



Home Office

Crime Reduction & Community Safety Group

Tilley Awards 2008 Application form

Please ensure that you have read the guidance before completing this form. **By making an application to the awards, entrants are agreeing to abide by the conditions laid out in the guidance.** Please complete the following form in full, within the stated word limit and ensuring the file size is no more than 1MB. Failure to do so will result in your entry being rejected from the competition.

Completed application forms should be e-mailed to tilleyawards08@homeoffice.gsi.gov.uk.

All entries must be received by noon on **Friday 25th April 2008**. No entries will be accepted after this time/date. Any queries on the application process should be directed to Alex Blackwell on 0207 035 4811.

Section A: Application basics

1. Title of the project: Business PACT – The Vale of Glamorgan Business Crime Reduction Partnership
2. Key issue that the project is addressing e.g. Alcohol related violence: Business related crime and anti-social behaviour.

Author contact details

3. Name of application author: PCSO 53444 Rhiannon Harris
4. Organisation submitting the application: South Wales Police
5. Full postal address: Vale of Glamorgan Division
Barry Police Station
Gladstone Road
Barry
Vale of Glamorgan
CF63 1TD
6. Email address: Rhiannon.harris@south-wales.pnn.police.uk
7. Telephone number: 079 707 36 885

Secondary project contact details

8. Name of secondary contact involved in the project: David Sharpe
9. Secondary contact email address: db.sharpe@ntlworld.com
10. Secondary contact telephone number: 07886074231

Endorsing representative contact details

11. Name of endorsing senior representative from lead organisation: Superintendent David Dando

12. Endorsing representative's email address: david.dando@south-wales.pnn.police.uk

13. For all entries from England & Wales please state which Government Office or Welsh Assembly Government your organisation is covered by e.g. GO East Midlands: Welsh Assembly Government

14. Please mark this box with an X to indicate that all organisations involved in the project have been notified of this entry (this is to prevent duplicate entries of the same project):

Section B: Summary of application - *In no more than 400 words use this space to provide a summary of your project under the stated headings (see guidance for more information).*

Scanning:

In the summer of 2004, Dave Sharpe, who is employed as a CCTV Operator at Tesco, Barry, Vale of Glamorgan, identified that there was a problem with the same group of offenders targeting business premises nearby. As a result businesses, staff and the local community were experiencing a number of negative effects, which included:

- Increase in stock loss
- Increased insurance costs
- Fear of crime and disorder by both customers and staff in and around these shopping areas

Analysis:

The extent of the problem was measured by analysing recorded crime and incidents in and around business areas. 269 business crime incidents were recorded in key business areas between 2004/05. Seeking the views of the businesses and local community as to what they would like to see being done to tackle the issues involved and gaining their commitment to be actively involved.

Response:

The initial action taken was to set up a business crime reduction partnership, formally known as Business PACT (Preventing Anti-social Crime Together) – which became, The Vale of Glamorgan Business Crime Reduction Partnership (BCRP) officially in 2005.

This involved approaching over 200 business premises operating in the Barry area and asking if they would become a part of the BCRP and if they were prepared to contribute towards helping to reduce business crime and anti-social behaviour in our local communities.

This system involved:

1. Setting up a formal means of sharing photographs and information with business premises, the police and local authority.
2. A radio link system linking in with the businesses, police and local authority.
3. An exclusion notice scheme that allowed the partnership to ban offenders from entering all Business PACT premises.
4. A mechanism that allowed the business community to interact with organisations/partnership agencies that they would not have interacted with in the past.

Assessment:

The Business PACT Partnership has provided the business community with a scheme that allows businesses to work together with the local community to effectively tackle the existing business related crime and anti-social behaviour. It has also put in place an effective method of highlighting areas at an early stage, developing issues and then using problem solving techniques to address them.

Businesses have reported that they feel safer now that Business PACT is operating in the area. They feel that they have more of a voice and are able to take action against offenders targeting their business areas.

State number of words: 399

Section C: Description of project - Describe the project in no more than 4,000 words. Please refer to the full guidance for more information on what the description should cover, in particular section 11.

Scanning:

With a population 46,810, Barry is the principal town of the Vale of Glamorgan. The main retail areas can be described as being two separate high street shopping areas – High Street and Holton Road. There are also a number of retail outlets on the outskirts of the town. One of these comprises Tesco supermarket together with some smaller shops.

In 2004, Dave Sharpe, Tesco, Barry, identified that there was a problem with the same group of offenders targeting local business premises. These offenders were committing offences of shop theft, deception, criminal damage and were engaging in anti-social behaviour.

There was an element of under-reporting as there was a perception that the police might not be interested with relatively low level crime or a waste of police time and resources. As a result, businesses, customers, staff and the local community were experiencing a high level of fear of crime and disorder and their quality of life was being affected.

Dave Sharpe made contact with the Business Crime Reduction Advisor, Home Office Crime Team. Dave was made aware of the business crime reduction partnerships that were being set up nationally with the aim of reducing business crime and anti-social behaviour in and around business areas.

A meeting took place with Community Safety Department, Barry Police Station and as a result, PCSO Rhiannon Harris from the Barry Neighbourhood Policing Team was nominated to work with Dave Sharpe to set up a Business Crime Reduction Partnership (BCRP). At this early stage it was decided that the BCRP would seek to tackle the problems across the whole town and not just the area near to Tesco. It was decided that the representatives would contact the businesses operating in Barry to find out what issues existed. The majority of these businesses stated that they were experiencing problems such as shoplifting and anti-social behaviour. The businesses were asked if they could see a benefit to being a part of a BCRP.

One of the main purposes of setting up Business PACT was to actively combat this by means of an effective information sharing process and to encourage higher reporting levels.

Analysis:

The police and Community Safety Partnership were consulted and were asked to work in partnership to set up a BCRP. These agencies were identified due to the nature of the businesses involved they could provide advice from a town centre management and trading standards point of view. Businesses use the services of the agencies provided on a daily basis, from waste management issues to reporting theft incidents. The groups helped identify problems by raising issues that they had been dealing with in business areas, for example Trading Standards raising awareness of the fake underage sales cards that are available.

