



**SOUTHEND  
BUSINESS WATCH  
TOOLKIT**

# Contents

Using the toolkit	p.3
Reducing Crime	p.4
Offences defined	p.5
Arrests & how to make them	p.10
Evidence to support theft cases	p.15
Miscellaneous	p.17
Useful Contacts	p.22

## **Using the toolkit**

The toolkit is designed for use by members of Business Watch schemes and is intended as a crime reduction guide for the benefit of business owners, managers and staff. It is produced electronically to enable updates to be made quickly and efficiently. This media readily lends itself to input by *you* the business person if you encounter issues that would benefit other members. The toolkit can be printed off and circulated to staff members if required. The various sections will guide you through issues relevant to your specific business

## Reducing Crime

CREATE BARRIERS: This sounds simplistic but preventing the criminal from entering unauthorised parts of your premises is of tantamount importance.

### IDENTITY THEFT:

Businesses as well as private individuals can fall victim to identity theft - a point worth bearing in mind.

General advice can be found at

[http://www.met.police.uk/fraudalert/employee\\_fraud.htm](http://www.met.police.uk/fraudalert/employee_fraud.htm)

Business Identity theft helpline

<https://www.identitytheft.org.uk/security.asp?action=in>

Advice for small businesses

[http://www.getsafeonline.org/nqcontent.cfm?a\\_id=1046](http://www.getsafeonline.org/nqcontent.cfm?a_id=1046)

## **OFFENCES**

Offences can include: property crimes, violent crimes and anti-social behaviour.

### **Property Crimes (Acquisitive)**

Commercial Burglary; Criminal damage; Fraud and Forgery; Theft from shop (shoplifting); Theft by employees; Theft of and from vehicles

### **Violent Crimes (offences against the person)**

Assault; Harassment - including staff harassment & racially aggravated harassment; Robbery

### **Anti-social behaviour**

Criminal or nuisance behaviour causing harassment, alarm or distress to staff or customers, including:

- Verbal abuse
- Low level harassment and intimidation, including racial intimidation
- Graffiti and vandalism

## **BURGLARY**

What is Burglary? Burglary is where a person enters a building (or part of a building) as a trespasser, steals property or causes criminal damage or attempts to do so.

## PREVENTATIVE METHODS

Slow them down – if the risk of detection is high enough, they will be deterred. Create barriers; Install a central station monitored burglar alarm; Use high quality locks; Consider screens over windows and doors; illumination inside the premises at night to make intruders obvious to passers-by.

## STAFF SUPPORT

Encourage your staff to:

- Keep a watchful eye for suspicious people or vehicles – they may be casing your premises
- To report any such activity to you immediately or to the police in your absence
- Involve them in crime prevention by asking for their opinion, ideas about measures to reduce or prevent burglary
- To operate a strict key regime with selected staff only authorised to hold keys to sensitive areas
- To report loss of keys to you immediately
- To be security conscious
- To expect the unexpected

## CUSTOMER THEFT (Shoplifters etc)

### TYPES OF THIEF

- Opportunist – causal thieves who steal when the opportunity arises – e.g. unattended goods on the counter, accessible display areas etc
- Persistent – steal on a regular basis mixing stolen goods with purchased items
- Juveniles – often driven by peer group pressure
- Thieves who use children to commit the crime
- Steaming – large gang activity where they enter a shop simultaneously and intimidate, threaten, or distract staff in order to steal

### STRATEGIES TO REDUCE THEFT

- Establish a policy for the prevention of customer theft
- Ensure that staff are aware of this policy, understand and implement it
- Make sure that new, part time, and temporary staff are fully briefed and understand the policy
- Create a training regime for staff to keep them aware of crime prevention measures and to recognise thieves and suspicious behaviour

- Train your staff to be alert to thieves; to know what to do if a suspect is identified; to employ methods designed to deter thieves
- Employ physical security features aimed at deterring and reducing theft; e.g. security mirrors, CCTV, loop alarms; dummy displays, security cabinets.
- Display warning signs warning customers of the consequences of theft
- Work with other Business Watch members to collectively reduce theft

## Robbery

### DEFINITION:

Where a person commits theft and at the time of committing the offence and in order to commit it, uses force or threats of force in order to steal.

### TYPES:

1. Violent Till snatch – uses force or threats of force in order to steal cash from an open till
2. Organised Robbery – using weapons (or the threat of weapons) to steal cash, goods, contents of safe etc.
3. Attack on Cash in Transit – attacks on staff on way to bank, night safe etc.

