

Business Policing

For a safe and secure Victoria



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Safe & Secure



Victoria is served by a dedicated team of officers from the Metropolitan Police Service and British Transport Police who respond to the needs of the community and emergent crime trends of the Victoria area.

Victoria Business Improvement District (BID) provides a platform under the Safe & Secure remit for businesses to work together with both police & local authorities in order to improve and enhance the Victoria area.

It is guided by local businesses and organisations, helping to shape Victoria's future development and strengthen the area as a safe and secure district for business to flourish.

Here to serve you

VICTORIA BID - SAFE & SECURE

The Victoria BID safe & secure remit is managed by the Business Policing Manager, Karl Rogers who brings with him several years of policing experience as a seconded Metropolitan Police Service Sergeant. This has enabled the team to take a more focused business policing approach, meeting the needs of business interests, identifying the concerns of employers and their workforce by raising awareness of crime, helping to manage risk and ensuring community safety in Victoria.

VICTORIA BUSINESS TEAM

The Victoria Business Team is a dedicated team of Metropolitan Police Service officers and community support officers (PCSOs) who respond to the emergent crime trends of the Victoria district. The Victoria Business Team is based at Belgravia Police station and work in partnership with all of the BID's key stakeholders to provide a physical presence, reduce crime and improve security in the area

SAFER TRANSPORT HUB TEAM

The Safer Transport Team brings police officers and PCSOs from the Metropolitan Police Service Transport for London operational command. The Victoria Hub Team was established to complement the existing police structure in the area by providing specific service to the external public areas of the train station, bus terminal and Coach Station.

BRITISH TRANSPORT POLICE HUB TEAM

The Team brings police officers and PCSOs from the British Transport Police. With responsibility for the environment within the confines of Victoria Train station, London Underground and Network Rail property, they work very closely with the Metropolitan Police Service. They are a driving force for crime reduction and improvement of passenger safety.

CLEAN & GREEN SUPPORTING SAFE & SECURE

It is proven that a cleaner public realm contributes to the feeling that an area is safer and managed. Victoria BID is working on several schemes to improve the public realm that sit within its "Clean and Green" theme.

One of these initiatives includes the successful Ambassador scheme of uniformed guides welcoming tourists and commuters into Victoria everyday. They support the local police family as an additional monitoring presence. Using an electronic messaging system, they notify Westminster City Council of damaged public infrastructure, graffiti & unauthorised refuse disposal. Whilst Ambassadors have no policing powers they keep the area around Victoria Station clean and free-flowing during business hours.





We listen

CONSULTATION

To maintain a more responsive approach to localised crime patterns, a consultative steering group made up of a cross-section of the Community meet regularly to discuss current security issues and oversee crime prevention initiatives.

The group brings together skills and expertise from business and industry to deliver sustainable solutions to identified problems.

Peace of mind

PURPLE FLAG

Victoria has attained the national accreditation of Purple Flag status in recognition that the area is a safe and secure location to work and socialise. This accolade is celebrated annually in Victoria.



for a better night out

SAFER BUSINESS AWARD

Victoria BID was assessed by the Association of Business Crime Partnerships in 2011 and was successfully presented with the Safer Business Award. This award highlights Victoria BID's achievements in meeting business needs through high level partnership activity, information sharing and crime reduction.



Volume Crime

Volume crime encompasses all significant crime types that are statistically high for the specific geographical area, however, reported crime rates in Victoria have followed a downward trend in recent years making it one of the safest places in Westminster. This has been achieved through activity sponsored by Victoria BID:



RADIO LINK

Victoria BID have installed a 24/7 digital radio system and infrastructure which allows 164 radio users to share fast time intelligence and rapidly connect with local police services.

FACEWATCH

Victoria BID was the first in the United Kingdom to benefit from Facewatch systems. This innovative piece of technology allows businesses to report incidents and assemble CCTV evidence before passing the information to the Police for action. Facewatch Intranet also offers a free web based communication tool which features Alerts, Live Blog, News reel and Events Calendar.

BODY CAMERAS

Victoria BID is the first crime partnership in Westminster to roll out the use of 28 body worn cameras. The devices are credit card sized and fit neatly on to outer clothing. They can be used by the police or business staff to data record sound and vision of offences for evidential purposes.

LICENSED PREMISES COMMITTEE

Victoria BID established a structured quarterly forum to facilitate the sharing of information to reduce crime and build a solid working partnership between alcohol licence holders and enforcement agencies.

SAFER SOCIALISING AWARD

The Safer Socialising award is managed by Victoria BID and is granted to individual eating establishments and licensed venues who demonstrate sound management of their business premises and the reassurance of a Safe & Secure environment. Accreditation helps to support trade and tourism.

ENFORCEMENT OPERATIONS

Multi-agency initiatives bring together all enforcement agencies to reduce crime and improve community confidence. Operations range from high profile enforcement events to covert serious organised crime initiatives which leave no stone unturned in Victoria. Victoria BID also assists with funding of professional specialist equipment and technology.



CRIME PREVENTION WORKSHOPS

Local policing services offer bespoke business crime prevention and safety workshops within workplaces and public spaces to combat seasonal crime trends. Victoria BID supplies the workshops with crime prevention stands and merchandise to ensure that local business staff do not fall victim of crime.

SURGERIES

Policing services offer walk-in surgeries across Victoria. Specific details of these events can be found on the following websites: www.met.police.uk & www.btp.police.uk.

DIVERTED GIVING

Victoria Business Improvement District is committed to reducing rough sleeping in the area and has forged strong working relationships with The

Passage. Together the partnership established a Diverted Giving Charity Scheme allowing local businesses to participate by displaying charity boxes within their premises to help raise awareness and enable the collection of voluntary donations. All collections are diverted to Passage services to help break the cycle of homelessness.