The extent of the problem was measured by analysing recorded crime and incidents in and around business areas. Seeking the views of the businesses as to what type of scheme they would want and gaining their commitment to be actively involved.

A cause was identified as offenders dependent on drugs who were feeding their addiction by committing crime. Another cause was poor security measures at business premises.

One of the main purposes of setting up Business PACT was to actively combat these perceptions and encourage higher reporting levels.

The data has been taken from January 2004 to March 2005 from:

- *British Retail Consortium.*
- Visual evidence recorded by the CCTV Operator in Tesco store.
- Business perception of crime and fear of crime are important aspects to take on board, they may not necessarily reflect a true pattern of crime, however it evidences how safe people feel at business

premises/locations.

Problem Analysis Triangle:

Location:

The Barry retail areas can be described as being two separate high street shopping areas; High Street and Holton Road.

Business PACT also has members who are on the outskirts of the town centre. They comprise of a variety of outlets such as supermarkets, corner shops, pubs/clubs, and corporate businesses.

Around the main Barry shopping areas there is a network of lanes running behind the shop premises.

There is a Local Authority CCTV system which provides 24 hour coverage of the main shopping areas.

There are a number of identified prolific offenders who live around the main town shopping areas and attend rehabilitation programmes which have their premises in the main town shopping areas.

Market Day – providing a useful cover for the offenders, as CCTV cameras are blocked by canopies on market stalls.

Victim:

The victims are the businesses in the retail areas, the staff employed by them and the customers who witness offences of anti-social behaviour and other offences.

The businesses at some locations have poor quality CCTV coverage and which is not always monitored.

The businesses have a lack of staff at some premises, reducing the amount of people observing the shop floor or being able to challenge offenders.

Some businesses have poor security measures in place, no security guards, no tagging systems.

Some businesses will accept business crime as a way of life and will not take action to help themselves.

Businesses were not sharing information with other surrounding businesses.

Offender:

Alleygates are not always kept locked, providing easy escape routes for offenders.

Drug activity was occurring in the area, leading to the offences of business crime taking place.

Businesses were allowing offenders to use their premises, even after incidents had occurred. Offenders then believed that no repercussions follow from their actions.

Alcohol related violence, particularly on weekend nights. No links into the daytime/night time economy.

It was decided that a Board of Management and Committee would need to be formed to manage and run the partnership. Representatives from businesses and local agencies/community were approached and asked to sit on the Committee providing support and advice.

The gaps of information identified were that the businesses were unaware of what the business crime offenders looked like. They were in urgent need of a photograph and information sharing system to provide this.

Businesses were not providing the police or each other with details of incidents that had been occurring. They were keeping this information to themselves and not sharing details with relevant parties. Businesses were afraid of the

police reporting procedure, which would deter businesses from reporting crime.

Prior to the setting up of Business PACT there was already a radio link storenet system in place. However, this system did not have means of sharing information between themselves or with outside agencies. There were no proper arrangements for the sharing of photographs and information. The radio system did not provide any means of funding for the BCRP. It was found that at that time certain businesses were not using the system correctly and not adequately participating in reporting information over the radio.

Response:

The Vale of Glamorgan Business Crime Reduction Partnership (formally known as **Business PACT**- Preventing Anti-social Crime Together) was launched in 2005.

This involved approaching directly over 200 retail, alcohol related, corporate, hotels and transport businesses in the area. It was decided to approach numerous types of businesses as business crime affects all types of premises. Businesses were asked to become part of the BCRP and asked to contribute towards helping to reduce business crime and anti-social behaviour in our local communities. BCRP protocols were worked through with the Action Against Business Crime (AABC) group. AABC is a national body, initially funded by the Home Office now funded through BCRP membership fees. AABC are there to help set up BCRPs and provide advice and guidance to partnerships.

The following agencies were approached to work in partnership with the setting up and maintaining of a BCRP:

- **Vale of Glamorgan Council:**

- Town Centre Management
- Community Safety (CCTV)
- Anti Social Behaviour Unit
- Trading Standards
- Visible Services
- Educational Welfare
- Youth Offending Service
- Highways
- Licensing
- Area 41 Youth Services

- MPs
- County Councilors
- Local Town Councilors
- Fire Service
- British Transport Police
- Local press

South Wales Police:

- Community Safety Department
- Crime Prevention Officer
- Neighbourhood Policing Team
- Local Intelligence Officers
- School Liaison Officers
- Licensing
- Youth Offending Service
- Anti-Social Behaviour Unit
- Local press offices
- Crown Prosecution Service

This led onto the official forming of a Board of Management and Committee to oversee the aims and objectives of the scheme. Representatives from the business community and volunteers from the above agencies (who act in an

advisory role) agreed to sit on the Committee.

An Information Sharing Protocol was developed by the police and the BCRP. This took the form of photographs of convicted offenders being distributed to members of the BCRP together with information about offences they had committed. This then allowed staff to identify offenders and proactively deal with them prior to offences being committed.

An exclusion notice scheme was put in place. This scheme is a system that enables the partnership to exclude offenders from all business premises taking part in the scheme. The offender is hand delivered the exclusion notice by the coordinator and a police officer, stating they are banned due to their behaviour in business premises for 12 months. A list of business members is provided to the offender and they're told that wherever there is a Business PACT logo they are not allowed to enter. If an offender returns to the premises they are asked to leave by the staff at the store. If they refuse and become aggressive, the police are called to assist with the removal of the person. The offender would be excluded for a further 12 months and details of the breach passed to the Anti-Social Behaviour Unit.

A radio link system was adapted with a new provider being used providing radio coverage for the whole of the Barry area. Each business was asked to pay a yearly membership fee to the scheme. Different sized businesses were charged different amounts to take into account different trading environments. The money generated each year from the fees charged would be approximately £16,500.