### STRATEGIES TO ADDRESS THIS CRIME:

- Train staff to be vigilant and to look out for warning signs, suspicious behaviour of both people and cars. Encourage them to report any suspicious activity. Encourage them to record details of suspicious activity on the incident report cards while what they saw is still fresh in their minds.
- Encourage staff to report suspicious activity immediately to the police
- Be conscious of opportunities for till snatches.
- Consider anti snatch screens on tills
- Install counter caches for banknotes, credit card slips etc.
- Do not allow till drawers to be open any longer than necessary
- Operate a *no change is given* policy
- Display notices requiring that customers remove crash helmets etc. when entering the premises
- Ensure staff do not move cash to another part of the premises alone
- Make sure that cash counting is conducted in a secure area

### LIMITING THE IMPACT OF A ROBBERY

If you are unlucky enough to experience a robbery make sure that your staff knows what to do

1. Impress on them that they are less likely to get hurt if they co-operate with the robbers' demands.

**2. DO NOT HAVE A GO!**

3. Do not make sudden movements which may startle the robbers

4. Encourage staff to be observant, making a mental note of physical details of the robbers i.e. height, build, ethnicity, hair and eye colour, clothing worn, facial hair, voice, accent, mannerisms, names used by robbers; direction of travel when they left the premises. Record these details in writing as soon as possible after the incident is over.

5. Inform the police **IMMEDIATELY** via the 999 system

6. Secure the scene by not allowing customers into the premises until the police have advised that you may do so

## Arrests

### DEFINITIONS:

An arrest is where a person, who has been seen to have stolen property from your premises has had their liberty removed and are prevented from leaving your premises.

You do not have to touch them, however you must inform them that they are under arrest and why they have been arrested.

If they resist, you may use a reasonable amount of force in order to detain them or to defend yourself. The amount of force that is used should only be sufficient to effect the arrest; otherwise charges of assault could be brought against the person making the arrest.

### POWERS OF ARREST FOR THEFT

Any person may arrest without warrant

- Anyone who is in the act of committing a theft, and
- Anyone whom they have reasonable grounds for suspecting to be committing a theft

Where you know that a theft has been committed, any person may arrest without warrant

- Anyone who is guilty of theft and
- Anyone whom you have reasonable grounds for suspected to have committed a theft

When can you make an arrest for theft?

- When someone is in the act of stealing something or
- Where you have reasonable grounds that they are in the act of stealing something, and
- Where someone has already stolen something, or
- Where you have reasonable grounds to suspect that they have stolen something

Who can make an arrest?

Any person who has witnessed a theft, or any person who has reasonable grounds to suspect that a theft has taken place.

### CAUTIONARY NOTE

Reasonable grounds are more than just suspicion. This may be where a staff member has informed you that they have seen a person removing an item from the store. It could be where a customer has deliberately hidden something in a bag or on their person. Do **NOT** rely on allegations by staff or other customers – use your own judgement

### WHAT SHOULD YOU BE CERTAIN OF?

- That you actually have evidence that the goods have been stolen – this is crucial
- That you have kept the suspect under continuous observation. Are you certain that the goods have not been dumped? If not DO NOT INTERVENE. It is better to let the person go and make a note for future reference, rather than risk an allegation of wrongful arrest. We live in a litigious society!
- That you have seen the suspect pass through the checkout etc without paying or attempting to pay.

### HOW SHOULD YOU MAKE AN ARREST?

- First and foremost, never, attempt an arrest if it is unsafe to do so. Your personal safety is more important than property. Let the person continue on

their way, if possible following at a safe distance, and call the police. DO NOT PUT YOURSELF AT RISK

- Whenever possible have someone to witness the arrest and be ready to assist you
- Stop the customer beyond the area set aside for payment – in many cases this will be outside the store. If you feel that such a course of action would be unsafe, they may be stopped inside the shop, immediately before they leave
- Ensure that you keep the suspect in sight for continuity of evidence and to prevent the goods being dumped prior to arrest. Otherwise this could lead to allegations of wrongful arrest.
- If you have seen the suspect hide the goods on their person, in a bag etc, and you have kept them under continuous observation then you may make the arrest in the store.
- Introduce yourself and explain that you believe that the person is in possession of goods for which they may not have paid for
- Ask them to return to the store with you voluntarily so that the matter can be resolved. Do not try to deal with the situation on the street. You may place yourself in danger from the suspect, accomplices or even well-meaning members of the public
- Once at the store go somewhere private with another staff member and request the customer empty their purchases out. If you feel that the stolen

property may be in a pocket, ask them to empty their pockets.

