

HIGH STREET BLUES

TACKLING SMALL BUSINESS
CRIME IN LONDON



ROGER EVANS
GLA CONSERVATIVES
GREATER LONDON AUTHORITY

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INTRODUCTION

"This report identifies the vital contribution small firms make to London's economy and the general well-being of local communities. FSB London welcomes this report's focus on Small Business Crime and in particular, efforts to address under-reporting of crime against small firms."

- Stuart Emmerson, Development Manager at the Federation of Small Businesses

Small businesses play a significant contributing role to London's economy and the general well-being of its local communities. According to the Federation of Small Businesses, 83 pence out of every pound spent goes directly back into the community¹. The British Retail Consortium found that the retail sector contributes 5% of Britain's GDP².

The Mayor's Office for Policing and Crime (MOPAC) states in their Business Crime Strategy that: "London collects £5.4 billion of business rates each year, a tax take 15 times larger than that of the UK's second city, Birmingham...the income generated by the city's businesses ensures funding for public services across not only London but the entire country. This makes MOPAC's mission - and the performance of the Metropolitan Police - of national significance"³.

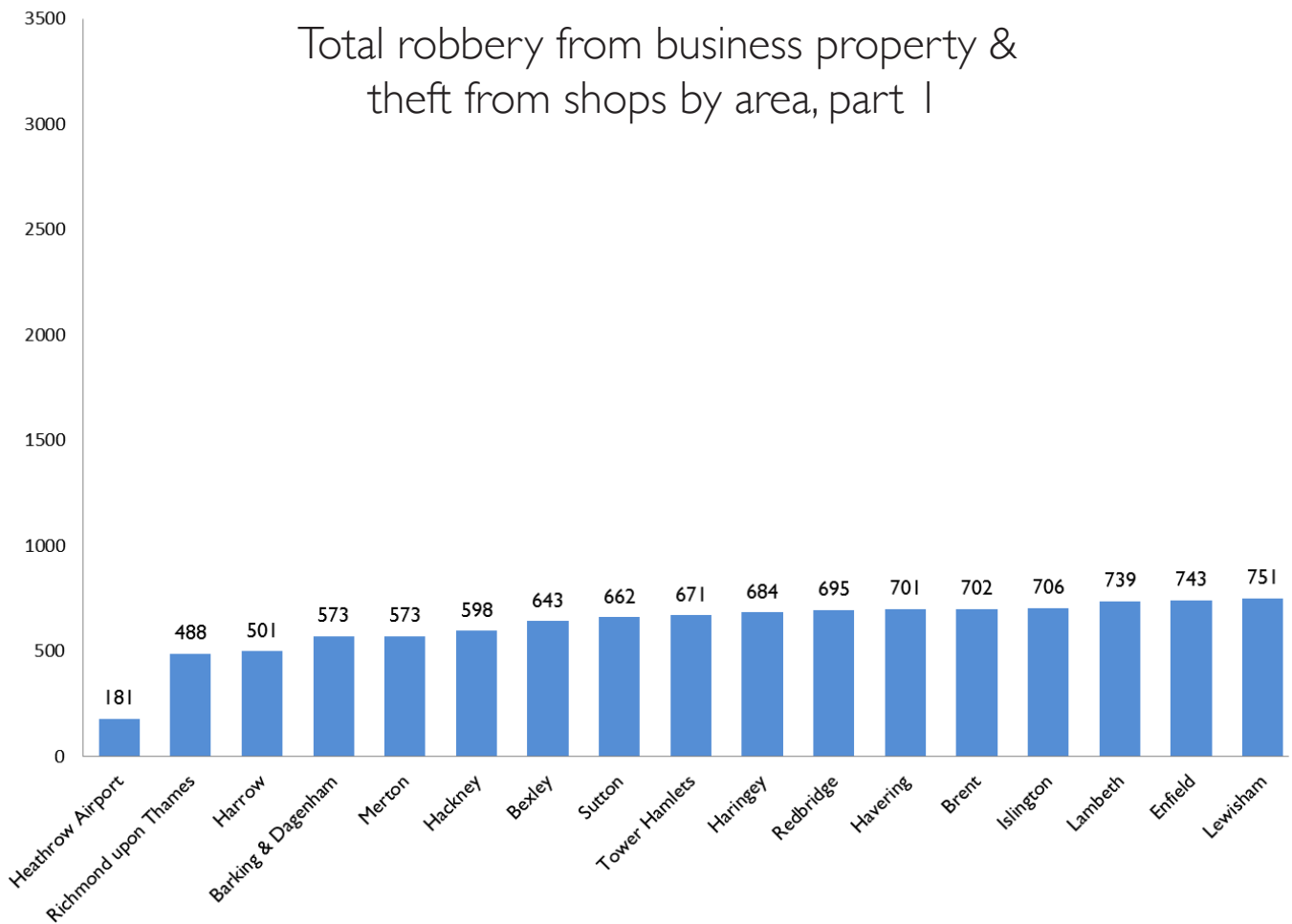
However, small businesses are suffering as a result of persistent crime plaguing London's high streets. According to the Metropolitan Police's Crime Mapping data tables, 28,889 crimes were recorded against