Photograph and information sharing is an informative tool, however that information needed to be shared frequently with other businesses. By adapting the radio link system the businesses were able to use this tool to transmit up to date information over the radio. This then tied in with the exclusion notice process, as business could inform each other when excluded offenders were in the area.

An incident reporting system was implemented. Businesses were provided with incident report forms, recording each time an incident occurred at their premises, as well as notifying the police. The incident form would be presented before the committee which would result in the issue of warning letters and exclusion notices.

The BCRP was set up as it had worked in other regions in South Wales. PCSO Harris and Dave Sharpe visited the Safer Swansea BCRP before setting up the partnership finding out if the project was working and for advice on how to set up a scheme. Setting up a BCRP made sense as the procedures were already in place, it was a matter of adapting those procedures to fit the Vale of Glamorgan. The scheme did everything that the businesses wanted it to do. It provided members with a way to share information legally. To have a process in place that would allow the businesses to exclude offenders on a mass level.

The businesses were consulted personally by PCSO Harris and Dave Sharpe. Their opinions were asked on what they would like to see implemented in the town. Local agencies were consulted to work together to make the scheme successful.

South Wales Police seconded a PCSO to work full time on the project to help the businesses set up a BCRP. South Wales Police provided expert advice from the Community Safety Department, Neighbourhood Policing Team, Local Intelligence Office, Crime Prevention. Tesco donated Dave Sharpe's time to delivering the project, computer equipment and the use of store meeting room facilities. Expertise were provided by the relevant departments at the Local authority – town centre management, trading standards, visible services. Action Against Business Crime provided £2,500 to the partnership.

The difficulties faced were firstly trying to get businesses to report incidents to the police. This issue was overcome by PCSO Harris explaining the importance in businesses reporting matters. Rhiannon set up a positive relationship with the businesses, where they were able to request advice and support. The crime reporting document supplied to the businesses helped to clarify what constituted as an emergency call.

A second difficulty involved getting the radio link system to work for the partnership, enabling radio membership fees to generate funding to support the partnership. The radio coverage needed to be broadened to cover the whole of the Barry area. Apex Radio Systems was approached and were able to provide wider signal coverage and radio fees that would be paid back to the partnership.

As the scheme has progressed it has become evident that intelligence needs to be passed to all relevant parties involved. An information sharing system has been set up with trading standards, licensing, town centre management, visible services, fire service. When information affecting any of these agencies is received it is immediately referred

to the necessary department. The partnership has tried to make contact with is the probation service, this is an area for review and processes are currently being looked at to set up a more interactive relationship with them.

Business PACT has formed an excellent working relationship with the Anti-Social Behaviour Unit, comprising of the police and local authority. The coordinator is able to submit referrals to the unit for offenders that are acting in an anti-social manner at business locations. Information is regularly shared and targets identified.

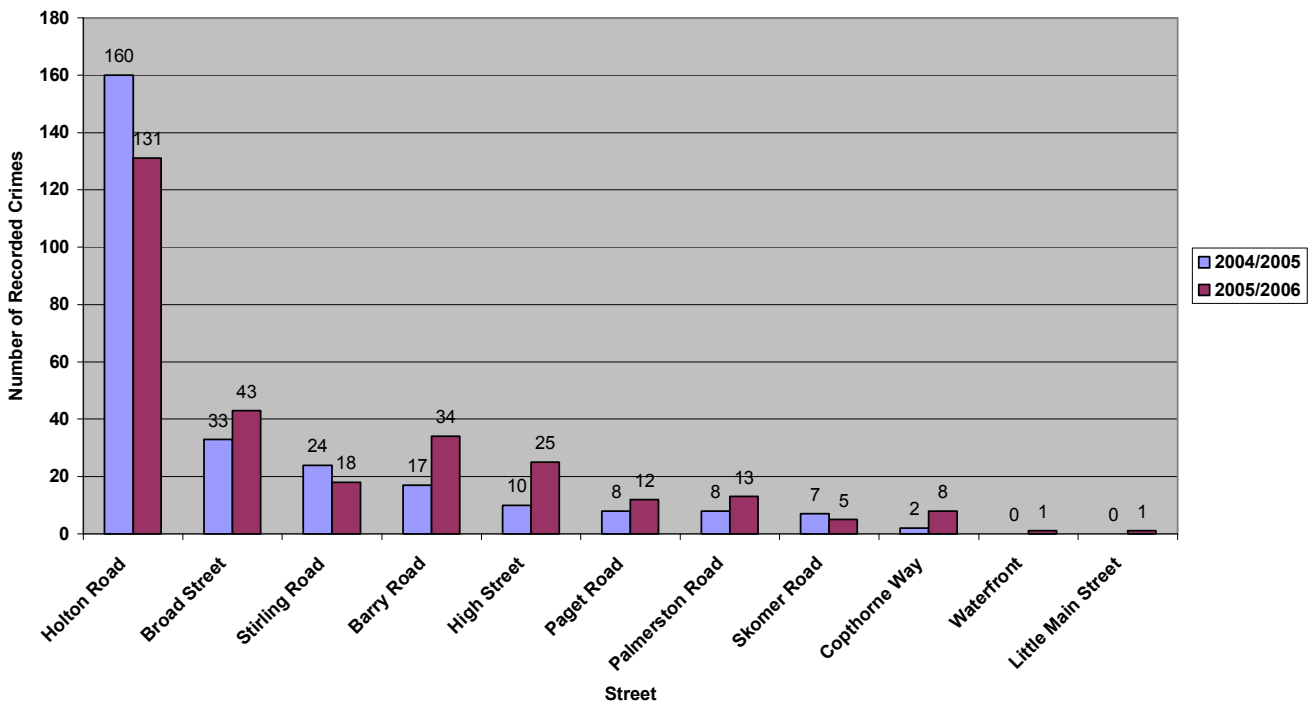
Incident report forms supplied to the partnership were acted upon. This involved 213 incidents in 05/06 and 417 in 06/07. The actions resulted in either the issue of warning letters or exclusion notices. Some of the information provided was for information purposes only, which was passed onto the relevant parties in the police such as the Neighbourhood Policing Team and local authority such as Visible Services.

