

Business related crime prevention advice - How to spot a shoplifter:

Could you spot a shoplifter? They're not always what you'd expect - specialising at blending in with shoppers. But you can often identify a shoplifter by their behaviour. Here are a few tell-tale signs to look out for.

They're smart. Be smarter.

Many shoplifters dress smartly and will often speak to you, joke with you and engage with you. They don't always work alone and they may try to relax or distract you while an accomplice steals. They're good at creating diversions, especially when you've unlocked a cabinet. Don't fall for it. Get one of your staff to assist you.

A key part of dealing with shoplifters is by having strong security such as a member of staff near any doors, by knowing your clientele, by encouraging staff to remain alert, and by intelligent use of security devices.

How to spot a shoplifter:

There are a number of tell-tale signs that flag up a shoplifter. But remember, while the following don't necessarily mean the person is guilty (and be aware that you are responsible for your behaviour, both legally and commercially) we recommend that you keep an eye on shoppers who:

- seem to be watching you and the staff rather than shopping and may be waiting for the right moment to steal an item
- seem to want to keep your attention and talk for the sake of it - possibly because an accomplice is elsewhere stealing look like they're taking little notice of your products
- seem a little nervous and possibly pick up random items with little interest
- keep refusing your offer of help or assistance
- frequently enter your store and never make a purchase
- want you to unlock and open cabinets but don't buy anything



What to do if you see a shoplifter in action:

If you see them take something then ask them politely to put the item back but be careful to keep your tone neutral and back off if you feel threatened. Always be sure they've taken something before you speak to them, and only if you feel it's safe to do so.

Once you're sure that they are indeed a shoplifter, call '999'.

Our **Security Ambassadors** patrol Uxbridge town centre seven days a week and respond to calls from retailers to assist with incidents of aggressive behaviour, shoplifting, theft, property damage, anti-social behaviour, complaints, illegal street trading and individuals soliciting for money.

Our Security Ambassadors patrol our town centre 7 days a week. Since December 2020 the Uxbridge BID Security Ambassadors have recovered **£7560.22** in stolen goods.

In addition, they have responded to over **850** calls & have had **1,880** interactions with town centre businesses!

Crime Statistics:

Please see the below crime statistics for Uxbridge High Street:

Crime statistics for 2020	Crime statistics for 2021
January - 66	January - 19
February - 54	February - 30
March - 72	March - 46

We are pleased to see that crime is down year on year in Uxbridge town centre.

To join the BID Safety Partnership and for more information, please contact mike@uxbridgebid.com

**UXBRIDGE TOWN CENTRE
POLICING IN PARTNERSHIP
WITH UXBRIDGE BID**

NEWSLETTER  **APRIL '21 EDITION**

Hello to all Uxbridge businesses...

We wanted to take this opportunity to explain in more detail what our Uxbridge BID Crime Reduction Partnership is about.

The BID Crime Reduction Partnership includes:

- A BID funded Metropolitan Police Officer, who provides BID Levy Payers with a direct response to enquiries about safety, anti-social behaviour and security issues.



- Radio Link network with over 45 active businesses to provide reassurance and intelligence sharing via our town centre radio system.

- Digital platform DISC which allows intelligence sharing across businesses in the town centre.

- Two Security Ambassadors who patrol the high street Monday to Sunday 10am to 6pm.

- A BID levy funded officer at the Council's CCTV (Civic Centre) suite, which is connected with our Radio Link network 24 hours a day, seven days.



Who is it for?
 This service benefits all Uxbridge BID Levy Payers within the BID areas.

How can BID Levy Payers get involved?