1. Federation of Small Businesses, Crime Media Pack, December 2012 - [http://www.fsb.org.uk/policy/rpu/london/images/fsb%20business%20crime%20media%20pack%20december%202012%20\(website%20version\).pdf](http://www.fsb.org.uk/policy/rpu/london/images/fsb%20business%20crime%20media%20pack%20december%202012%20(website%20version).pdf)

2. British Retail Consortium, Retail Crime Survey 2013, Published January 2014

3. MOPAC Business Crime Strategy: "Protecting Jobs and Growth in London", <http://www.london.gov.uk/sites/default/files/Business%20Crime%20Strategy%20consultation%20Final%2C%2026-11-13.pdf>

Total robbery from business property & theft from shops by area, part 1



businesses in London in the financial year, 2013-14⁴. Qualitative research conducted for this report found that 94% of shop owners have been affected by crime in the past twelve months⁵. 47% of those interviewed have been victims of severe crimes such as burglary, verbal and physical assault.

There is a lack of faith in the police's ability to deliver justice for small business owners. I contacted shop owners across a wide range of boroughs in London including, Croydon, Richmond upon Thames and Camden. 64% of shop owners I spoke to stated that when they had chosen to report a crime they found the police unhelpful. These shop owners went on to state that in future they would not bother reporting crimes to the police. For too long some shop owners have felt that when they have chosen to report a crime committed on their premises to the police, their claim has not been taken seriously.

The Metropolitan Police should take an innovative approach to improving the level of information sharing between small business owners and Business Crime Reduction Partnerships to directly address the issue of under-reporting. The Metropolitan Police should take a proactive approach to tackling small business crime, focusing on crime prevention by engaging business owners as a cost effective means of addressing the issue.

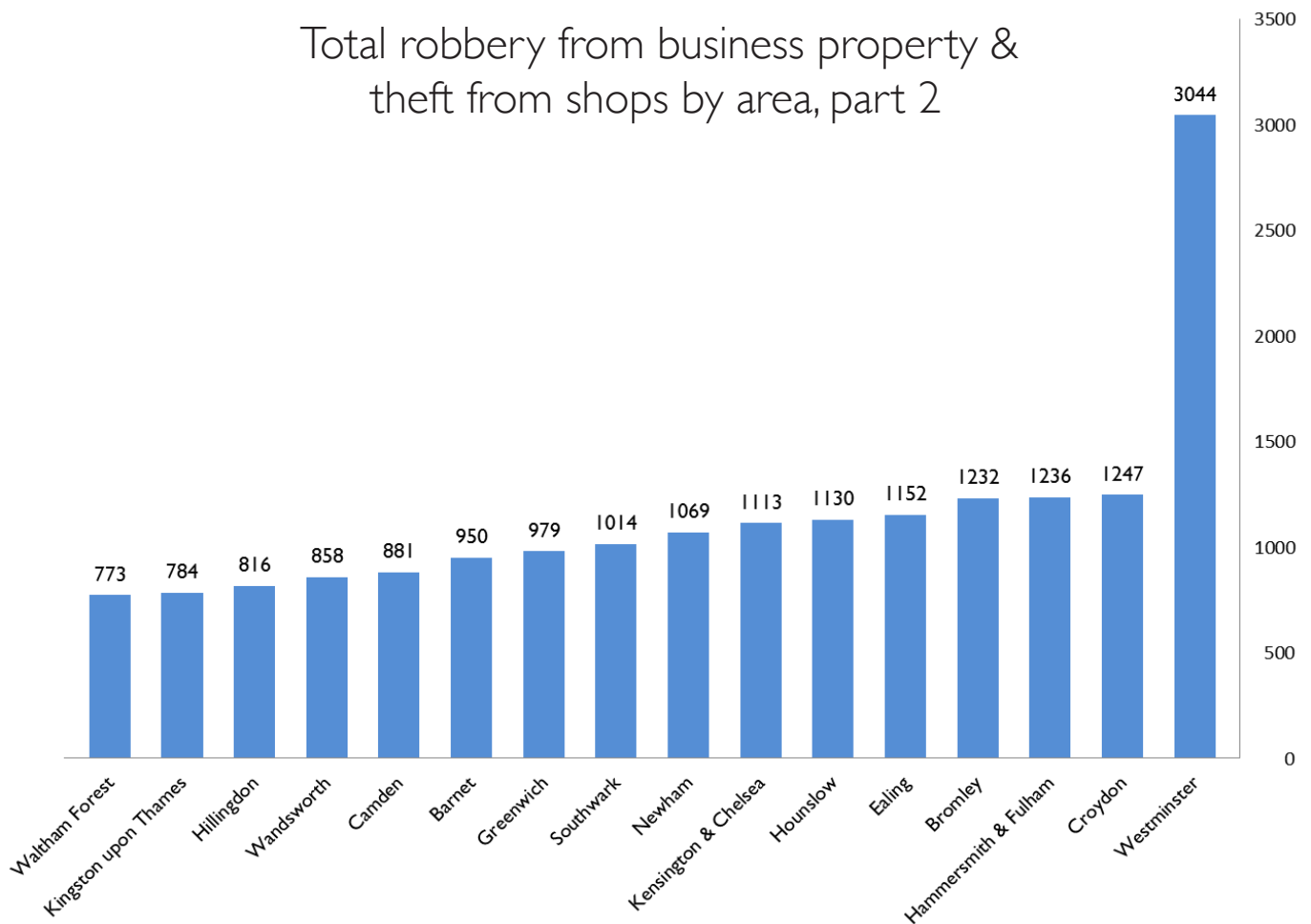
UNDER-REPORTING OF CRIMES

According to the Metropolitan Police Service's crime statistics, the amount of crimes listed as Business Robbery has seen a drop of 48% since 2010. "Theft from shops" has also seen a drop of 66% since 2010. This would imply that small business crime is steadily decreasing in London. However, these figures may be misleading due to the gross under-reporting that exists regarding small business crime.

4. Metropolitan Police, Crime Mapping Data Tables, <http://maps.met.police.uk/tables.htm>

5. Business owners interviewed over the telephone in January 2014 at City Hall in the following boroughs of London: Islington, Camden, Haringey, Kensington and Chelsea, Croydon, Enfield, Barnet, Westminster, Hackney, Southwark, Richmond upon Thames, Merton

Total robbery from business property & theft from shops by area, part 2



According to our research, 27% of people I spoke to stated that they have never reported a crime committed against their establishment to the police. Each of the individuals, who have never reported a crime to the police, went on to state that they felt that it was not worth reporting a crime to the police as it would not be taken seriously. Out of the 73% who had chosen to report their crime to the police, 64% of them stated that they would choose not to report to the police again. This means that 73% of shop owners I spoke to currently feel that it is not worth reporting a crime to the police.

The issue of under-reporting of small business crime is well documented. MOPAC refers to the chronic lack of reporting in their *Business Crime Strategy*, stating that the level of reported crimes against businesses fell by 5% in 2011/12⁶.

The Home Office also referred to the issue of under-reporting in their Crimes against Victims Survey published in 2012⁷. The results indicate that there has been a significant decrease in reporting business crime in that time. The survey shows that reporting of "theft by persons unknown" has decreased from 44% in 2002 to 21% in 2012⁸. Reporting of "theft by employee" is down from 42% to 24%⁹. The survey also reveals that reporting of violent crime has decreased as the reporting of threats and assaults has fallen from 41% in 2002 to 28% in 2012¹⁰. The Federation of Small Business has issued statistics which suggest this reduction is linked to a drop in reporting rather than a drop in crime¹¹. For example, according to their research, 40% of

6. MOPAC Business Crime Strategy: "Protecting Jobs and Growth in London", <http://www.london.gov.uk/sites/default/files/Business%20Crime%20Strategy%20consultation%20Final%2C%2026-11-13.pdf>

7. The Home Office, Crime against businesses: Detailed findings from the 2012 Commercial Victimization Survey, Published June 2013

8. Ibid

9. Ibid

10. Ibid

11. FSB London submission to Mayor's Office for Policing and Crime Consultation (MOPAC), Published February 2013, <http://www.fsb.org.uk/policy/rpu/london/assets/mopac%20fsb%20response%20february%202013.pdf>

small businesses do not bother reporting crimes to the police because of a lack of faith in the police systems response¹².

My research found that shop owners are generally only willing to report a crime to the police if they deem the nature of the crime committed to be extremely serious. One shop owner interviewed in Pimlico stated that unless they are “verbally threatened” by an assailant, they will not bother reporting a crime to the police because “they have bigger fish to fry”.

A considerably high percentage of shop owners are unwilling to report crimes such as theft to the police. However, the British Retail Consortium’s (BRC) *Retail Crime Survey* stated that customer theft accounted for 82% of all retail crime by volume in 2012-13¹³. Out of those crimes committed, only 10% of those offences were reported to the police¹⁴. This is despite the fact that the average value of customer theft increased by 62% to £177 per incident¹⁵.

This unwillingness to report theft is linked to an impression, developed by some shop owners, that reporting an incident of theft to the police would be futile. A large number of stakeholders we interviewed told us that they would not bother reporting a crime to the police because shoplifting, theft and anti-social behaviour are “not on the police’s priorities”.

However, as the BRC Retail Crime Survey illustrates, the accumulative cost of theft against business makes it a significantly costly issue¹⁶. This is further supported by the example provided by the Federation of Small Businesses, which estimated that crimes committed against small businesses in London cost each business up to £3,000 per year¹⁷.

POLICE ATTITUDES

The former Metropolitan Police Officer and current Operations Director for the Association of Business Crime Partnerships, Michael Schuck, provided an insight into the key factors contributing to under-reporting in small business crime¹⁸. Mr Schuck stated that a key factor which has led to a reduction of confidence in the police is the manner in which these types of crimes have been dealt with¹⁹. This has led to shop owners questioning the Metropolitan Police’s willingness to deal with the issue effectively²⁰.

Mr Schuck stated that the police agenda in London, as elsewhere, is primarily focused on issues which appear to affect the everyday lives of citizens more directly²¹. These issues include domestic burglary, car crime, street robbery and street theft, vandalism and anti-social behaviour alongside more publicised issues such as terrorism²². He noted that, as a consequence, the general police attitude to small business crime is that it is

12. Ibid

13. British Retail Consortium, *Retail Crime Survey 2013*, Published January 2014

14. Ibid

15. Ibid

16. Ibid

17. FSB London submission to Mayor’s Office for Policing and Crime Consultation (MOPAC), Published February 2013, <http://www.fsb.org.uk/policy/rpu/london/assets/mopac%20fsb%20response%20february%202013.pdf>

18. Interview with Operations Director for the Association of Business Crime Partnerships, Michael Schuck

19. Ibid

20. Ibid

21. Ibid

22. Ibid

not as important as these types of 'personal' crimes²³. However, he went onto note that, in many cases, being a victim of a crime such as theft, abuse, assault, vandalism, and racism is not dissimilar to the above, especially for smaller businesses, where it might severely hinder their ability to carry on running their shop²⁴.

Mr Schuck's statements were widely echoed by numerous shop owners we interviewed. For example, one shop owner from Richmond-Upon-Thames stated that he had been repeatedly harassed by two men who would regularly come into his shop, often drunk, and verbally abuse him. He went onto state that they would often steal items from his shop. When he finally decided to call the police, and they visited his shop, they questioned his judgement in calling them for help as there was little that they could do. The shop owner concluded that the police had been "totally unhelpful" and stated that "when it comes to this sort of crime, [the police] simply don't take it seriously."