Assessment:

Business PACT initially started out with 9 business members in July 2005. Two and a half years later and the scheme currently has 53 members. A recruitment drive is planned over the next coming months to further boost membership. Previously the radio signal had provided poor coverage in some areas of Barry; this had caused concerns over recruitment in certain areas. However as a new radio link system supplier is being used, providing greater coverage for the Business PACT radio link system and will allow the partnership to expand into further areas of Barry and Culverhouse Cross.

Business Crime figures were produced by the Police Crime Analyst at the Vale of Glamorgan Division. Figures were obtained for the year prior to the setting up of Business PACT (04/05) and the first year of operation (05/06). Please see appendix A.

Appendix A: Recorded Business Crime in Key Areas within Barry Sector

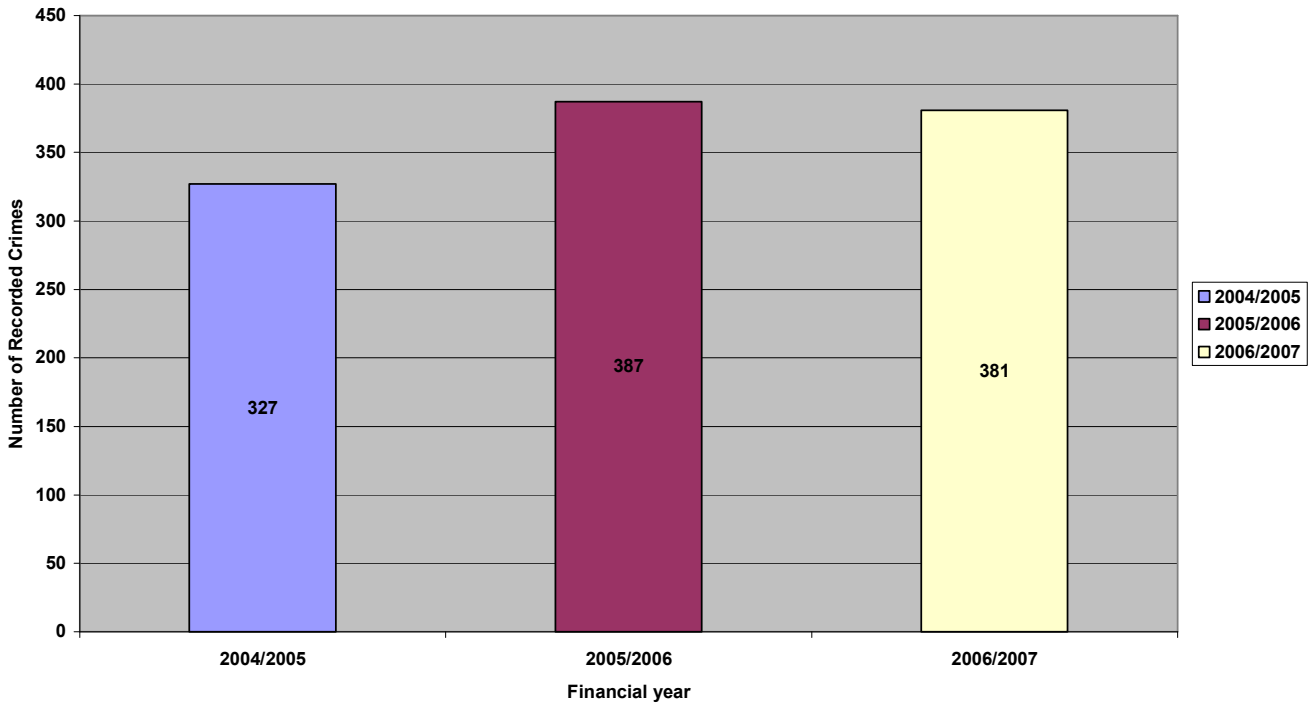


Holton Road is the area with the highest concentration of business members; it also has the best Local Authority CCTV coverage. This would evidence why the number of business crime incidents fell by 18% in the first year of Business PACT operation. The previous radio link system was being used predominantly in the Holton Road area; however there was no formal means of sharing information. Since a BCRP has been officially formed, a notable difference can be seen in the first year. Other areas that were not part of the radio link system such as High Street were now able to be a part of the radio link system and communicate with the businesses in the town. As they had