- **NB YOU HAVE NO POWER TO SEARCH THEM.**
- Make sure that they do not have the opportunity to dispose of any stolen items.
- If the customer co-operates and produces the goods as requested, ask to see the customer's receipt and check these against the till roll if any discrepancies are revealed.
- If no stolen property is revealed, and there is no other evidence of theft, apologise, offer regrets for inconvenience caused, and fully explain your actions.
- Once you decide whether there is evidence of theft, you must decide whether to arrest the person and call the police or to deal with the matter by way of caution, store banning etc.
- Record any replies or relevant conversation. Record details of the suspect using the incident report card as a template. Replies etc may be needed as evidence in any subsequent court proceedings

### Calling the Police

If you call the police, it should be because you expect them to take some form of action against the person whom you have detained. The available options are as follows:

1. Suspect charged with a view to court action
2. Suspect receives a police caution In the case of juvenile thieves, the police should be called so that parents and other

agencies can be made aware of their behaviour and implement strategies to minimise the chances of re-offending.

**IF YOU CALL THE POLICE ENSURE THAT:**

1. You have all of the evidence to hand (e.g. the stolen goods, customer receipt, till roll, witness details, account of what happened, CCTV recording)
2. You know why you have called the police and can explain this to the officer
3. You can express a view of what you feel should happen to the suspect and why.

**Evidence to support cases of theft**

This section is for use in conjunction with the Arrest section of the toolkit

**YOU SHOULD BE ABLE TO IDENTIFY AND DESCRIBE:**

- The store layout, lighting, check-outs, location of goods, entrances/exits, and any other relevant features
- The suspect: height, age, ethnicity, clothing, and other identifying features. Use your notes as an aide memoir
- When you first saw the suspect and/or accomplices in your store
- Why you became suspicious of behaviour prior to the theft

- Your observations or any obstructions (e.g. accomplices screened suspect etc)
- How the suspect(s) left the store
- How they failed to pay for the goods
- How you approached the suspects and what you did
- Verbatim details of conversation with the suspect.  
This includes notes of the conversation made at the time or immediately afterwards
- How you made the arrest
- Time, date and place of the arrest
- What subsequently happened? Where did this happen?
- List of exhibits as follows
  1. Details of stolen goods
  2. Till audit roll
  3. Customer receipt (if produced)
  4. Witness details who can corroborate your version of events
  5. Bags, clothing or other items in which the stolen goods were concealed
- Available video evidence including details of system, maintenance and recording medium management

## General Matters (E.g. Anti-social behaviour, liaison with police and PCSOs etc)

### Definitions of Anti-social Behaviour:

- Drunkenness
- Abusive behaviour
- Drug Abuse
- Tagging (graffiti) – this is criminal damage and should be reported to the police as crime
- Rubbish dumping (aka fly tipping)
- Fly posting
- Abandoned vehicles

### Solutions

Report Anti-Social to the Southend Multi Agency Anti-Social Behaviour Response Team (SMAART) on (01702) 423504

Inform your local Officer on 0300 333 4444 or via the mobile phone (see contact points)

Inform your local Neighbourhood Policing Team (NPT) on 0300 333 444 or on the local team mobile

Record details in writing and forward to your local NPT

Abandoned and/or untaxed vehicles can be reported to the council on 01702 215000 or on line at [www.southend.gov.uk](http://www.southend.gov.uk)

## PROPERTY MARKING OPTIONS

If your property is stolen and is recovered by the police, it can be speedily returned to you if it is readily identifiable. There are a number of ways of achieving this, a selection of which are described below. Property that is identifiable is less attractive to thieves and burglars

### DO IT YOURSELF

You can use the business address postcode to produce a unique serial number that will identify property as having come from your business. Simply take your postcode and add the number of your premises to it. For example SS0 7DX identifies premises in Claremont Road, Westcliff-on-Sea. Add the number 49 and SS07DX49 identifies one specific premises in that road.

Then it is simply a case of marking property belonging to the business e.g. digital phones, computers, office equipment, tools etc. with that unique code. This can be done by writing on the property with a visible marker, a UV pen (the ink is only visible under UV light), scribe and stencil, engraver etc. Other options can be found at the following Websites:

[www.smartwater.com/Home.aspx](http://www.smartwater.com/Home.aspx) ;

[www.selectadna.co.uk/?gclid=CMuMscmlxqYCFdsU3godQFH aJA](http://www.selectadna.co.uk/?gclid=CMuMscmlxqYCFdsU3godQFH aJA)

[www.retainagroup.com/the-isr.html](http://www.retainagroup.com/the-isr.html); [www.immobilise.com/](http://www.immobilise.com/)

