, E17	Turtlebay	Andy	Manager
5	5, The Scene, 198 Hoe Street, E17	Grillstock BBQ	Rich	Manager
6	265 High Street, E17	Pizza Express	IC1 F	Manager
7	1, The Scene, 261 High Street, E17	Nandos	Chantella?	Manager
8	216 High Street, E17	Paddy Power		
9	208 High Street, E17	Joe Jennings	Siva	Manager
10	204 High Street, E17	Natwest	Karen Smith	Manager
11	249 High Street, E17	Rymans	Josh	Manager
12	196 High Street, E17	Quicksilver	Zemed	Manager
13	215 High Street, E17	Barclays	Gouca SOFU	Manager
14	207 High Street, E17	Argos	Elvis	Manager
15	209 High Street, E17	Santander	Dean MALONE, Mohammed JAHANGIR (Mo Jay)	Manager Assistant Manager
16	203 High Street, E17	Specsavers	Farid Ruparel Raz	Manager Assistant Manager
17	182 High Street, E17	Lloyds	Emily	Customer Service
18	The Mall, 176-178 High Street, E17	Halifax	Laura	
19	3-5 Palace Parade, High Street, E17	Peacocks	Shammy	Manager
20	150 High Street, E17	Ladbrokes	Kharisma	Manager
21	124 High Street, E17	City Slots	Elizabeth, Tara	Staff

	A	B	C	D
22	145A High Street, E17	Paddy Power	Steve	Area Manager
23	133 High Street, E17	Betfred	Shireen, Nas	Staff
24	112 High Street, E17	Sainsburys	Ali	Security Guard
25	115 High Street, E17	Wilkos	IC4 F	Manager
26	106 High Street, E17	Pizza Hut		
27	102-106 High Street, E17	Iceland	Victor	Manager
28	128 High Street, E17	Betfred	Simon Allen	Dis/Manager
29	58-60 High Street, E17	Sams 99p	Naseer	Manager
30	50 High Street, E17	Argos	Ausra	Manager
31	43-49 High Street, E17	LIDL	Chris FANNERY	Manager
32	36-44 High Street, E17	Superdrug	Adeel JAVED	Manager
33	46 High Street, E17	Farm Foods	Maqbool	Manager
34	67 High Street, E17	The Cock Tavern	Steve	Manager
35	179-181 High Street, E17	Nationwide	Shan Akram	Manager
36	75A High Street, E17	déjà vu Café	Orhan SYULEYM	Manager
37	77 High Street, E17	déjà vu Hairdresser	Orhan SYULEYM	Manager
38	21 High Street, E17	AIDA Supermarket		
39	27 St James Street, E17	Subway		
40	174 High Street, E17	GNC		
41	66 High Street, E17	Paddy Power		
42	30 St James Street, E17	Kelly's Sports Bar & Grill		
43	34 St James Street, E17	Coral		
44	12-14 St James Street, E17	Cash Converters		
45	2-4 St James Street, E17	Oxfam		
46	*258-260 Hoe Street, E17*	McDonalds	Renata	Shift Manager

3. **Do you have a suitable bank account into which funding could be paid?**

Company Name: Safer London Business Partnership Limited
Company Type: Private Limited by Guarantee
Date of Incorporation: 17th February 2011
Registered Office: First Floor, 8-11 Pavilion Buildings. Brighton BN1 1EE
Company Reg No: 7534018
VAT No : 111 2253 79
Bank: NatWest. Castle Square. Brighton BN1 1DP
Sort Code: 60 30 09
Account No: 27272109
Account Name: Safer London Business Partnership Ltd
Business Activity: Business Crime Reduction Partnership membership organisation

4. **Give us an outline of your project. What evidence is there of a need for the work you propose? What do you want to do? How exactly will this address the need you have identified?**

SLBP would like to establish a business crime reduction partnership in Walthamstow. BCRP's are private membership schemes where businesses come together with the Police, Council and other interested stakeholders to reduce and prevent crime that impacts the profitability of businesses and the 'look and feel' of town-centres.

Businesses from day/night-time economies can join the BCRP scheme. BCRP's consist of digital radio handset which allows shops to communicate amongst themselves, and link with local policing team and Waltham Forest CCTV centre. Radios are designed to provide an early warning intervention – preventing incidents from getting out of control e.g. known shoplifter highlighted on radios scheme by business, Police & CCTV get resources on the ground before they enter another shop and cause issues. Radios can also be used during public order events to provide timely updates and police reassurance to local businesses.