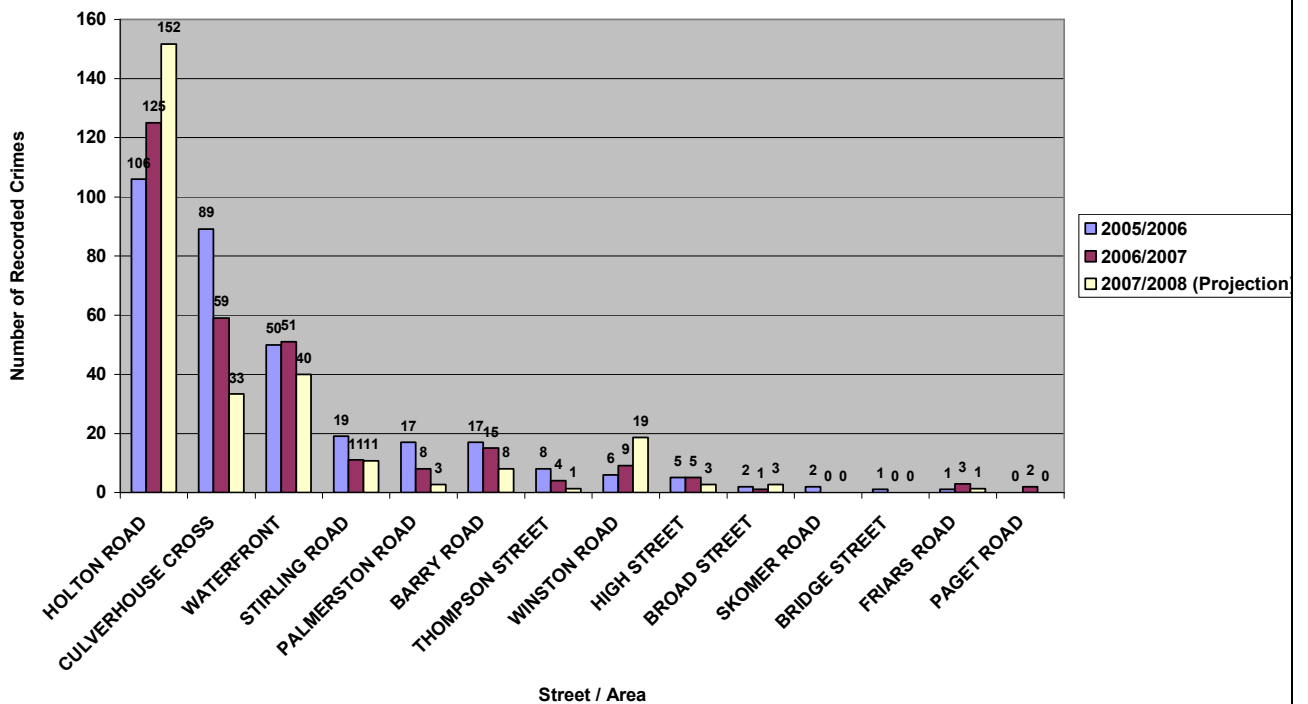
another means of reporting incidents, this could explain the 15 reported crime increase.

Shoplifting appeared to be the issue that was most affecting business areas; this has been evidenced in the Crime figures supplied by South Wales Police for Barry and Culverhouse Cross. Please see appendix B which shows the overall figures and appendix C which shows street by street figures. (Please note that there is no data available for the year prior to the setting up of the scheme, due to the recording system available at that time).

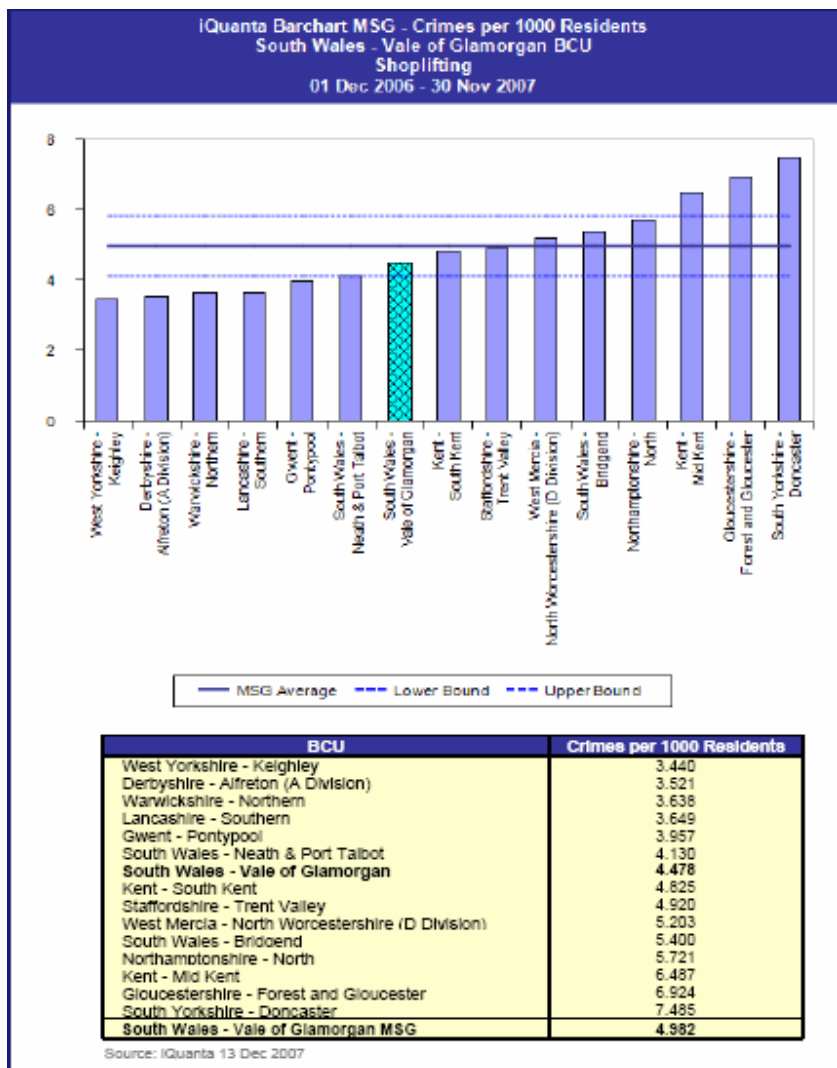
Appendix B: Shoplifting - Recorded Crime figures for Barry and Culverhouse Cross area



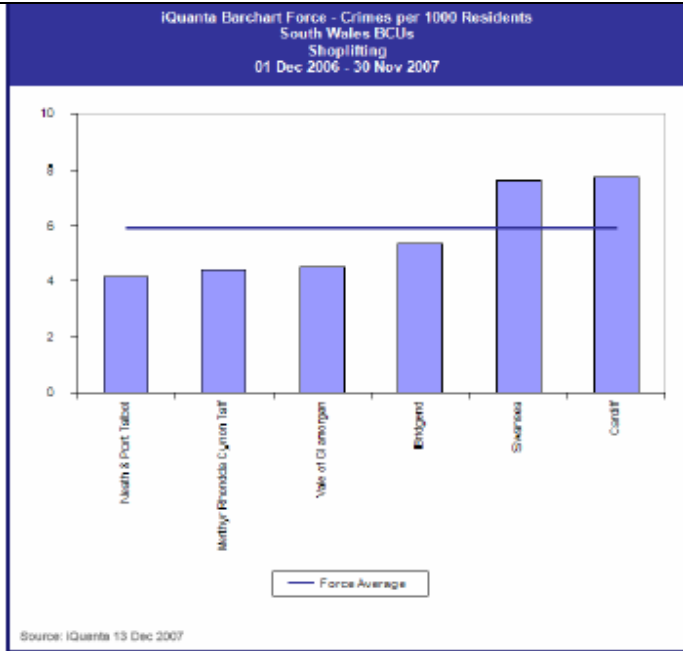
Appendix C: Shoplifting in Barry and Culverhouse Cross - Business PACT areas



Included in the document is a graph which shows where the Vale of Glamorgan Division currently sits for shoplifting crime incidents compared to other forces/areas across the country between December 2006 to November 2007. Please see appendix D. A regional chart has been included for this period also. Please see appendix E.



Appendix D

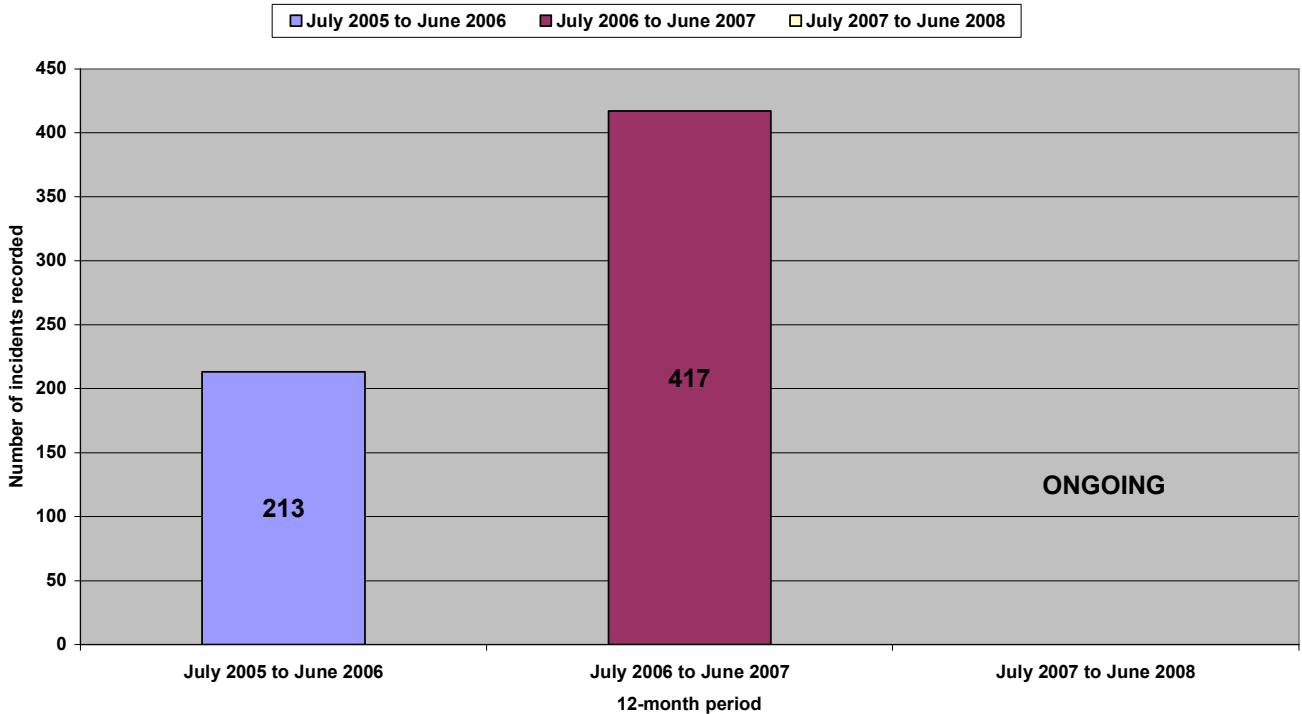


Appendix E

Within the Culverhouse Cross area the shoplifting incidents dropped from 95 for 05/06 to 66 in 06/07. This was a 30.5% reduction in shoplifting incidents. This would mark the period when one of the largest retailers in the Vale of Glamorgan, Marks & Spencers became a member of Business PACT. The partnership was able to take positive action on behalf of Marks & Spencers and issue exclusion notices to offenders, banning them from attending at the store.

The Business PACT Partnership has produced (independent) partnership business crime figures. The information has been supplied to the partnership by the business members. Please see appendix F.

Appendix F: Number of Business PACT Partnership Incidents recorded



The business crime figures, particularly shoplifting incidents increased dramatically the second year of operation. This was anticipated as businesses within the Barry and Culverhouse Cross areas were more confident reporting incidents. This explains the dramatic increase in the partnership incidents submitted. These incidents were not necessarily crimes that were occurring, but were incident forms supplying information on active business crime offenders targeting the area. This information has been used by the Local Intelligence Office to build up a pattern of behaviour for offenders and to make officers operating in the area aware of their actions.

41 Warning Letters were issued to offenders in 05/06, with 3 of those offenders going on to re-offend. 47 Exclusion Notices were issued to business crime offenders during that period. As a result of Business PACT members reporting incidents to the police, 77 offenders were prosecuted during that year.

85 Warning Letters were issued to offenders in 06/07, with 6 of those offenders going on to re-offend. 13 Exclusion Notices were issued to business crime offenders during that period. As a result of Business PACT members reporting incidents to the police, 92 offenders were prosecuted during that year.

The police receive substantial benefits by having a representative in this post. Through information received from Tesco stores an organised crime group was identified that had been targeting Wales and the South West country. This group had stolen £120,000 worth of electrical goods across these areas in a 3 month period. The information received has come from the business premises and partnership agencies that would not have been available previously.

