



NBCC NEWS

April 2024 - Issue 17

Opal Organised Retail Crime Capability Launches

On the 1st May, a new organised retail crime capability will go live as part Opal which is the national intelligence unit focused on serious organised acquisitive crime (SOAC).

Top retailers have pledged to fund the new police team of specialist officers & analysts. The team will build a comprehensive intelligence picture of the organised crime gangs that fuel many shoplifting incidents across the country, to help target and dismantle them.

There key focus is to:

- Establish and maintain a single version of threats from serious organised acquisitive criminals targeting retailers.
- Establish an effective process for retailers to develop and disseminate intelligence to policing and industry partners.
- Develop prevention, intelligence and enforcement activity and action plans to target identified offenders



It is hoped the team will help police better understanding the problem retailers have and also offer reassurance for retailers of a tripartite commitment to tackle serious organised acquisitive crime.

Further information about Opal and how to submit an Organised Retail Crime Referral can be found via this link: [Opal: Tackling Serious Organised Acquisitive Crime \(npcc.police.uk\)](https://npcc.police.uk)

NBCC lead, Supt Patrick Holdaway said: "The NBCC is looking forward to supporting the development and implementation of the new capability and will be using our established network of contacts within policing, business and private industry to feed into the OPAL team. Establishing a clear picture of the role organised crime plays in retail crime will undoubtedly help police better target those responsible and understand the level of influence and impact it has on the local community,"

Crime and Policing Minister, Chris Philp MP said: "I want a new zero-tolerance approach to tackling shoplifting. It is a blight on our highstreets and communities and puts the livelihoods of traders at risk. I am determined to drive forward change.

"That's why we're taking action and bringing together government, policing and business to commit to smarter, more joined up working when it comes to retail crime, which will help to drive down criminal behaviour and rebuild public confidence in the police response when it does occur."

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Be the first to find out the latest news, campaigns, crime prevention guidance and support for businesses by signing up to receive the NBCC newsletter straight to your inbox.

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SaBA Month—Scores on the Doors!

Back in December the NBCC asked all forces to carry out at least one Safer Business Action Day during the month of March. The team have been overwhelmed with the response with 40 police forces taking up the challenge seeing the following results.

Number of SaBA Days: 442

Number of police officers and staff involved: 2943

Number of arrests: 459

Number of engagements and interactions: thousands...

A number of police forces such as Kent, Merseyside, Greater Manchester, Northants and West Mercia carried force wide days of action. Between them they had 49 SaBA Days involving over 400 officers and staff with 73 arrests.

Some feedback from forces:

Gwent Police said: “Good feedback from TK Maxx Loss prevention officer, they were awaiting our arrival in store, had seen the publicity.

They felt like Police were now stepping up when it comes to shoplifting and taking it seriously again.

Cambridgeshire Police reported: “249 business engaged with, 243 prevention advice give, 529 hours of patrols and 15 partners involved. Some useful engagement regarding reporting challenges and longer term problem solving pieces of work that have been established as a result.”

Derbyshire added: “Derbyshire ran 3 dedicated SABA days in 3 priority areas over March, however this was during a whole week of action 11-17th March. This week targeted 5 areas and had the following results, 21 arrests, 48 offences charged, 5 reported for summons, 2 restorative justice disposals, 6 civil order applications and 3 dispersal orders issued.

Sussex Police said: “Extensive engagement throughout March with hundreds of retail business across Sussex, including supermarkets, garden centres & smaller stores with updates on investigations and arrests, and crime prevention & crime reporting advice and effective use of CCTV/BWV to staff.”

The Safer Business Network in London shared that they had visited 550 businesses, had 248 police officers involved, conducted 59 Stop Searches, issued 12 CROs, 20 CPN(W)s and made 20 arrests. In all the Met Police supported 91 SaBA Days across the capital involving over 750 officers and staff with 87 arrests.

Devon and Cornwall held six SaBA Days resulting in the arrest of two prolific offenders in Exeter who were charged for shoplifting and assaults on staff. They also had lots of positive engagement with businesses throughout the force.

The month saw some fantastic results and demonstrates the work being done by police and partners to tackle the issue of retail and business crime. A report of the activity will soon be made available.



NBCC on the road

April has been a busy month for the NBCC with an eclectic range of meetings and events.

The month started at Number 10 Downing Street with the Policing Minister and senior retailers on the 4th April; this meeting was covered in our last issue.

Salisbury in Wilshire followed on the 11th April with a meeting chaired by the local MP, John Glen, who brought together police, retailers, the local council and the BID to discuss retail crime in the City. Patrick attended to provide a national perspective of the work taking place in particular with the Retail Crime Action Plan and the important role that BIDs and BCRPs play in supporting our town centres.

Later that week on the 15th Patrick presented to a police CCTV Experts Group at a conference in Heathrow, highlighting the work taking place to work with retailers to improve the sharing of evidential CCTV. Meeting groups such as these help raise the profile of work such as the Retail Crime Action Plan and demonstrate how many different teams and departments play a part in ensuring its delivery and success.



The highlight of the month was undoubtedly the Home Affairs Select Committee (HASC) where Patrick attended to give evidence with CC Amanda Blakeman, NPCC lead for Acquisitive Crime, and Chief Supt. Alex Goss NPCC lead for Retail Crime. This was a follow up to the HASC in April 2021 where Patrick first gave evidence. Recent events such as the introduction of a dedicated assaults against a shopworker offence meant that questioning was focussed around the

police response and how seriously police forces were taking the Retail Crime Action Plan.