The recurring theme of small business crime not being high on the Metropolitan Police's priorities was highlighted by the absence of a specific corporate strategy from the Metropolitan Police to deal with business crime as a separate issue and resource it accordingly²⁵. It is with this in mind that I commend MOPAC for producing their *Business Crime Strategy*, which is going to be the Metropolitan Police's blueprint for tackling business crime across the capital. However, alongside the MOPAC strategy, there ought to be an educational process in place for small businesses, to remind them that they are potentially at risk of crime, whilst providing information and promoting the already existing online guides to crime prevention. There is not enough awareness amongst shop owners that these guides exist. Mr Schuck stated that a continuous educational programme put in place should make clear "the limits of police ability to deal with and solve crime, and where the increased responsibility of the business for its own security lies"²⁶.

POLICE MISMANAGEMENT OF EVIDENCE & MISTREATMENT OF VICTIMS

Another contributing factor in the under-reporting of small business crime is the insufficient way in which the police handle the intelligence they receive from a victim of crime. Inadequate handling of intelligence creates a fertile environment for repeat victimisation as criminals become emboldened by the lack of an effective police response, which enables them to victimise the same shop again.

For example, the Metropolitan Police screened out 42% of business crime reports in the financial year 2012/13, including "theft from shops" and "business robbery"²⁷. This means that 42% of all reported business crime was not fully investigated by the police²⁸.

The issue of refining intelligence was further highlighted by some shop owners I spoke to, who felt that the police were not doing enough with the evidence given to them. For example, one shop owner from Pimlico notably told us that it is only worth reporting the crime to the police if you have already constructed a "water tight case" against the assailant.

Another shop owner from Enfield told us that when they decided to report a burglary to the police, it was not clear to them what the police had done with the intelligence:

23. Ibid

24. Ibid

25. Ibid

26. Ibid

27. FOI: Total and Screened out Notifiable Offences across the MPS, Grouped by Major and Minor Home Office Category, Reporting Period: Financial Years 2011/12 & 2012/13

28. Ibid

"The police arrived and looked at the CCTV footage we had. They didn't get back to us so I can't say if they did a good job or not... I suppose they have bigger fish to fry but it is other people's businesses that are affected."

-Enfield shopowner

BLACK & MINORITY ETHNIC (BME) REPEAT VICTIMISATION

Mr Schuck stated that the police need to "refine the intelligence they obtain from reported crimes and other incidents, plus intelligence from partnerships to identify repeat victims. This is especially important given the increased incidence of repeat victimisation directed at black and minority ethnic (BME) businesses, for example, convenience stores, restaurants and takeaways"²⁹.

The Metropolitan police appear to be aware of just how acute this problem is in their report: *Redefining business crime & assessing crimes against Black & Minority Ethnic businesses in London*³⁰, which stated that: "Those from Asian and Black communities were overrepresented as recorded victims of racially motivated offending when compared to their general business victimisation levels."³¹

Furthermore, according to a ComRes poll of 1,000 Londoners measuring levels of trust in the Metropolitan Police in 2013, the percentage of people distrusting the Metropolitan Police rose significantly among ethnic minorities, with a quarter of black Londoners, 24%, and 15% of all BME people saying they thought the Metropolitan Police was untrustworthy³². This statistic provided a stark comparison with only 9% of white Londoners who stated that they thought the Metropolitan Police was untrustworthy³³.

The Independent Police Complaints Commission (IPCC) also published a report analysing race complaints dealt with by the Metropolitan Police Service (MPS)³⁴. The report concluded that over-all, these complaints were not handled in a "sufficiently robust, fair or customer-focused way"³⁵. The report called for a cultural change in the way the MPS deals with such complaints, supported by training, monitoring and community feedback³⁶.

This sentiment is reflected by small business owners.

"We get people coming in, stealing things, bullying and being threatening towards us... we took one person to court for persistently stealing from our shop and our claim had to be withdrawn, so unfortunately, you cannot be pleased with the way the police handle most cases."

-Richmond upon Thames business owner

29. Interview with Operations Director for the Association of Business Crime Partnerships, Michael Schuck

30. "Redefining Business Crime & Assessing Crimes Against Black & Minority Ethnic Businesses in London", Melissa Wagstaff, Michael Dale & Mark Edmunds, Published March 2006

31. Ibid

32. ComRes Survey, BBC London, "Trust in the Metropolitan Police", 2nd July 2013 http://news.bbc.co.uk/1/shared/bsp/hi/pdfs/poll_results_04_07_13.pdf

33. ComRes Survey, BBC London, "Trust in the Metropolitan Police", 2nd July 2013 http://news.bbc.co.uk/1/shared/bsp/hi/pdfs/poll_results_04_07_13.pdf

34. Independent Police Complaints Commission, Report on Metropolitan Police Service handling of complaints alleging race, discrimination, July 2013, http://www.ipcc.gov.uk/sites/default/files/Documents/investigation_commissioner_reports/Report_on_Metropolitan_police_Service.PDF

35. Ibid

36. Ibid

POLICE REPORTING PROCEDURE

Several shop owners we spoke to bemoaned the reporting procedure itself. I was told that, in some cases, it took up to two days for the police to respond. For example, one shop owner from Hampstead complained that they regularly suffer thefts from school children and had become increasingly frustrated with the police procedures involved in reporting:

"I regularly have trouble with school children...I have learnt that there is no point calling the police because once you get through to them, they waste time asking you too many questions over the phone."

-Hampstead shopowner

Another shop owner from Camden revealed an additional negative aspect to the police reporting process. Not only are the police sometimes slow to respond to a complaint, but once they have, the way in which they conduct the reporting process can leave some shop owners feeling victimised, rather than feeling like they have been helped by the police. The shop owner detailed her experience:

"The police response is not immediate and they often come alone. Sometimes, when you call 999, they put you on hold before doing anything. They then ask you silly questions that aren't relevant to the crime. They make us feel like we are the criminals and ultimately we know that it isn't a priority for them."

-Camden shopowner

A recommendation for restoring shop keepers' confidence in the police would be to create a crime mapping database specifically for businesses. By doing so, a shop keeper could quickly report a small crime and avoid having to go through the bureaucratic, lengthy reporting process. Simultaneously, the police would be provided with an additional resource to track crime more accurately, which would enable them to produce more accurate crime statistics. This would serve to raise public confidence in police crime recording methods, and it would enable the police to distribute resources more efficiently by better identifying crime hotspots. With the proposed expansion of *Business Crime Reduction Partnerships* (BCRP) across London in MOPAC's business crime strategy, the Metropolitan Police could take advantage of the initiative by using the rollout to distribute information on how to access the reporting database to a higher number of businesses.

This recommendation has been endorsed by the Development Manager for the Federation of Small Businesses, Stuart Emmerson:

"A digital crime mapping tool that focuses on small businesses would be useful... it's clear that a much simpler method of reporting crime is required to engender confidence that such reporting is recognised and acted upon"

-Stuart Emmerson, Development Manager at the Federation of Small Businesses

However, Mr Emmerson warned that it is important to ensure that such a database would not lead to any duplication of work and resources in the implementation of the proposed database³⁷.

37. Interview with Development Manager of the Federation of Small Businesses, Stuart Emmerson

POLICE BEING “TOO SOFT” ON CRIMINALS

There are concerns that the police take a ‘soft’ approach towards shoplifters. For example, in March 2013 in Staffordshire, the police were seen to be “rewarding” criminals by handing out food vouchers to shoplifters deemed “vulnerable” in the aftermath of their crime³⁸. Upon becoming aware of the scheme, Staffordshire Police and Crime Commissioner Matthew Ellis subsequently ordered an ‘urgent review’ of the scheme. Commissioner Ellis stated: “I don’t want anyone to have the perception that committing a crime will end up with them getting a voucher as a reward”³⁹.

In South London, a Metropolitan Police Safer Neighbourhood team reportedly gave out 75 vouchers for the Norwood and Brixton food bank in 2013⁴⁰. The Executive Chairman of the Trussell Trust, Chris Mould stated:

“If police officers are able to choose an alternative way of dealing with someone who they believe is genuinely in trouble and has made a mistake, that actually costs the country less in the long term than taking them through the courts, but that is a judgement they make.”

-The Sentinel, ‘Police told: ‘Stop giving food vouchers to criminals’, Published 12 August 2013

Mr Mould’s statement demonstrates that there will be times when it is more appropriate and effective to use an alternate course of action to the criminal justice system⁴¹. However, according to our research, there are examples that suggest that the police are unfortunately not only taking a soft approach towards very minor criminals who perhaps can be better deterred outside of the criminal justice system. The lack of a robust police response towards serious crime was highlighted by Marco Genovesi, who detailed his experiences dealing with thefts from his shop:

“Two males and a female came into our shop and attempted to steal one of our mannequins. When I tried to apprehend them, they assaulted me. I reported the incident to the police but unfortunately nothing could be done. In two other incidents, once when I caught a thief, I reported the incident to the police but they told me that they wouldn’t be taking any action because they couldn’t do anything. The police’s explanation was that it is not in the public interest prosecute him. When it was all over, they didn’t even supply me with a contact number to keep track of what they were doing. In fact, this also happened on a previous occasion when I caught two girls stealing from our shop. When I contacted the police, I was told that at most, they would implement an £80 fine.”

– Marco Genovesi, Retailer, Gekko, Camden

Another shop owner I spoke to, who runs a convenience store on Croydon High Street, expressed his opinion that the police are losing the public’s respect due to its weak response to small business crime. He stated, “The law is soft on criminals, police arrest them and they end up in courts and let loose. It is because of this that people have no respect for the police and law here.”

All of the aforementioned factors, including the mishandling of intelligence, inadequate treatment of victims along with a soft approach towards criminals, have contributed to the key issue of under-reporting. These examples indicate to criminals that small businesses are an easy target.

The Metropolitan Police could capitalise on a relatively new scheme rolled out by the West Midlands Police

38. Daily Mail, “Police ‘rewarding’ shoplifters with food vouchers after they are caught stealing”, Published 11 August 2013, John Stevens, <http://www.dailymail.co.uk/news/article-2389224/Shoplifters-rewarded-food-vouchers-caught-stealing.html#ixzz2bkGOdC89>

39. The Sentinel, “Police told: ‘Stop giving food vouchers to criminals’, Published 12 August 2013, <http://www.stokesentinel.co.uk/Police-told-Stop-giving-food-vouchers-criminals/story-19646154-detail/story.html>

40. Ibid

41. Ibid

in 2013⁴². In response to rising levels of thefts and burglaries against Wolverhampton's businesses, the police produced and distributed "crime prevention packs", which include special DNA spraying devices that cover criminals in a solution that remains on them for weeks⁴³. This is an innovative tool in crime prevention. The Metropolitan Police could create a similar model, including instructions on how to use the device in safest circumstances. When a criminal is sprayed with this particular device, it should serve as a deterrent against returning to that particular shop. The device would also give the police a chance to track the assailant down as they would have an irremovable and recognisable substance on them⁴⁴.

BUSINESS CRIME REDUCTION PARTNERSHIPS (BCRP)

There are many examples of good practice in combatting small business crime. MOPAC's business crime plan refers to the successful *Business Crime Reduction Partnerships* (BCRP) which exist across London. I commend MOPAC for committing to "Support existing BCRPs, and develop new ones using the Safer London Business Partnership model where appropriate, in the top 20 business crime hotspots"⁴⁵.

BCRPs are situational crime prevention organisations⁴⁶. Their main function is to provide services to businesses⁴⁷. They assist in managing people's behaviour by means of surveillance, communication and taking pro-active steps to exclude known trouble-makers and identify unknown offenders⁴⁸. When these organisations are used effectively, the opportunity to commit crime is reduced and the risk of detection is increased⁴⁹.

BCRPs are membership organisations. Members pay a fee to belong and access the services and benefits of the partnership include radio communication, access to the partnership website and password protected database of offenders, intelligence meetings, newsletters, training and the services of a paid crime manager⁵⁰. According to Mr Schuck, BCRPs can manage up to 40% of incidents (including crime) as intelligence, to be analysed and used as required rather than be passed to police as crime reports⁵¹. This demonstrates an effective use of resources⁵².

In the wake of the recession of 2008, there have been inevitable reductions in police resources. In this instance, BCRP work has taken on a more pro-active 'big society' role and, with reduced police presence, has become the police's eyes and ears on the streets in town centres, where the majority of 'street' crime takes place⁵³. This service is valued by many hard-pressed retailers⁵⁴.