Through the excellent working relationship that Business PACT has with the Vale of Glamorgan Anti Social Behaviour Unit, the partnership was able to provide enough evidence and reports to the ASB Unit to secure 2 ASBOs at court for two of the schemes most prolific offenders. These were obtained in 06/07 and 07/08. These offenders were not just involved in shoplifting incidents, but were committing offences of criminal damage, assault, verbal abuse and threats towards staff. These individuals were making the lives of the staff at the business premises unbearable, with one offender threatening to burn down a store with all the staff in it. Staff at the businesses now feel safer as the offenders have stayed away from the businesses and have not caused any further problems.

Business PACT was the first BCRP in the South Wales area to successfully achieve the Safer Business Award on the 20th July 2005. The scheme was publicly praised for the achievements that it had made in setting up a partnership and commended the businesses and partners for taking positive steps to work together to tackle business related crime and anti-social behaviour.

Business PACT was the first partnership to win the South Wales Police Partnership of the Year Award in 2006. Part of the citation for the award stated that *"Business PACT is highly visible within the Vale of Glamorgan, which has significantly helped reduce the fear of crime making the area a much safer place to live, work and visit"*.

Each year Business PACT arranges an Awards Ceremony. These awards acknowledge and praise the hard work and commitment of those businesses and partners that contribute towards reducing business crime and improving the community. Business PACT has been commended by AABC for holding these events and is seen as the leader in this field.

Assembly Member Jane Hutt, Minister for Children and Education in the Welsh Assembly Government was a guest speaker at the 07/08 Business PACT Excellence Awards Ceremony. Jane Hutt stated that *"I have been extremely impressed by the voluntary commitment and hard work of the Business PACT team.....The Business PACT Awards are an important feature of this important initiative, recognising businesses for the contribution they make to safeguard business and community in the Vale"*.

MP John Smith publicly praised the work of the Business PACT Partnership at the House of Commons on the 27th June 2005 to MP Hazel Blears (Minister of State Policing, Security and Community Safety). John Smith stated *"Will my right hon. Friend join me in congratulating community support officer Rhiannon Harris on her excellent work in setting up a business crime reduction partnership in my constituency, with the help of volunteers from the business community such as David Sharpe of Tesco in Barry"* Hazel Blears commented that *"I am delighted to join my hon. Friend in congratulating Rhiannon Harris on her excellent work – and he has raised an important point about business crime. In the past there was almost a sense that business crime did not really have victims, and so was not very important. I believe that business crime is extremely important.....Businesses working with community support officers and with the police can make a real difference"*.

The lessons that the Business PACT Partnership has learnt for the future is firstly to carry out further research in

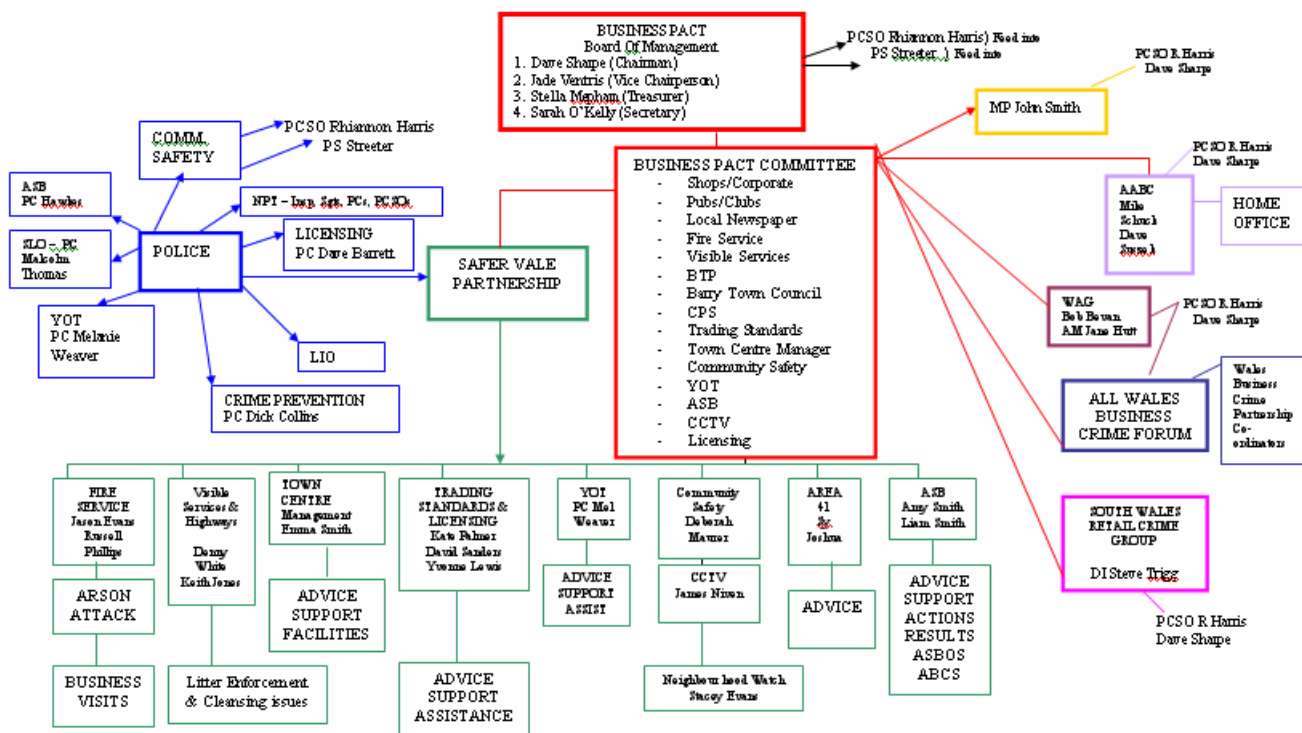
certain areas. The first radio company that was used for the scheme came on the advice of one person/agency. Business PACT should have further researched that company and made further contacts with the current customers of the radio supplier. If this happened the scheme would have been able to increase the membership figures to a higher level. This would have generated more income for the partnership providing further funding, which would have enabled the partnership to be more self sufficient.

