

# CAMBRIDGE BUSINESS AGAINST CRIME

## OPERATING GUIDELINES

### 1.0 Introduction

- 1.1 The aim of this operating guide is to provide a set of working procedures for the members of the partnership. It will be reviewed and updated as and when necessary following consultation.
- 1.2 The partnership will be based at the following postal address:

CAMBAC Office  
C/o City Centre Management,  
The Guildhall,  
Cambridge,  
CB2 3QJ

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### 2.0 Target Photo File

#### 2.1 Definition

The definition of a target is agreed locally and must comply with the data protection principles for storing and processing personal data.

*(See Section 3, Codes of Practice and Section 5, Data Integrity Agreement).*

#### 2.2 Creation of the Target Photo File

Each member will survey their historical data to identify their most prolific and persistent thieves and other offenders. This information will be submitted to the partnership manager who will prioritise and determine how many offenders will be included in the target file. This will enable the first target file to be produced for circulation to the members for newly formed partnerships. Consultation with the police is important in this process.

Thereafter, as incidents occur and are submitted, the manager will prioritise and focus on the most prolific current thieves and other offenders, again liaising with the police. This file will be updated and circulated accordingly.

#### 2.3 Delivery of Target Photo File

The target photo file will be hand delivered to, or collected by, each participating member. A receipt signed by the nominated liaison contact will be necessary when the file is handed over.

## **2.4 Updating of Target Photo File**

When existing targets are withdrawn for whatever reason the respective pages from the target file must be collected and returned to the partnership manager.

## **2.4 Use of Target Photo File:**

- (i) The photo file must only be used for the purpose of preventing and detecting crime.
- (ii) Members must treat the contents of the photo file as confidential and only be viewed by management, CCTV operators, store detectives, guards and other authorised staff who have signed the agreements contained in the partnership operating protocols.
- (iii) The photographs are for reference only and not for public or private display.

## **2.6 File Security**

The target photo file is to be stored in a locked/secure office when not being viewed and at all times must remain away from the shop/sales floor/front of house/members of the public.

In addition, members who are permitted to view photographs/data held centrally (in the partnership office) must sign a register stating purpose, business, name, day, date and time in/out (recording sheets will be circulated with files). The reproduction of target photo files is strictly prohibited unless authorised by the manager.

## **2.7 Destruction of Target Photo File**

Target photo files will be securely destroyed by the manager or by members on his/her instructions. Police may also destroy target photos within agreed partnership protocols.

## **2.8 Audit Trail**

Measures must be put in place to ensure that photograph distribution, use, and removal (including destruction) is recorded and held centrally in the partnership office. Signatures must be obtained at each stage:

- When police issue a photograph to the partnership (police sign out)
- When the partnership receive a photograph (partnership sign in)
- When the member receives a photograph (partnership signs out to a numbered file, member signs in)
- When a photograph is removed or destroyed (from person responsible depending on local procedure)

*Sample documents at the end of this section will assist.*

## **3.0 Incident Details**

### **3.1 Definition of an Incident to be Reported**

- a. Any crime or attempted crime against any member that falls within the scope of the partnership remit.
- b. Sightings of person(s) known or believed to be involved in offending behaviour.

c. Any other relevant and appropriate information from within or near the area of operation as defined by the partnership.

## **Recording of Incidents**

***The partnership will complement member's current security practices. Therefore, all incidents involving targets or other incidents will be reported.***

***It is the responsibility of each member to report all incidents to the partnership in order to build the database, increase knowledge and be able to respond effectively. It is therefore important that incidents are reported as soon as possible to enable the partnership to respond appropriately.***

## **Incident Reporting**

Members **must** send information to the crime manager on the following incidents –

### **a) Theft and Attempted Theft**

Person(s) arrested for theft or attempted theft

This includes:

- a) Incidents where the thief escapes with merchandise without being apprehended.
- b) Person(s) involved in theft where property is subsequently abandoned in or outside the business premises.