Evidence from the British Retail Consortium and Welsh & Farrington (2014) indicate that roughly 60-80% of business crime incidents are not reported to the police. Businesses have financial pressures which limits their ability to secure premises, and many well-known high-street brands are fearful of reputational risks associated with information sharing. Farrell & Pease (2014) have proved that victims of crime face elevated risks or re-victimisation following the initial incident. SLBP seek to address these issues, and break down silo mentalities, to effectively respond to issues highlighted by the business community and foster a 'dare-to-share' culture and information sharing agreements.

BCRP's also offer member businesses a secure intranet system called DISC (Database & Intranet for Secure Communities). Members can upload smart-phone, body-worn camera or CCTV images of offenders onto this secure system, assisting with the apprehension and prosecution of offenders. Galleries within the intranet system can be viewed on desktop pc's, laptops and smart-phones. The Police and Council can also share custody/wanted images of offenders, allowing businesses to remain vigilant and report sightings of well-known offenders on the radio handsets. Intelligence transfers are via secure CJSM emails, and the intranet system complies with the Data Protection 1998 principles.

BCRP's have a designated manager and back-office staff, responsible for member training, intelligence gathering, organising crime prevention campaigns/events, problem solving and communicating with members regarding crime trends and events of notice. The manager is also responsible for working alongside local council enforcement agencies to process Criminal Behaviour Orders, dealing with persistent offenders operating within the community. SLBP staff are vetted to NPPV Level 2, the same as a police officer.

Recently in Lambeth and Westminster we have seen significant reductions in crime and fantastic examples of arrests through active business engagement with the BCRP. A male in Oxford Street was arrested last year after shop staff saw him carrying a firearm. Using their BCRP radio, local Council CCTV and Police were made aware, leading to a successful arrest. Vauxhall and Clapham have also seen 30% reductions in total notifiable offences through effective partnership work involving increased radio use, intelligence sharing and regular intelligence meetings with day/night businesses.

A local steering group will be created to oversee the aims and objectives of the local partnership and be responsible for compliance with its purpose. The steering group include representatives from businesses and community groups where appropriate. The MPS, local authorities and other relevant bodies may be represented as an advisory role.

To set-up a BCRP, SLBP seek local funding streams to provide the necessary capital costs for radio equipment and the secure intranet system. Waltham Forest Council have an office space for the BCRP Manager, and various council owned sites around the area will 'house' the radio equipment. Once the costs of creating a BCRP are met, local businesses are asked to pay £10 a week to join the BCRP. This provides a sustainable income for SLBP to pay staff costs, licences for the radio kit, replacement of old radio kit over time, organising crime prevention projects, licences for the secure intranet and staff liability costs. Westminster BCRP has been successfully going for 3 and a half years with over 250 member businesses whilst Lambeth BCRP has been going for two years and has 159 members. SLBP see the importance of sustainability, and want the BCRP's to become a cornerstone for crime prevention/reduction in London.

5. **Which of the three MOPAC stipulated objectives are you addressing? (Prevent crime, reduce crime, police/community engagement)**

BCRP's aim to prevent and reduce a variety of crime types including shoplifting, theft person, commercial burglary, robbery, alcohol related crime and disorder, begging and theft from motor vehicle to name a few. Additionally, BCRP's establish formal communication methods and initiatives such as Shop Watches/Pub Watches and intelligence briefings with partner agencies and businesses to increase community engagement and confidence.

The town-link radios increase the volume of 'capable guardians' on the high-street, allowing businesses to prevent and deter crime from taking place. More 'eyes-on-the-street' increases the risk of offending, and reduces the rewards on offer. Businesses can actively engage on the radio with policing teams, reporting suspicious activity and sightings of well-known offenders which will send a clear message that crime and disorder will not be tolerated by the business community. Additionally, the BCRP staff rejuvenate engagement events and offer crime prevention advice linked to ideas of CPTED (crime prevention

through environmental design) which seeks to reduce opportunities for crime in the built environment.

6. **Does your project address any of the priorities the SNB had identified?**

SLBP are working to establish restorative justice schemes with shops and community safety teams to help young offenders realise the impacts and consequences of their actions. SLBP link with local schools and Youth Offending Teams to plan diversionary activities to steer young adults away from crime. The DISC information sharing intranet is also open to resident groups and Neighbourhood Watch to actively make a difference and increase the flow of intelligence to relevant parties. SLBP has also collaboratively worked with the NHS, street pastors and Metropolitan Police central licensing team to address issues of intoxication and vulnerability within the night-time economy sector. All this best practice from other BCRP areas can be used within Walthamstow.

7. **The SNB will want to monitor progress: what observable or measurable achievements do you expect to be able to report to us as your project is underway? (These are sometimes referred to as "out*puts*".) How will you monitor your progress?**

SLBP will look to introduce a customer survey when the project is initiated. The survey will look to identify issues of crime and disorder amongst Walthamstow businesses and levels of policing/council confidence. A repeat survey takes place every 6 months which allows comparison and measurable feedback. Alongside this qualitative feedback, SLBP staff will engage with the local policing team to measure and analyse crime trends post and pre BCRP implementation. This will allow the BCRP to fully understand how the crime prevention methods have impacted on crime in the community. Both qualitative and quantitative feedback can be given to the SNB.

SLBP can also monitor the volume of police and business radio and intranet use, which can be extracted on a monthly basis to prove the levels of use and confidence in the services provided. Issues of radio/intranet under-use can be flagged, allowing opportunities for SLBP staff to re-train or engage with businesses. From experience in other BCRP areas, there will also be multiple good-news stories relating to successful apprehension/prosecution of offenders linked to business radio/intranet use. These can be collated together within a report. Finally, SLBP will actively work alongside Waltham Forest community safety team to obtain Criminal Behaviour Orders for serial offenders. Such good work can help with measurable achievements and success.

8. **What roles will there be in your team? Who will occupy those roles? Will you need to bring in new people to help you? If so, how will you recruit and select them?**

James Lawley-Barrett will be the BCRP Manager during the implementation phase. Once more members join the BCRP, SLBP will look to employ a designated manager to take over the project. SLBP have extensive contacts within University of London, the Metropolitan Police Service and the private security sector allowing a suitable candidate to be found. SLBP supplement BCRP's with support staff. Support staff are recent graduates from various universities around the UK.

SLBP has also established a partnership with Middlesex University, and are given eight placement students per academic year. The placement students are given training when they first start, and assist BCRP Managers and support staff with member engagement, radio training, collection and processing of intelligence, organisation of engagement events and delivery of accurate, realistic and cost-effective crime prevention advice to businesses. SLBP has a risk management plan and liability insurance for all staff members.

9. **If you will be working with members of the community who are not part of your team (e.g. interviewees, clients, "subjects" etc) how will you identify suitable contacts?**

SLBP will look to work alongside the council and police to 'map' all relevant business, resident and stakeholder groups that will be indirectly/directly impacted by BCRP implementation. SLBP staff will then proactively engage with these groups, as has been the case over the last six months with direction from PC Terence Smart and CI Jon Simpson. SLBP would also look to introduce an email database for stakeholders, allowing timely updates to be sent explaining progress of the BCRP. Safer London have social media accounts and webpages which can sign-post the community to the Walthamstow BCRP manager/designated point of contact.

10. **What considerations need to be made regarding the safety of everyone involved?**

When businesses join they are given a 60-90 mins training session to introduce them to radio and intranet use. SLBP can also deliver conflict management, crime scene preservation and intoxication training to businesses, which will help safeguard staff members from acts of crime and disorder. BCRP radio chatter is also monitored by Safer London staff when on-duty and council CCTV operators 24/7, who can 'flag' incident of crime and disorder to police officers quickly and effectively through Airwaves handsets. BCRP radios also have a panic button feature, which allows staff to alert CCTV operators to critical incidents when it's not possible to call 999. SLBP make it clear to businesses that the radios don't replace normal ways of calling the police through 999/101, and the radio can never 'guarantee' a policing response. However, they can provide real reassurance and feeling of safety amongst businesses.

SLBP actively engage with policing intelligence teams to populate the secure intranet with images and profiles of serial and violent offenders operating within the area. This will allow businesses to become aware of offenders operating within their community, allowing them to quickly raise concerns to police if needed. Without the radio and intranet functions, most businesses will not be aware of these offenders impacting their town-centre.

BCRP staff are co-located with police/council staff which reduces risks associated with harm. BCRP staff have conflict management training and aren't expected to intervene with offenders within the community. Incidents should be raised with policing teams.