# General Information – Counterfeit Currency

A GUIDE TO DETECTING COUNTERFEIT BANKNOTES

	Action	Real	Counterfeit
1	Feel the paper	<p>A new genuine note has very crisp paper with a distinctive feel.</p> <p>The print on a bank note also produces a very distinctive feel with the intaglio areas being raised compared to the rest. This effect is most pronounced on brand new notes.</p>	<p>The paper is often the initial give away for a counterfeit note, it tends to be a lot floppier than the real thing. We are all used to handing cash on an everyday basis and know the feel of a real note</p> <p>The paper is often the initial give away for a counterfeit note, it tends to be a lot floppier than the real thing. We are all used to handing cash on an everyday basis and know the feel of a real note</p>
2	Hold the Note up to the Light	<p>What you will be able to see depends upon the features present but generally most bank notes carry a watermark and thread. A thread will always appear as a solid line when viewed in this way and good watermark detail should be seen. If a see through feature is present the front and back images should produce the composite</p>	<p>Some counterfeiters will attempt to simulate a watermark but it will be lacking in the fine detail seen in an original and the image may be visible when not held up to the light. Some also attempt to reproduce the effect of the thread but again it is more likely to be visible when not looking at the note using transmitted light. The register of a see through feature is likely to be imprecise so that a composite image is not produced.</p>
3	Print Quality	<p>A genuine note has a crisp, very well defined print area with plenty of tonal range in the in the intaglio area</p>	<p>The print quality of counterfeits is very inferior, fine details are lost and areas can sometimes appear blurred</p>
4	UV Lamp	<p>The note will appear dull under UV light. Genuine banknotes do not reflect UV light</p>	<p>Counterfeit notes will reflect UV light</p>
6	Currency Marker Pen	<p>A genuine banknote has no starch in the paper and therefore will not react to the iodine in the currency marker pen</p>	<p>Counterfeit notes will normally turn black in the presence of the currency marker pen ink</p>
6	Other	<p>A hologram produces multi colours and different images depending upon the angle of viewing.</p> <p>Colours should be well defined</p>	<p>Virtually impossible to create on a forgery - some notes have metallic foil to simulate a hologram</p> <p>Colours may be blurred</p>

# General Information – Age Check information sheet

Business Watch – Age Information Sheet

## Cigarette lighter fuel

**You must not sell or supply** cigarette lighter fuel or any lighter re-fill canister containing butane or any other substance containing butane to any person under the age of **18** years.

## Intoxicating solvents

Examples are solvent-based glues, aerosols, dry cleaning fluid, correction fluid and thinners, marker pens, antifreeze.

**You must not sell or supply** any substance to a person under the age of **18** years, which you believe they may inhale for the purpose to cause intoxication.

## Knives

**You must not sell** knives to any person under the age of **18** years.

**You cannot** market a knife in a way that indicates it is suitable for combat or to encourage violent behaviour.

The maximum penalty on summary conviction is 6 months imprisonment or a fine of £5000 or both.

## Aerosol paints

**You must not sell** an aerosol paint container to a person under the age of **16** years. Maximum penalty £2,500.

## Petrol

**You must not sell** petrol to any person under the age of **16** years. No person under the age of **18** years should be left in sole charge of a filling station.

## Steps to avoid breaking the law

- Never assume the age of the young person.
- **If in doubt, or if they look young**, then ask the person their age and **always** seek proof.
- **If they cannot prove their age then refuse to sell.**
- **Ensure that all your staff** (including temporary and part time staff) is fully trained not sell age-restricted products to children.
- **Regularly** remind your staff not to sell age-restricted products to children and provide regular training. It is also good practice to maintain a refusal book.
- **You can also** display notices about lighter refills, alcohol and solvents

Business Watch – Age Information Sheet

**Best Practice to avoid breaking the law**

**Never** assume the age of the young person

**If in doubt** then ask the person their age and always seek proof of age

**If** they cannot prove their age, *refuse to sell*

**Ensure** that **all** of your staff (including temporary and part-time staff) is fully trained not to sell age-restricted products to young people

**Regularly** remind your staff not to sell age-restricted products to young people. It is good practice to maintain a refusals book.