### **b) Deception**

Deception - e.g.

- a) Where a theft takes place and an offender obtains or attempts to obtain a refund or exchange on those goods.
- b) Where the price of goods has been altered to reflect a lower price
- c) The use of a counterfeit receipt to obtain a refund on stolen property
- d) Counterfeit money used for the purchase of goods

### **c) Cheque Card/Cheque Fraud**

Person(s) involved in obtaining or attempting to obtain goods by the use of stolen or counterfeit cheques/credit cards.

### **d) Criminal Damage/Attempted Criminal Damage**

Where a person is involved in causing or attempting to cause damage to goods, property or buildings.

### **e) Street Crime**

Person(s) involved in pick pocketing, bag theft, robbery, violence, anti-social behaviour and disorder within the partnership area. These offences may take place inside or outside members' premises.

### **f) Sightings**

Of person(s) known or believed to be involved in crime. They may not commit an offence but may be acting suspiciously.

#### **g) Assaults or Insulting or Threatening Behaviour**

Where an offender:

- Physically assaults a member of the public or staff
- Verbally threatens a member of the public or staff
- Intimidates a member of the public or staff.

#### **h) Breach of an Exclusion Notice**

Where an offender has previously been served with a partnership exclusion notice or court order.

#### **i) Breach of an Anti Social Behaviour Order (ASBO) or Acceptable Behaviour contract (ABC).**

#### **i) Breach of Bail Conditions**

#### **k) Any other appropriate incident**

### **Arrest Procedure**

If the target commits an offence and is arrested, he/she should be processed in accordance with the normal company procedures and the police contacted. In the case where the offender is a target this information should be indicated to the attending police officer. A summary sheet outlining the incidents that the target has been involved could be faxed to the member and passed to the arresting police officer.

*[Partnerships using IT to manage data can provide this information from the data held].*

The member will be required to prepare an incident report form to forward incident/offender details to the partnership manager's office.

### **Communication**

The partnership manager must maintain a regularly updated members' contact/signatory list. It is the responsibility of each member to provide this information. Any changes to nominated contacts/signatories within individual members' businesses must be communicated to the partnership manager.

### **Video Evidence**

Tapes should be retained in compliance with PACE codes of practice` and the disclosure rules.

## **3.7 Data Accuracy**

Incident details will be audited to ensure that all information remains current and accurate in order to satisfy the requirements of the Data Protection Act.

## **4.0 Data Input / Analysis Procedures**

### **4.1 Data Definitions**

Data means information in a form that can be processed.  
Data equipment means equipment for processing.

Data material means any document or other material used in connection with, or produced by, data equipment.

Disclosure, in relation to personal data, includes the disclosure of information extracted from such data and the transfer of such data (but does not include a disclosure made directly or indirectly by a data controller or a data processor to an employee or agent of his for the purpose of enabling the employee or agent to carry out his duties;) and, where the identification of a data subject depends partly on the data and partly on other information in the possession of the data controller, the data shall not be regarded as disclosed unless the other information is also disclosed. (Ref: 1998 Data Protection Act)

## **4.2 Storage of Data**

All data/information received by the partnership will be stored on the (BICS) database in a secure office. Access to data/information will be logged in accordance with procedures. The management of data applies to both electronically held and manual data.

## **4.3 Input of Data**

The manager and anyone authorised by the steering group will have responsibility for the inputting of all data onto the database. All data entries will be quality assured.

## **4.4 Confirmation of Receipt**

A register will be kept to record the receipt of data/information. In cases where data/information has been circulated to a contact and no confirmation has been notified within 72 hours then the partnership manager will seek confirmation. This time limit will also apply to recall requests for target photo files.

## **5.0 Rationalisation of Files**

If a target has not been active within the agreed period (see Section 5 - Data Integrity Agreement), data in respect of him/her will be removed to a dormant file for a further limited period before deletion/destruction. This will not apply where a person is known to have been in prison or abroad over the relevant period.

## **6.0 Target Tracking**

Whilst a major activity of the partnership is the use of intelligence-driven pro-activity against persons who engage in business and associated crime on an organised basis, an additional component will be the tracking of persons as they move through the criminal justice system.

## **7.0 Management Information / Key Performance Indicators**

7.1 It will be necessary to establish key performance indicators (KPIs) to measure the operating success of the scheme and provide management information members and statistics for the scheme.

*Appendix A* highlights:

- System management information
- Store management information
- Other information which might be necessary to support the KPI's

An important function of the partnership will be to identify what management information is required, the frequency it will be produced, and in what format.

***The partnership must establish a strategy to enable them to monitor and evaluate their performance and each member has an obligation to provide information, as appropriate, to enable this important activity to happen.***

The source of this information will, in the main, be from these key areas:

- Recorded crime statistics from the police.
- Information from the members regarding the impact their theft and loss performance. (NB. No individual member's information should be disclosed by name). Agreement should be reached as to how members' data would be disclosed.
- Management information from the computer database (if installed).
- Other data, such as court results, re offending rates, deter at entry policy, outcomes from exclusion notice scheme and examples of good partnership working are good indicators.
- Visitor surveys, which measure customer satisfaction levels, are a good measure of fear of crime.

## **8.0 Additional Security**

8.1 Procedures will be in place to ensure full compliance with data protection and other legal obligations. The following are examples of forms, which can be used: -

- **Visitors Log.** Access to the office will be controlled and all visitors will be logged in and out, (see control sheet *Appendix B*). All visitors must sign on entry to the office acknowledging their acceptance of confidentiality of data and the reason for their visit.
- **Data and Information Disclosure Declaration.** This document is to be held by each member and be signed by each individual within that organisation who will receive information from and disclose information to the scheme. (See *Appendix C*).
- **File Movement Record.** This document will control the movement of files between the scheme office and each member. (See *Appendix D/1 and D/2* – control documents out file and in file).

# EXAMPLES / GUIDE TO KEY PERFORMANCE INDICATORS

## SYSTEM MANAGEMENT INFORMATION

- ❖ How many:
  - Incidents
  - Offenders
  - Targets
  - Incidents by type
    - Arrests
    - Snatches
    - Theft/attempted theft
    - Sightings
    - Theft/deception
  - By type of crime
- ❖ Average values:
  - Per incident
  - Per arrest
  - Cost by incident value
  - Value of recovered merchandise
- ❖ Arrest details:
  - Charged
  - No further action
  - Remand in custody
  - Cautioned
  - Custodial sentence
  - Length of custodial sentence
- ❖ Crime management:
  - Displacement information
  - Staff initiating incidents
    - Guards
    - Store detective
    - CCTV operator
    - Other
- ❖ Information breakdown:
  - Frequency by area
    - Store
    - Town/city
    - Shopping centre
    - Police area
- ❖ Qualitative information:
  - Feedback from CJS
  - Feedback from retailers and other agencies

**STORE MANAGEMENT INFORMATION**

- ❖ Offender profiles:                    DOB  
  Age  
  Male  
  Female  
  Name individual/part of team  
  Associates  
  Addresses etc  
  Type of offence/MO
  
- ❖ Incident details:                    Day  
  Date  
  Time  
  Merchandise name  
  Merchandise type  
  Cost  
  Recovered
  
- ❖ Location within premises:        By floor
  
- ❖ Trends:                                eg. This year against last year: month on month
  
- ❖ Drugs/alcohol                        Indicate if applicable
  
- ❖ Violence                              Threat  
  Actual physical
  
- ❖ Weapons

***OTHER INFORMATION***

- ❖ Risk management:                Theft and loss details by store (expressed as a %  
  above or below company average)
  
- ❖ Cross retailer offenders
  
- ❖ Cross city offenders
  
- ❖ Repeat offending after conviction
  
- ❖ Impact of exclusion notice scheme