11. **Please supply a breakdown of the anticipated costs to be met by the project funding.**

The table below indicates the amount of funding SLBP would need from the SNB. The funding supplies the town-centre digital radio system and DISC secure intranet site to establish the BCRP as fully-functioning:

Item	Qty	Unit	Unit	Total
1	20	DP4400 digital radio	£289	£5,780
2	20	Radio licences	£25	£500
3	1	Duplexer repeater	£250	£250
4	1	SLR5500 UHF repeater	£1,680	£1,680
5	1	Unique Power Supply	£768	£768
6	1	Down fire antenna	£675	£675
7	1	Microwave link	£800	£800
8	1	Ofcom licence	£245	£245
9	1	Text switch	£99	£99
10	1	Installation & commissioning	£450	£450
11	2	TRBONet repeater	£650	£1,300
13	1	DISC intranet	£500	£500
			Total	**£13,047**

Safer London Business Partnership would pay for other associated costs including:

- Staffing cost
- Promotional literature (leaflets, brochures, business cards)
- Safer Walthamstow website
- I.T. (company laptop, phone)
- 4-5 digital radios provided to Walthamstow policing team

SLBP would expect the BCRP to be self-funding and sustainable after 20-25 businesses have joined the scheme, each paying £520 a year. This will allow a constant funding stream to be supplied, providing ongoing costs for staff, licence renewal, technology upgrades and crime prevention projects/campaigns.

12. Have you considered whether the work you plan to do might be considered to be the responsibility of some other body or agency?

SLBP actively work with multiple partner agencies to prevent and reduce crime. Local authorities have a statutory responsibility to do all that it reasonable to prevent crime and disorder in the area that they operate (Section 17 Crime & Disorder Act 1998). SLBP assist these agencies to fulfil these obligations, and provide the necessary tools to improve efficiency and collaborative problem solving. Private security companies also have oversight of store crime prevention. The BCRP radio and intranet methods can empower these individuals to work with like-minded security teams to prevent and reduce crime.

13. Have you considered whether you can offer a range of project "packages" in the event that the SNB was able to offer only a reduced level of funding? (If so, you may like to consider making multiple applications. Alternatively, you may like to respond to these questions indicating options where appropriate.)

The costs associated with radio infrastructure and the intranet are fundamental to establishing a new BCRP. The only costing that might be able to differ is the amount of radios initially supplied. If the amount of radios was altered to 10, the SNB funding needed would equate to **£9,907**. This would mean that Safer London would have to wait until member numbers increase over the year to collect enough revenue to fund an additional 10 handsets, which could be distributed to new member-businesses.

Item	Qty	Unit	Unit	Total
1	10	DP4400 digital radio	£289	£2,890
2	10	Radio licences	£25	£250
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7	1	Microwave link	£800	£800
8	1	Ofcom licence	£245	£245
9	1	Text switch	£99	£99
10	1	Installation & commissioning	£450	£450
11	2	TRBONet repeater	£650	£1,300
13	1	DISC intranet	£500	£500
			Total	**£9,907**

14. Will your project depend on obtaining permission or approval from any other body?

SLBP are awaiting permission from Travelodge to use the roof space and plant room for establishing infrastructure for the radio equipment. A joint letter from Chief-Inspector Jon Simpson and SLBP has been delivered to Travelodge Head office, and we are in the final stages of approval. There are other sites which can be used as back-up, however the Travelodge site will 'boost' the digital signal over a larger geographical area, allowing more businesses to join the digital radio network if the demand is there. SLBP also need to apply for Ofcom licences for the radio frequencies. SLBP has never had a rejected application, and are confident that any issues can be resolved if they appear.

15. Is any other funding body providing support to this or similar concurrent projects?

SLBP has received funding through MOPAC before for BCRP projects in Lambeth and Southwark. However, because of the mayoral elections, funding hasn't become available in recent months.

16. Can you give us a tentative timeline of the main stages of your project?

Once funding has been approved, SLBP would draw-up an implementation document outlining the necessary steps for the BCRP. The Steering Group would then be created through consultation with external/internal partners. SLBP would organise radio equipment installation with our contractors. SLBP staff would visit interested businesses to complete application forms and plan radio/intranet training. Council CCTV staff and policing teams will then be trained on all the relevant systems. SLBP would also link in with Waltham Forest

Council and the MPS to sign-off the information sharing agreements and service level agreements. Once these have been finalised, a launch date will be planned. These stages, highlighted below, can take anything between 2-4 months depending on a variety of variables.

17. Is there anything else we need to know?

No. Thank you for your time