

**Report for:** Community Safety Partnership – 16 December

**Title:** Safer Tottenham Business Crime Reduction Partnership (BCRP)  
Briefing Note

**Report authorised by :** Keith Trotter

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**Ward(s) affected:** Bruce Grove, Tottenham Hale, Tottenham Green

**Report for Key/**  
**Non Key Decision:** No decision is required

## 1. Introduction

BCRPs are private membership schemes where businesses and their security staff come together, with the police, council and other interested stakeholders to tackle crime, violence and ASB that has negative impacts on profitability of businesses, and the 'look and feel' and appeal of town centre environments. With reductions in public sector funding and services across London, BCRPs can offer a valuable resource for businesses in reporting, being better informed about and tackling town centre criminal activity in partnership with the Police and Council. It can offer a link to the police, and support to local businesses with effective tools for communication, information for staff to make informed decisions, and the skills and training to prevent crime and disorder which impacts them, their staff, and the community that they live and work in.

During the COVID-19 pandemic, having a BCRP in place would have been highly beneficial to the business community of Tottenham. For example, both the Council and the police would have had a formal communication channel to reach businesses, quickly and efficiently within GDPR guidelines. Moreover, the ability to strengthen the partnership between the Council, police, businesses, and stakeholders could have been improved. The BCRP is now providing this support, which at the end of the recent period of National Restrictions, has proved to be the right time to introduce the additional assistance to businesses who have been anxious about re-opening their doors for the first time in several months; particularly, with additional security/ASB issues exacerbated by lockdown restrictions.

The BCRP funding is confirmed as part of the New Homes Bonus allocation from the Greater London Authority (GLA). The Council's Problem Solving Partnership (with the Met) and Place Board have both endorsed the project and progress will be reported to both on a regular basis.

## 2. Background

The Town Centre team have appointed Safer Business Network (SBN) to deliver a BCRP for Tottenham for 12 months to complement and link with the BCRP operated by Wood Green Business Improvement District (Future Wood Green BID). SBN is a not for profit organisation, which coordinates and administers award winning BCRPs across some of London's most diverse and challenging boroughs<sup>1</sup>.

SBN will send businesses regular newsletters with crime prevention information, useful in keeping a business safe and upskilling staff, as well as real-time advice during a critical incident. SBN will manage the scheme on behalf of the Tottenham Traders' Partnership (TTP), Council and Met Police, and ensure that all instances of crime reported via the SentrySIS App (the BCRP's online sharing and reporting tool) are followed up and resolved. They shall also issue the yellow/red cards to criminal individuals who transgress within the BCRP area, in partnership with the police and manage the enforcement process.

The TTP will be the business network that will 'own' the BCRP, as they can empower and encourage other peers to report crime and support the implementation and management process. Local Authorities are also not enabled to deliver a BCRP outright, which has to be a Community Interest Company (CIC) or similar organisation. The TTP is registered as a business organisation.

The Town Centre team have funded the first-year pilot of £25k from a pre-existing New Homes Bonus grant. This funding has covered the BCRP establishment costs, running costs and cover the membership subscriptions of 50 businesses in Bruce Grove. After the 12 months elapse, assuming a successful conclusion to the trial and subject to funding, the intention is to tender for a longer-term arrangement that includes the wider Tottenham area, and potentially, further across the borough. The Safer Business Network model now successfully operates across five inner London Boroughs and 16 Business Improvement Districts, where the intervention has been so successful that businesses in these locations have seen the value and opted to pay a subscription fee to keep the service going, once initial public sector financial assistance has concluded.

### **3. BCRP Programme Outcomes**

The programme has been tasked to achieve:

- Improving the perception of crime in Tottenham
- Supporting 50 local businesses in Bruce Grove to more effectively manage their shrinkage (shoplifting etc.) by understanding their crime and safety requirements and delivering a toolkit of prevention measures to address these – increasing turnover as a result, critical in the current economic climate
- Supporting staff who are victims of crime – jobs created/saved as a result
- Increasing the number of crimes reported to the police by the business community, improving relationships between businesses and the Police (and consequently with the Council)
- Improved partnership working and reducing retail crime in the town centre by at least 15% in Year 1 – for example, the Lambeth BCRP saw retail crime fall in Clapham by 31% in the first 18 months following its introduction

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<sup>1</sup> Safer Business Network operates Safer WestEnd, Safer Lambeth, Safer Lewisham & Southwark Safe

- SentrySIS e-comms platform, that provides weekly newsletters and alerts/updates
- Improved customer satisfaction, which is likely to retain more businesses in Tottenham, ultimately improving the level of Business Rates retained by the Council and increase the patronage of our town centres and profitability of our business community.
- A formal quarterly reporting tool via the set-up and integration of a Safer Tottenham BCRP Steering Group, which will involve the Tottenham Traders' Partnership, Metropolitan Police Safer Neighbourhood Teams, and the relevant officers of the Council. The first meeting took place on 1 December and it was nominated for Raj Rao, the owner of the local Post Office and TTP representative, to Chair all future meetings.

The BCRP will target the Bruce Grove town centre, protecting and enhancing the commercial viability of this key shopping area, by providing a targeted support programme to mitigate anti-social behaviour and retail shrinkage, increasing businesses' efficiency and profitability.

<b>Outputs (over 12 month period)</b>	
Number of businesses supported	50
Number of businesses reporting an increase in staff satisfaction/safety at work	40
Number of businesses reporting a reduction in retail shrinkage, increasing profitability	30
Number of businesses reporting jobs safeguarded by BCRP investment	10
Police recorded crime statistics for:	Shop theft Criminal damage (including graffiti) Anti-social behaviour Alcohol-related violence Street robbery Other
Impact of partnership work on members	Theft and loss rates Violence against staff Threats and abuse

#### **4. Relevant Council Policies that underpin the Decision**

The Borough Plan and Business Pledge references the issue of business crime. It asserts that the Council will work to "improve community confidence and reduce the fear of crime" with an increase in civic pride, as part of being a safer borough and a "Proud, Resilient, Connected and Confident Place".

This project forms the first phase of a larger programme focused on Tottenham's Evening and Night-Time Economy (ENTE). To ascertain the demand for the scheme, the Town Centre team met with several local businesses to establish the key issues currently affecting them. Their primary concern was the level of crime and ASB that regularly occurs within Tottenham that affects not just them directly, but the wider community. Principally, they feel that there has been a lack of ownership and tangible support from the Met Police and the Council.

We have also informed ward members on the initiative and further intend to discuss how the Safer Tottenham BCRP can also engage with local youth/schools. Further, we have begun to look into 'Safe Havens' at various businesses along the High Road in

the Bruce Grove area, to help and support young people within the community who may need to take advantage of them in an urgent situation. A relationship is also now being built between SBN who are delivering the scheme and the Council's CCTV Control Room, to ensure regular dialogue and a more prompt response for the more vulnerable businesses within the 50 members.

With the new guidance issued on 22 July 2020 for the Business & Planning Bill, it has highlighted the need to support businesses such as pubs, bars and restaurants who have been hit hard by Covid-19. Many have been closed for an extended period and remain so, but for those who have re-opened after the period of National Restrictions, social distancing guidance will significantly affect their capacity to accommodate customers. The provisions in the Act temporarily modify the Licensing Act 2003 to provide an automatic extension to the terms of most premises licences which only permit the sale of alcohol for consumption on the premises to allow the sale of alcohol for consumption off the premises.

However, there is the potential for unruly behaviour and ASB from patrons and passers-by. Although the Act states that the businesses are responsible for managing the additional outdoor space on the wider pavements, including policing them as per the existing licencing requirements within the premises, many are likely to be stretched to capacity. Therefore, the introduction of the Safer Tottenham BCRP will enable business to have more support during this transitional time. All six public houses in the scheme have pledged to support and attend a future PubWatch scheme, which is to be chaired by the landlord of The Ship in the High Road.

## 5. Recommendations

There are no specific recommendations for the CSP to consider, apart for asking for ongoing support from the CSP and partnership working with its various officers in order to obtain the best coordinated outcomes for the business community.

## 6. Next Steps

Engage businesses and sign up 50 member businesses	Summer 2020	Achieved
Design and issue comms and marketing Press release featuring quotes from Cllrs Bull & Blake, TTP, SBN	August – mid-September 2020	Achieved
Programme Start and Establish regular quarterly Steering Group meetings	Mid-September 2020	Achived – Programme launched 30 October: <a href="https://www.haringey.gov.uk/news/new-scheme-help-businesses-against-crime">https://www.haringey.gov.uk/news/new-scheme-help-businesses-against-crime</a>  First Steering Group took place 1 December 2020 and Chaired by Raj Rao, owner of the Bruce Grove Post Office
Business Crime survey to be undertaken	October – November 2020	Achieved
Training on the SentrySIS App to 50 member businesses	November-December 2020	32 achieved so far
CCTV and BCRP relationship to be established	December 2020-January 2021	
PubWatch to be held	January 2021	

Pilot Programme Conclusion with final report and recommendations	August 2021	
Decision on continuation/expansion	Sept 2021	