

# Metropolitan Police Service

# Advice for Businesses

We are committed to making your neighbourhood a safe place to live, work, visit and do business. We listen and talk to our communities and work with partners to find lasting solutions to the crime issues that affect them.



**METROPOLITAN  
POLICE**

NEW  
SCOTLAND  
YARD

# Crime Prevention

There are some steps that you can take to protect your business and reduce the chances of being a victim of crime.

## Outside appearance

- A well-maintained exterior to your premises, free of graffiti and rubbish, will give out the message that the premises are well looked after and reduce the likelihood of criminals targeting your business.
- Whilst you will need to arrange removal of graffiti from your own premises, you can inform your local council if there is graffiti in the vicinity (but not on your property) and they will make arrangements to have it removed.

## Review your security set-up

- Identify areas that may be vulnerable to forced entry and rectify these.
- Ensure service doors are locked and secure when not in use.
- Ensure that you have a monitored and fully operational alarm.
- Review your CCTV to confirm that it is operational, provides good quality images and covers your vulnerable areas.
- Make sure that you have a list of keyholders who can be contacted in case of emergency.
- Consider moving high value goods away from window displays overnight.
- Try not to keep cash on the premises and use a safe with a time lock.
- Ensure that stock rooms are locked and stock is kept out of sight.
- Ensure your keys are not left in the shop and that only designated staff have access to them.
- Consider the environment – e.g. are there overgrown bushes that could help someone hide from view, or wheelie bins that could help them gain access?
- Ensure that there is sufficient lighting around the premises – especially loading areas.
- Consider that the presence of any combustible materials left outside premises, such as packaging, could create an arson fire risk.

## Physical protective measures

- Secure By Design products – use security rated products.
- External shutters are recommended but some buildings may be subject to planning approval before installation.
- Alternatives are laminated glass or security film that can be applied to existing glass to make it more resistant.
- An insurance rated safe should be bolted down to the floor. Anti-tamper sensors can be fitted to set off an alarm if attacked.
- Anti ram raider bollards mounted externally can be used to protect frontages but may require planning approval.
- Smoke-generating devices which will activate on entry can be used.

To help prevent crime in your area and against your business consider joining a 'Business Watch' or 'Shop Watch' scheme.

## What to do in the event of protests near your premises

### Protests on public land

The Metropolitan Police Service (MPS) is fully aware of the potential impact of any demonstrations on the local community and is well-equipped to deal with events should it be required.

The majority of protests are peaceful and under Human Rights legislation they are to be facilitated on public land unless certain exceptions apply.

The core role of the police in this situation is to:

- Minimise and detect crime
- Prevent or stop breaches of the peace
- Regulate traffic if required
- Activate a contingency plan where there is an immediate threat to life and co-ordination of resultant emergency service activities.



## Protests within private property

If a protest takes place on private property then the primary responsibility for the security of the property and the management of any trespass within the premises rests with the land owner or company.

The venue being open to the public implies an invitation to all persons but the land owner, manager or representative of the company can withdraw this invitation at any time if required.

Should there be an incursion onto your premises that is not disorderly and police are requested to attend, it should be stressed that the officers attending will expect a representative of the premises to request those trespassing to leave, whilst in the presence and hearing of the officer.

If the police are asked to assist in the ejection of trespassers then they are acting as an agent of the company or premises and have no more powers and privileges than that of an ordinary member of the public. They would look to stand by to prevent a breach of the peace whilst the persons are encouraged to leave and escorted onto public land by shop/security staff.

If there are criminal offences apparent then officers will deal with these as they would in any normal situation.

## Section 68 Criminal Justice and Public Order Act 1994 (Aggravated Trespass)

With reference to alternative legislation, 'mass action to disrupt the normal operation of the premises', the senior officer present may seek to use the above mentioned powers. They would look to the land manager to support this process by providing confirmation of the manner in which the business is being affected and that they are willing to provide a statement and attend court if necessary. Any CCTV in relation to the incursion would also need to be provided to the police at the earliest opportunity.

The practical aspect of this would be that a person in a position of decision-making ability in the company is willing and able to state, in the presence of the person(s), that they reasonably believe that the person(s) have trespassed on private property and that they have acted/are acting in a manner which is disruptive to the normal business of the store.



## Protecting your business from protests and trespass

You can help to protect your business by taking a few sensible precautions. The following is a list of things to consider and is by no means exhaustive:

- Premises should be adequately staffed with prominent management present who can make themselves identifiable to police in the event of an incursion.
- Where possible security officers should have a visible presence on the premises.
- Ensure that all staff are fully briefed in the days leading up to a planned event.
- All staff should remain vigilant and report any suspicious activity to security and/or police.
- Consider minimising the number of entry points to your building.
- Ensure building perimeters are clear of any debris, dustbins, ladders or loose tools and equipment that could assist entry.
- Check that your emergency equipment/grab bags/first aid supplies and radio communications systems are stocked and fully operational.
- Check and test your building security and emergency systems.
- Ensure all members of staff are fully aware of any emergency evacuation procedures.
- Ensure CCTV coverage is fully operational and can provide the highest recording resolution possible.
- If your building has scaffolding erected, or is in close proximity to scaffolding, then security staff should be aware of its potential for aiding access.

## Business Crime Reduction Hub

The Business Crime Reduction Hub (BCRH) was created in 2013 to encourage a consistent approach to tackling business crime throughout the MPS. Through liaison with the business community, the Mayor's Office for Policing and Crime (MOPAC) and local police, the BCRH works to improve crime prevention and reduce crime affecting businesses throughout London. The BCRH also provides specific help and advice to communities that would like to form a Business Crime Reduction Partnership (BCRP) and BCRPs that are looking to improve their own services.

## Aims of the Business Crime Reduction Hub

- Improve partnership and communication with the business community to reduce the impact of crime.
- Advise and share best practice with local officers.
- Promote business crime reduction partnerships (BCRPs) which share intelligence and information between business and police/shared link radio system/CCTV/working alongside private security/exclusion notice schemes.
- Encourage partnership between businesses, private security and the police.
- Encourage businesses to target resources more efficiently to reduce crime.

## How to contact the police



### Emergency calls

In an emergency situation call **999**.

If you are deaf, deafened, hard of hearing or have a speech impairment, a text phone is available on **18000**.

You should use these numbers if:

- A crime is in progress
- Somebody is in immediate danger, or there is a risk of serious damage to property.
- A suspect wanted for a serious crime is nearby.
- There is a traffic collision involving danger to other road users.

### Non-emergency calls

For all other calls to the police please call **101**.

If you are deaf, deafened, hard of hearing or have a speech impairment, a text phone is available on **18001 101**.

You should use the non-emergency number if:

- You wish to report a crime that is not currently in progress – for example a stolen car, burglary or damaged property.
- You want to speak to police about crime in your area.
- You want to speak to police about a general enquiry.
- You want to contact a specific police officer or member of staff.

### Your local police team

Your local team is the Oxford Street, Regent Street and Bond Street Safer Neighbourhood team.

We are committed to making your neighbourhood a safer place to live, work and visit. We listen and talk to our communities and find out what affects your quality of life and feelings of security.

You can contact us on Tel: **020 3276 0400**

Follow your local team on Twitter: [@MPSOxfordst](https://twitter.com/MPSOxfordst)

For police updates regarding protests and special events: [@metpoliceevents](https://twitter.com/metpoliceevents)

[www.met.police.uk](http://www.met.police.uk)

[www.cpni.gov.uk/advice/](http://www.cpni.gov.uk/advice/)

[www.gov.uk/government/organisations/national-counter-terrorism-security-office](http://www.gov.uk/government/organisations/national-counter-terrorism-security-office)