The second lesson that the partnership has learnt for the future is to set service level agreements with partnership agencies in writing. This then avoids any confusion when it comes to discussing partnership expectations.

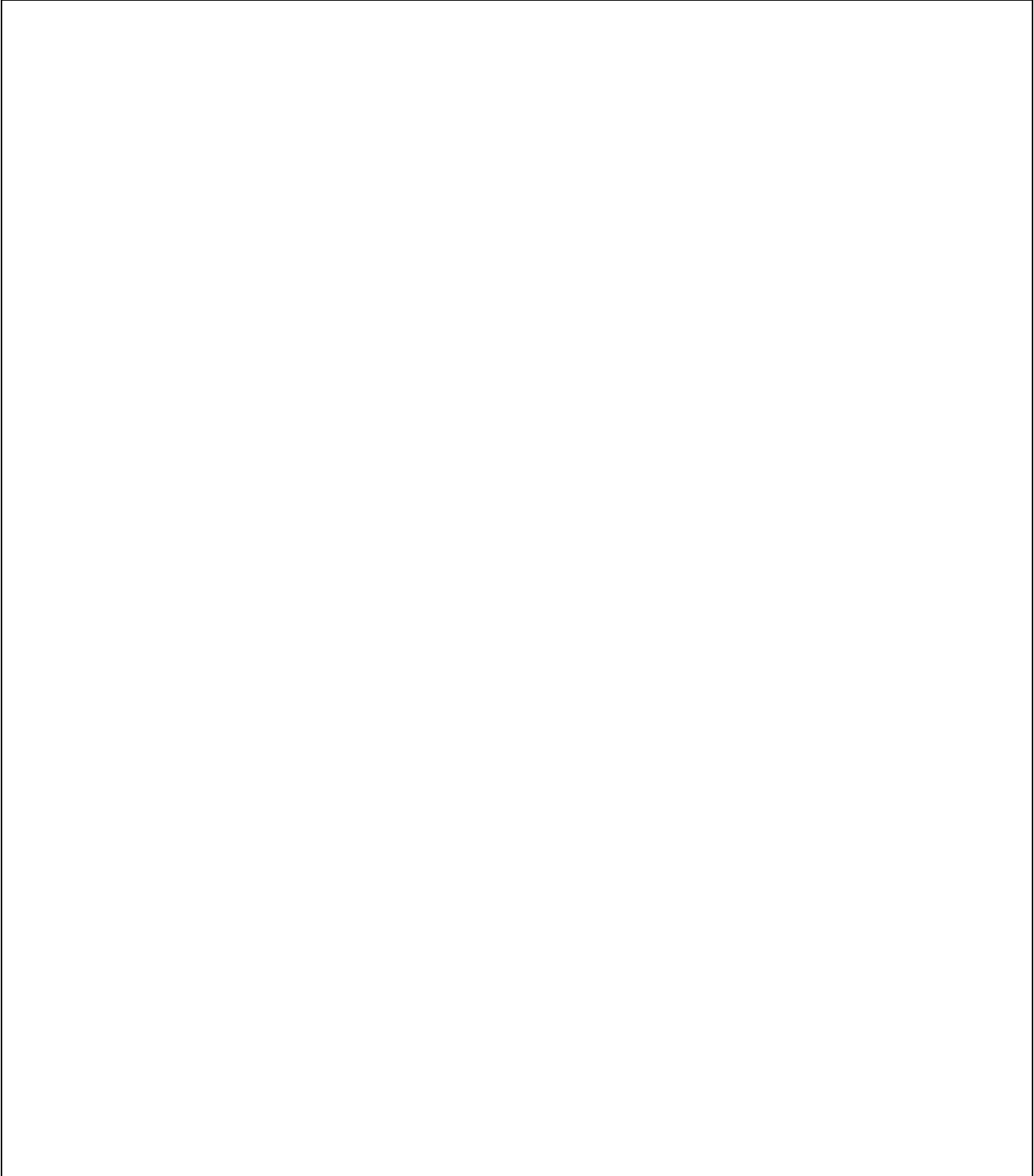
The third lesson that has been learnt is that links need to be set up with the Probation Service and partner agencies that deal with drug intervention programmes. Business PACT need to consider ways of tackling the issues that are causing offenders to commit business crime. If an offender is stealing to fund a drug addiction, then steps need to be put in place for Business PACT and partner agencies with regards to the rehabilitation process.

A letter of support and reference has been provided by AABC Regional Manager David Suszek commending the scheme on the work that has been achieved. David stated "Your partnership has shown great innovation in combining the functions of the BCRP with Business PACT. I am well aware of PACTs for residential communities but as yet have not come across one specifically for the business community. This is to be commended and your recent awards event, another innovation, will be featured on our website as good practice".

Attached is a chart which highlights all the parties involved in the Business PACT Partnership.



State number of words used: 3,966



Section D: Endorsement by Senior Representative - *Please insert letter from endorsing representative, this will not count towards your word or 1MB size limit restrictions.*

Checklist for Applicants:

1. Have you read the process and application form guidance?
2. Have you completed all four sections of the application form in full including the endorsement from a senior representative?
3. Have you checked that your entry addresses all aspects of the judging criteria?
4. Have you advised all partner agencies that you are submitting an entry for your project?
5. Have you adhered to the formatting requirements within the guidance?
6. Have you checked whether there are any reasons why your project should **not** be publicised to other police forces, partner agencies and the general public e.g. civil or criminal proceedings pending in relation to your project?
7. Have you inserted your project name as a footer note on the application form? Go to View-Header and Footer to add it.
8. Have you saved you application form as a word document and entitled your message '**Tilley 08 entry (followed by project name in brackets)**' before emailing it?

Once you are satisfied that you have completed your application form in full please email it to Tilleyawards08@homeoffice.gsi.gov.uk. One hard copy must also be posted to Alex Blackwell at Home Office, Effective Practice & Communication Team, 4th Floor, Fry Building (SE Quarter), 2 Marsham Street, London, SW1P 4DF and be received by 25th April 2008.