Welcome P.C. Rice

As the new BID funded Police Officer, I wanted to take this opportunity to introduce myself to you all:
 A little bit about me on a professional level: I have spent the last 18 years working within a custodial environment and within law enforcement which has involved dealing with a very diverse customer base and has required extensive collaboration and partnership working with both internal and external stakeholders. I have then spent the last 2 years working as part of a Metropolitan Police Service response team throughout Hillingdon, responding to the '999' to '101' calls.
 Following on from that I am delighted to take up this important role as the Uxbridge BID/town centre officer, and to be able to work closely and more collaboratively with the Uxbridge community. I greatly look forward to building mutually beneficial relationships with all of those in the town centre shops, businesses, restaurants, offices and eateries. I recognise that this is a challenging and important role and I am excited to have been given the opportunity to make a positive difference in Uxbridge town centre by proactively engaging with and supporting yourselves; the local business community, whilst continuing to champion the Metropolitan Police Service. I am keen to take ownership of ongoing problems identified in Uxbridge town centre, and will be working to drive down crime statistics in the area whilst building on

the existing relationships with the BID team, the London Borough of Hillingdon Council and yourselves as our local business partners. Thus, allowing us to work together to help improve the safety and security of the local area for the benefit of our Uxbridge community.” - PC Lisanne Rice

We receive a number of queries on how the police combat Anti Social Behaviour by individuals in the town centre, and what the police can do:

Anti social behaviour (ASB) is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to any person ...' Section 2 - Anti Social Behaviour, Crime & Policing Act 2014. ASB includes the following behaviour: Rowdy/inconsiderate behaviour, littering/drugs paraphernalia, trespass, street drinking and begging/vagrancy. As a police force we are keen to deal with ASB at the earliest opportunity in order that we can provide early diversionary opportunities to offenders, prevent future ASB and minimise the impact of ASB on communities and victims.

There are a few options available to the police for dealing with ASB and the following gives you an overview of some of the processes:

1. In the first instance we will verbally engage with the individuals to ensure they are aware of their behaviour and the nuisance it is causing to others.



2. Then the formal process begins with an ASB Warning Notice being issued to them, identifying the ASB in question and advising them to desist from this behaviour.

3. With further complaints received about that individual's behaviour, if substantiated then the next stage is that they be issued with a Community Protection Warning Notice (CPW) - a formal written warning identifying that their conduct is having a detrimental effect of a persistent/continuing nature on the quality of life of those in the locality and the conduct is unreasonable and if it does not stop then they will be issued with a Community Protection Notice (CPN).

4. If further substantiated complaints are received about the individual's behaviour then they will be issued a CPN giving them a number of conditions to abide by and advising them that if they fail to comply with the requirements of that CPN that they will commit an offence for which they will be liable on summary conviction -
 (a) to a fine not exceeding level 4 on the standard scale, in the case of an individual;
 (b) to a fine not exceeding £20,000, in the case of a body.
 You can report ASB to the police via the following link:

<https://www.met.police.uk/ro/report/asb/asb/report-antisocial-behaviour/>

If it feels like the situation could get heated or violent very soon, or if someone is in immediate danger, or the incident needs immediate reporting then please call '999' immediately. If you're deaf or hard of hearing, use the MPS textphone service '18000' or text us on '999' if you've pre-registered with the emergencySMS service.



STOP & SEARCH

- Due to effective use of stop and search powers in and around Uxbridge town centre, where appropriate grounds existed, officers have found and seized offensive weapons, stolen goods, as well as Class A and B drugs. These stop and searches have led to a number of individuals being processed and or charged for the relevant offences.
- Including one suspect who was already wanted by Police, being found and arrested.

Rough Sleepers in Uxbridge:

- We know a number of you are concerned with the wellbeing of the rough sleepers in Uxbridge town centre. Please note that we work closely with a number of services including Uxbridge BID Security Ambassadors to best assist and support those experiencing homelessness.
- To best assist any rough sleepers you can contact the following organisations:
- **Hillingdon Council on 01895 556666/ <https://www.hillingdon.gov.uk/article/2154/Already-homeless>**
- **Street Link via <https://streetlink.force.com/>**
- If you wish to offer and give more direct support, please contact one of the local Uxbridge town centre organisations Trinity Homeless Projects (www.wearetrinity.org.uk) and SHOC (www.sloughhomeless.org.uk)