On the 18th Patrick attended the Retail Risk conference where he was joined by a number of police colleagues to hear a series of presentations as well as see the latest crime prevention solutions on offer. The Policing Minister, Chris Philp MP, also attended where he delivered a speech and then answered a series of questions in a follow up session with retailers.



On the 24th April Patrick gave a presentation on the role of the NBCC and the powers available to support businesses when dealing with ASB

to a group of senior property management agents. Challenges in tackling crime on retail parks was a particular focus.



The next day Patrick gave another presentation at the Retail Technology Show in Olympia. This highlighted the work of the NBCC and how technology such as body cams, facial recognition, CCTV etc. all play a major role in preventing crime and bringing offenders to justice.

Tis the Season for Anti-Social Behaviour (ASB)

Whilst the lighter nights are a welcome change for many of us, they can also bring with them an increase in incidents of ASB with large groups hanging around retail spaces later into the evening.

Many businesses suffer from the effects of anti-social behaviour but particularly it can impact small independent retailers. Small outlets in local communities can act as a hotspot for ASB causing mental, physical and financial harm to a business.

It can also impact the customers of the business and local community because of the price in increased costs of goods, higher insurance premiums and potential loss of investment by businesses in the local area.

Examples of ASB that could affect a business include:

- Nuisance, rowdy or inconsiderate neighbours
- Vandalism, graffiti and fly-posting
- Environmental damage such as littering, dumping of rubbish and abandonment of cars
- Threatening behaviours towards staff or customers

The NBCC website has a range of guidance and advice on how businesses can tackle and respond to ASB.

Download our new look [Tackling Anti-Social Behaviour Guide](#)



The Anti-Social Behaviour, Crime and Policing Act 2014 allows police and other agencies to apply for court orders to prevent anti-social behaviour. These orders can be against individuals (Criminal Behaviour Orders), against areas (Dispersal Orders and Public Place Protection Orders), or against properties (Closure Orders).

At the heart of this legislation is protecting community and making people feel safer in their homes, workplaces, and public spaces. If you, your family, your business, or your community are suffering anti-social behaviour there are ways to make it stop.

The act also includes the Case Review providing victims of persistent ASB the opportunity to demand a review by public bodies to determine whether any further action can be taken.



What is ASB?

Legislation defines it as "conduct that has caused, or is likely to cause, harassment, alarm or distress to any person". Businesses may experience this through intimidation, violence, harassment, verbal abuse, vandalism, property damage, graffiti, shoplifting, or anti-social drinking. This can be caused by an individual or a group.



Who are the victims?

Anyone can be affected. It may be a variety of businesses and people who use those businesses, ranging from employees, concessions or franchisee employees, staff from facilities management companies, suppliers delivering stock, security staff, or customers and other members of the public.



How do you stop it?

Police and other agencies have a statutory duty to tackle crime and community safety issues. A combination of interventions and evidence gathering by a variety of stakeholders, including businesses, can result in court orders being obtained to tackle those whose actions harm businesses and communities.

NBCC Crime Prevention Series

The NBCC works with private industry partners, BIDs and BCRPs to create practical crime prevention guides on the crimes that impact the business and retail community the most.

The guides have recently gone through a redesign to make them more user friendly and interactive so you can easily navigate to information you need.

Most of the guides have been updated on the website with a few more to go.

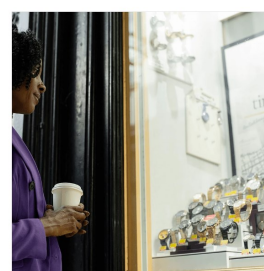
View and download them from the NBCC website: [Crime Prevention Series](#)



Cargo Crime

Cargo crime is big business and criminals are lured by potentially high rewards, plentiful opportunities and the fact it is perceived as a relatively low risk crime.

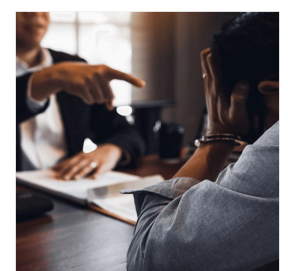
[DOWNLOAD PDF](#)



Commercial Robbery Cash

Commercial Robbery is a serious offence and involves the use or threat of violence in order to commit a theft.

[DOWNLOAD PDF](#)



Criminal Behaviour Orders

Criminal Behaviour Orders (CBO) were created by the Anti-social Behaviour, Crime and Policing Act 2014

[DOWNLOAD PDF](#)

Dates for Diary



SAFER BUSINESS ACTION WEEK

Following the hugely successful SaBA week in 2023 and the SaBA month of action in March, the NBCC can confirm that the 2024 SaBA Week will take place from the 14th - 21st October.

Once again we will be writing to every force in the country to get their commitment to hold at least one SaBA Day during that week, with a focus on working with partners to tackle retail crime and engage with local businesses.

More information will follow soon.

#ShopKind Campaign Week 6th May 2024

ShopKind week begins on Monday 6th May and the NBCC has a range of resources for retailers to download and get involved.

The #ShopKind campaign is backed by the Home Office and supported by major high street retailers as well as the nation's independent shopkeepers, and the shopworkers union Usdaw. The aim of the campaign is 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.

ShopKind is for the whole retail sector and they are encouraged to download the print and social media campaign materials and use them in stores. There are also ShopKind Brand guidelines to help retailers understand how to use the campaign materials. There is space available on materials for retailers to add their own logo to demonstrate your support for the campaign.

All of the material can be accessed via the #ShopKind area on the NBCC website:

