

# action against ~~business~~ crime

by business - for business

## **Safer Business Award Accreditation Report Relating to: Tendring Business Against Crime c/o Clacton Police Station, 4, Beatrice Road, Clacton-on-Sea, Essex, CO15 1ET**

29<sup>th</sup> January 2010

### **Introduction**

Action Against Business Crime was originally funded by the Home Office and is now an independent not-for-profit organisation working with business crime reduction partnerships (BCRPs), police, local authorities and other agencies to help businesses reduce the impact and cost of crime against them, their staff and the communities they trade in. Working with retailers, the evening economy, transport and other business sectors it aims to reduce crime affecting business in towns, cities and shopping centres.

The work of AABC has expanded to provide services to other business sectors in other areas of crime, working with AABC member partnerships, the Association of Chief Police Officers and other local statutory agencies and organisations. In addition, AABC is working with experts in other fields of crime prevention and business security to help protect businesses from the risk of burglary and robbery.

This report is for the information of the partnership management team and may be provided to businesses who wish to see how their partnership is structured and performing.

### **THE SAFER BUSINESS AWARD**

The Safer Business Award is the nationally recognised standard for BCRPs which shows that they are operating lawfully, in accordance with the Data Protection Act and the codes of

practice and advice developed by AABC which have been designed to promote effective partnership work.

Between 16<sup>th</sup> October 2009 and 29<sup>th</sup> January 2010 AABC worked closely with Tenbac to implement the protocols necessary for partnership working. During this period AABC attended various meetings at Tenbac offices to ensure that the necessary documentation was in place. This consultation also formed part of the accreditation process for the Safer Business Award and was carried out by William Price, AABC.

The partnership representatives providing the information included Mike Freeman (Chairman), Wenda Primrose (Coordinator) and Chief Inspector Hayter (Essex Police). The assessment requires the partnership to produce evidence in relation to data management, performance information, operations and any supplementary evidence to support partnership activity.

The following report looks at various aspects of the partnership with regard to management structure, key performance indicators, operations, as well as protocols and evidence of success.

### **Partnership Management Structure**

Any partnership handling personal and sensitive data requires them to be notified to the Information Commissioner's Office for that purpose. Proof of current notification was provided and certificate number: **Z 2017808 refers.**

The partnership is required to have current ***professional indemnity insurance*** to ensure that in the event of the partnership or one of its officers being the subject of a civil (not criminal) action any costs incurred in defending it can be met. In this instance Todd and Cue provide professional indemnity and public liability cover for the partnership which expires on 1<sup>st</sup> May 2010.

The partnership codes of practice are based on the AABC protocols which have been approved by ACPO and meet the requirements of the Information Commissioner's Office. They provide the basis for the lawful and professional operation of the partnership and deal with:

- Partnership Constitution
- Operating Guidelines

- Data Protection
- Exclusion Notices
- Agreements for Sharing of Photographs
- Insurance Requirements
- Membership Applications
- Data Integrity and Membership Agreements
- Appointment of a Partnership Crime Manager
- Scheme Radio Procedures and Protocols
- Data Protection

Advice provided by AABC in respect of codes of practice ensures that the partnership maintains a high standard with regard to administration and operational matters.

Data integrity and membership agreements were produced and were found to be comprehensive based on AABC guidelines.

At the time of inspection the Board of Management comprises;

- Barrie Dunwell –Company Secretary
- Ray Dowsett – Chairman of Pubwatch
- Ian Wicks – Essex Chairman of Federation of Small Businesses

This is a newly formed partnership and therefore there were no minutes relating to board of management meetings.

At the time of this report two Steering Groups had been established - one for day time economy and one for night time economy.

#### **Day Time:**

- Ian Wicks - Chairman
- John Hayter - Essex Police
- Leanne Thornton - CDRP Tedring
- Alan - Clacton Factory Shopping Outlet

Currently all members are invited and this will ultimately determine the permanent steering group.

## **Night Time**

- Chariman - Ray Dowsett
- David Appleby - Licensing Officer Clacton Police
- John Hayter - Essex Police
- Leanne Thornton – Tedring CDRP

Currently all members are invited to attend these meetings and this will ultimately determine the permanent steering group.

Partnership objectives and business planning are a requirement for development of a successful partnership. Current partnership objectives include:

- To exclude persistent and prolific offenders and troublemakers from member premises
- To reduce the opportunity for crime and anti-social behaviour
- To protect staff from acts of physical violence and verbal abuse
- To reduce the incidents of crime and the fear of crime for the benefit of staff, customers and the public
- To improve the economic and general environment of Tendring, subsequently improving prosperity within the area and helping to protect and create employment

The partnership bank account has only just been established and is with Barclays Bank, Station Road Clacton. An annual financial report will be produced in due course.

Income from the partnership is generated by Radio Link Scheme, membership fees (based on size) and in part through Essex County Council.

## **Data Protection Act and Data Management**

The Data Protection Act forms the central part of a partnership's ability to operate lawfully and in accordance with the necessary guidelines. The Act sets out the conditions under which personal data – that relating to living persons – may be processed, collected, managed, stored, distributed or deleted. It regulates who may have access to the data, under what conditions and provides guidance on how data should be managed.

BCRPs manage data about offenders and suspects who may be involved in crime, public disorder or anti-social behaviour. This data is assessed for quality and intelligence value and a judgement is made on whether to retain the data and if so for how long.

It is the responsibility of the partnership Board of Management, the partnership crime manager and the members to comply with the wording and spirit of the Act through the documentation contained in the AABC codes of practice and advice. It should be noted that notification to the Information Commissioner does not in itself confirm compliance.

It is essential therefore, that all persons concerned with the management, operation or membership of BCRPs have some knowledge of the Act which is appropriate to their function.

Copies of information and advice given by the partnership to members to assist them to comply with the DPA in relation to data security, use and third party disclosure have been incorporated into the membership information pack. A copy of the DPA is held by the partnership. Additional information about the DPA can be accessed through the AABC website, as well as ICO's website and CRP newsletters.

### **Data Management**

The method of recording data and accessing data is dealt with in a number of ways. The partnership uses the National Business Information System (NBIS) for the recording of incidents and incident analysis. NBIS allows for personal data to be reviewed on a regular basis to ensure that the information is accurate and relevant for the purpose for which it is being retained (Schedule 1 Part 1, Principal 4 DPA). Data security and the conditions under which the data is held by the partnership are of the highest standard. They operate within a police building which has security and access control points. Data held on NBIS is hosted by Hicom Business Solutions. The hardware and software used by Hicom has an EAL4 HMG Security Classification. Hicom is ISO 27001 Certified which relates to the standards necessary for Information Management Security.

Audit records play an important part of data control and the following documents were requested / produced for examination:

- a) Partnership office visitors log – seen and noted.
- b) Member data security audit record – seen and noted.
- c) Data disclosure records – A policy exists for the disclosure of information.
- d) File movement records – Seen and noted.
- e) Target files (if applicable) – Seen and noted.

## **Management Performance Information**

Key performance indicators (KPIs) and the management of information is important in measuring the success of the partnership and provide statistical information / data to members, police, the media and other interested parties (see section 3.19.7 AABC Partnership Codes of Advice for further information). Current KPIs will be monitored through police statistics and from the data collated on NBIS.

## **Operations**

Operational aspects of the partnership were examined which included the exclusion notice scheme, photo / image sharing agreements and member meetings.

- a) Exclusion notice documentation – seen and found to be fully compliant.
- b) Local exclusion criteria – seen and noted.
- c) Exclusion decision record – seen and noted.
- d) Certified copies of service of exclusion notice – not available at the time of reporting but part of the documentation for record keeping.
- e) Record of excluded persons – will be maintained within NBIS.
- f) Means to identify excluded premises – is included in the exclusion notice and in the form of a door sticker on member's premises.
- g) Appeals process documentation – seen and noted.
- h) Appeals case papers – were not applicable at this time.

## **Photograph / Image Sharing Agreements**

In order to ensure that photographs and images are dealt with properly, it is necessary to have the appropriate agreements in place. This ensures that there is no ambiguity with regard to how, when or with whom images may be shared.

The current arrangements with regard to the sharing of photographs/images are as follows:

- Police photographs / images are dealt with under a management of police information (MOPI) protocol with Essex police.
- The Local Authority CCTV photographs / images are currently subject to a formal arrangement being put into place.
- Member photographs / images are provided under a protocol which forms part of the membership agreement for the sharing of data.

## **Supplementary Evidence**

In this section we examined how the partnership has established links with other public bodies and agencies to show how it has developed and become an acknowledged part of the local community safety strategy. Since Tenbac's formation in December they now cover over 100 premises with over 60 radios in use. In addition to member meetings a membership newsletter is in the process of being established which will keep members up to date with events .

## **Other Evidence of Success**

In this section we looked for other evidence of success and more importantly how the partnership is measuring its success. We looked at such items as press articles, letters of support, local surveys and other sources. The enthusiasm of the Chairman and his team reflect the fact that Tenbac already have a good groundswell of support and even at these early stages have issued 9 warning letters, 1 exclusion notice with one other pending.

The scheme featured in the local news papers and I anticipate that other good news stories will follow.

The radio scheme is already producing results with regard to the sharing of information resulting in the arrest of various people for offences within the town.

## **Business Inclusion**

At this stage businesses include; retailers, pubs, clubs, petrol stations, amusement arcades, Clacton Pier and various restaurants.

Tenbac are also in discussion with the Student Behaviour Team (Essex County Council), with regard to juvenile behaviour and discipline on School Buses. Discussions with taxi and rail links are ongoing.

## **Assessor's Comments**

The partnership use of NBIS has already shown that data is being shared / linked to other partnerships which include the New West End Company (Regent Street / Oxford Street / Bond Street) indicating travelling offenders from Clacton are visiting London. I am certain as more data is entered this will produce more information about the linking of data.

NBIS will allow regular reports provided to the Board of Management and the businesses in due course and I look forward to the results.

At this stage the only other comment I would make is that consideration should be given to engaging with other agencies for example Probation Service, Drugs / Alcohol Teams / Youth Offending Teams.

**Result of Assessment: PASS**

William Price  
Chief Executive  
Action Against Business Crime