For example, the London borough of Redbridge has its own BCRP, which has invested in a "Text Local

42. Express & Star, "10,000 business crimes listed in eight months", December 31 2013, <http://www.expressandstar.com/news/crime/2013/12/31/10000-business-crimes-listed-in-eight-months/>

43. Ibid

44. Ibid

45. MOPAC Business Crime Strategy: "Protecting Jobs and Growth in London", <http://www.london.gov.uk/sites/default/files/Business%20Crime%20Strategy%20consultation%20Final%2C%2026-11-13.pdf>

46. Interview with Operations Director for the Association of Business Crime Partnerships, Michael Schuck

47. Ibid

48. Ibid

49. Ibid

50. Ibid

51. Ibid

52. Ibid

53. Ibid

54. Ibid

scheme”⁵⁵. This is a text messaging system which enables the BCRP to send out bulk text alerts and other messages to all members⁵⁶. It can be used to alert members of potential criminals in the area along with other useful updates, such as road works or any other potential disruption to a business⁵⁷.

Similar schemes exist across London, but not in every borough. There are 10 BCRPs in London which are members of the Association of Business Crime Partnerships (ABCP)⁵⁸. The “Safer WestEnd” Business Partnership is another example of an effective BCRP, which coordinates and administers the “SaferSoho” Business Partnership and the “Covent Garden & Strand” Business Partnership⁵⁹.

Another example of good practice exists in Havering where the local council, in partnership with retailers from the Liberty, Mercury and Brewery shopping centres, launched the “Safe and Sound Day Scheme” to target shoplifters and anti-social behaviour⁶⁰. Shops who signed up to the scheme are able to display a Safe and Sound sticker to display that those who are banned from one business will instantly be banned from the other retailers who have joined the scheme⁶¹. Additionally, images of those banned are circulated to members, with shop owners constantly keeping in touch with the Metropolitan Police through town link radio⁶². As a result of the “Safe and Sound Day” scheme, 114 people were banned from local shops and over 100 retailers joined the initiative⁶³.

CONCLUSION

When I spoke to business owners across London I found that 73% would not bother reporting a crime, which is quite a revealing figure. For the Met to regain the confidence of small business owners will be a large task and MOPAC’s business crime strategy should go some way towards this goal. The strategy will provide the Metropolitan Police with a direct, corporate plan in confronting the problem. MOPAC should regard these recommendations as a supportive input into how businesses can proactively work with the police to provide an information-based preventative approach to small business crime working within the confines of the Met’s resources.

55. Association of Business Crime Partnerships News, “Redbridge adopts ‘Text Local’ communication scheme”, 30 July 2013, <http://www.businesscrime.org.uk/htm/n20130730.112893.htm>

56. Ibid

57. Ibid

58. Interview with Operations Director for the Association of Business Crime Partnerships, Michael Schuck

59. Safer West End Business Partnership, “Making the West End of London safer & more secure for us all” <http://www.saferwest-end.com/>

60. Havering London Borough “Over 100 troublemakers and thieves banned as part of Council and local shops scheme”, Monday 15 July 2013, <https://www.havering.gov.uk/Pages/News/Over-100-troublemakers-and-thieves-banned-as-part-of-Council-and-local-shops-scheme.aspx>

61. Ibid

62. Ibid

63. Ibid

RECOMMENDATIONS

The Metropolitan Police should:

- Have a continuous educational programme for small businesses, to remind them that they are potentially at risk of crime, whilst providing information and promoting the already existing *Business Crime Reduction Partnerships (BCRP)* and online guides to crime prevention, as the awareness of these tools is low.
- Develop a digital crime mapping database specifically geared towards small businesses, which identifies crime trends and hot spots. This initiative can be rolled out as part of the proposed expansion of BCRPs across London.
- Distribute crime prevention kits, including DNA sprays, to BCRPs across London to be handed out to businesses, with the information about their safe use, to help businesses proactively deter crime. This is being carried out in other parts of the United Kingdom, such as the West Midlands. These kits would serve as a deterrent for criminals, therefore providing them to businesses could deliver a long term saving for the Metropolitan Police, as officers would spend less time on investigations and the court process.
- Designating an officer as a “Special Point of Contact” for specific areas where BME shop owners are located. Our research indicates that it is in these communities where trust in the police is at its lowest and successful engagement could go a long way to restoring faith in the police and improve the overall understanding of these crimes.



FEEDBACK

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Email: assembly.tories@gmail.com



ROGER EVANS
LONDON ASSEMBLY
Greater London Authority
City Hall, The Queen's Walk
London SE1 2AA