**Display** notices concerning the sale of knives, solvents, glue, aerosol spray paint

**Best Practice**

By following some or all of the points listed below, you should reduce the possibility of selling to an under aged person and minimise the risk of prosecution

- Staff should be aware of their legal responsibilities, reminders should be issued at regular intervals and all new staff should be trained as soon as they join
- Adopt a '21 policy' – if a person does not look 21, insist on **ID**. No **ID** no sale
- Keep a *refusals book*. It is good evidence of a responsible sales policy on your part; will help identify staff that are diligent and can act as a deterrent to young people attempting to purchase age restricted goods
- Use *Till Prompts* to remind staff of their responsibilities

## USEFUL CONTACTS

British Transport Police Southend Office 01702 466730

Chamber of Commerce, 845 London Road, Westcliff-on-Sea,  
SS0 9SZ, Tel: 01702 716000

Southend Police 0300 333 4444

Essex Fire and Rescue Service (Fire Prevention) Tel: 01702  
614433

Southend Borough Council, Civic Centre, Victoria Avenue,  
Southend-on-Sea, SS2 6ER Tel: 01702 215000

<http://www.southend.gov.uk>

### Neighbourhood Policing Teams

Eastwood/St Laurence 07816 661693

Belfairs/Blenheim/Prittlewell 07817 968093

West Leigh/leigh/Chalkwell 07817 968093

Victoria/Milton/Kursaal 07817 968114

St Luke's/Southchurch 07974 148602

Thorpe 07976 325346

West Shoebury/Shoebury 07710 086590

Crime Reduction Officer 01702 423187

### **General - Local**

Southend Crime and Disorder Reduction Partnership 01702 464199

SMAART Team (Anti-social Behaviour) 01702 423504

Trading Standards – Consumer Direct 08454 04 05 06

Youth Offending Service 01702 534300

### **General - National**

Action Against Business Crime 2nd Floor, 21, Dartmouth Street, London, SW1 8BP Tel: 020 7854 8957

[www.businesscrime.org.uk/](http://www.businesscrime.org.uk/)

Age UK, Astal House, 1268 London Road, London, SW16 4ER

Tel: 0800 009966

Alcohol Concern, Waterbridge House, 32-36 Loman Street, London, SE1 OEE; Tel: 0207 928 7377.

[www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

Association of British Insurers (ABI), 51 Gresham Street, London, EC2V 7HQ; Tel: 020 7 600 3333.

<http://www.abi.org.uk>

Association of Chief Officers of Probation (ACOP), 4th Floor,  
8/9 Grosvenor Place, London, SW1X 7SH; Tel: 020 7 8232 551

Association of Chief Police Officers, 25 Victoria Street,  
London, SW1H 0EX; Tel: 020 7227 3434

Association of London Government, 36 Old Queen Street,  
SW1H 9JF; Tel: 0207 222 7799. <http://www.alg.gov.uk>

British Transport Police, Force Headquarters, 15 Tavistock  
Place, London, WC1H 9SJ, Tel: 0207 828 1212

Commission for Racial Equality, Elliot House, 10-12 Allington  
Street, London, SW1E 5EH; Tele:0207 828 7022.

[www.cre.gov.uk](http://www.cre.gov.uk)

Crime Concern Trust, Beaver House, 147-150 Victoria Road,  
Swindon, Wiltshire; SN1 3UY; Telephone- 01793 863 500.

[www.crimeconcern.org.uk](http://www.crimeconcern.org.uk)

Crimestoppers, 0800 555 111; [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

Criminal Injuries Compensation Authority, Morley House, 26-  
30 Holborn Viaduct, London, EC1A 2JQ; Tel: 0207 8426800

Data Protection Commissioner, Wycliffe House, Water Lane,  
Wilmslow, Cheshire, SK9 5AF; Tel: 01625545700.

[www.dataprotection.gov.uk/crimedi.htm](http://www.dataprotection.gov.uk/crimedi.htm)

Dept. Transport, Environment & Regions, Department of the Environment, Transport and the Regions and House, Bressenden Place, LONDON SW1E 5DU; Tel: 020 7944 3000

Home Office, 50 Queen Anne's Gate, London, SW1H 9AT; Tel: 020 7 273 3963; [www.homeoffice.gov.uk/](http://www.homeoffice.gov.uk/)

Housing Corporation, 149 Tottenham Court Road, London W1P 0BN; Tel: 020 7393 2000; [www.housing.corp.gov.uk](http://www.housing.corp.gov.uk)

Information & Development Agency, Lincoln House, 296 High Holborn, London, WC1B 7JH; Tel: 020 74302888.  
[www.ideaglobal.com](http://www.ideaglobal.com)

Local Government Association, Local Government House, Smith Square, SW1P 3HZ; Tel: 020 7664 3000.  
[www.lga.gov.uk](http://www.lga.gov.uk)

Mediation UK, Alexander House, Telephone Avenue, Bristol, BS1 4BB; Telephone- 0117 904 6661. [www.mediationuk.org.uk](http://www.mediationuk.org.uk)

National Association for the Crime and Resettlement of Offenders, 169 Clapham Road, London, SW9 0PU, Telephone- 0800 0181 259; [www.nacro.org.uk](http://www.nacro.org.uk)