ROUGH SLEEPING TASKING GROUP

Victoria BID are committed to problem solving homelessness and associated antisocial behaviour by establishing a group of operational law enforcement officers and outreach partners that meet on a fortnightly basis to ensure efficient allocation of resourcing.

Physical Security



Physical security is the most effective way to reduce criminal interest. The most obvious range of deterrents includes uniformed security staff, maintaining digital CCTV recording systems and installation of grilles, shutters and barriers. Safe & Secure can offer free advice when planning and reviewing business security requirements. We are currently adding value by sponsoring the following initiatives:



CRIME PREVENTION DESIGN ADVISOR (CPDA)

Victoria BID has access to a CPDA who will conduct free building penetration testing. CPDA's can recommend effective suggestions on how to reduce risk of crime to buildings, contents and protection of staff.

COMMUNITY SAFETY ACCREDITATION SCHEME (CSAS)

CSAS is a Home Office registered scheme which accredits private security & safety patrols with basic policing powers. CSAS officers operate within a clearly defined zone in order to deal with low-level anti-social behaviour. CSAS adds an extra tier of support that compliments the existing police family by providing a very visible and reassuring presence.

EMPLOYER SUPPORTED POLICING (SPECIAL CONSTABLES)

Employer Supported Policing is a scheme introduced to local business employers to encourage their staff to volunteer for selection as a uniformed Special Constable to police the community near to their place of work.

MET VOLUNTEER PROGRAMME

Victoria BID supports this unique volunteer programme which seeks willing

participants with business skills whom are prepared to support their local police service with back office administrative functions enabling officers to return to front line duties.

STREET PASTORS

Street Pastors is a volunteer scheme which provides a supportive mechanism to social problems within the night time economy including homelessness and binge drinking.

OVERT PATROLS

Victoria BID sponsor high visibility uniform patrols and multiagency operations using specialist police and council units to combat crime trends and travelling criminal gangs.

COVERT PATROLS

Victoria BID sponsor intelligence led plain-clothes police patrols and surveillance to detect and disrupt crime.

ROUGH SLEEPING WARDEN

Victoria BID has provided a warden to patrol the Cathedral Piazza and local environment, a designated rough sleeping hotspot. The extra security has assisted in moving on rough sleepers and sending a firm message that antisocial behaviour will no longer be tolerated at this location.

Counter Terrorism

Safe & Secure work very closely with local industry to plan, prepare, prevent & protect against Terrorism. Raising awareness and strengthening communication portals is the key to success. Victoria BID sponsors the following initiatives in this area:

STRATEGIC COUNTER TERRORISM TRAINING (ARGUS)

Victoria BID actively encourage managers and senior business staff to attend these free seminars that focus on working together to help counter potential terrorist attacks and discuss how businesses can survive in the aftermath of an incident.

OPERATIONAL COUNTER TERRORISM TRAINING (GRIFFIN)

GRIFFIN seminars sponsored by Victoria BID are aimed at security staff and service personnel to help raise awareness around hostile reconnaissance and the importance of vigilance within the workplace.

BESPOKE COUNTER TERRORISM TRAINING (FAIRWAY)

In association with Victoria BID, Counter Terrorism Detectives will attend your place of work and provide free training on the current threat levels, hostile reconnaissance & domestic/international/extremist terrorism. We also offer free document training to HR staff to raise awareness around recruitment fraud which may prevent rogue employees from infiltrating your business to fund terrorism and crime.

EXPLOSIVES AWARENESS (EXPO)

Former military bomb disposal officers now employed by the UK Police Services present an informative audio/visual session to raise industry awareness around IED's and vehicle borne explosives.

COUNTER TERRORISM SECURITY ADVISOR (CTSA)

Victoria BID Safe & Secure work closely with Police Counter Terrorism Security Advisors (CTSA's) who can carry out surveys and offer free advice to tighten up security of the working environment.

COMMUNITY MESSAGING SYSTEMS

Staff at all levels within business are encouraged to join the following free messaging systems:

- **Community Safe**
www.communitysafe.gov.uk (Select Westminster Urgent & Standard)
- **Neighbourhood Link**
www.neighbourhoodlink.met.police.uk (Select Westminster)
- **Facewatch Intranet**
www.facewatch.co.uk (Select Victoria Business Improvement District Group)

These communication tools collectively provide up-to-date information on live police incidents, traffic management, crime prevention advice and local policing information.

Twitter social networking is also being used by local authorities to tweet important information:

@metpoliceevents
 @metpoliceuk
 @btp_uk
 @tfltravelalerts
 @LondonFire
 @MPSWestminster



Business Continuity



Business Continuity is a key function for any business in the aftermath of any incident or disaster. Planning for recovery in such eventualities, which may include denial of access or loss of power, is essential for minimising loss of business activity. Regardless of how big or small the business is, you must always consider these questions:

- Is the business continuity plan fit for purpose?
- Are your plans reviewed regularly as circumstances change?
- How often do you test your plans?
- How do your plans impact on your neighbours?

Westminster City Council advises on business continuity in line with an overall strategic plan put in place by the London Resilience Team to assist Londoners in case of an emergency. Under the Civil Contingencies Act all local authorities have an obligation to support companies in continuity planning. Establishing or even enhancing your continuity plans will help to protect your business interests and staff. Victoria BID can support your business by delivery of the following services:

PAPER FEED WORKSHOPS (Stage 1)

Paper feed interactive sessions are brought to businesses by Victoria BID to allow delegates to learn from their reactions and consider all options in any situation involving terrorism.

TABLETOP EXERCISES (Stage 2)

Tabletop events are sponsored by Victoria BID and create another dimension by role-playing major incidents in the classroom.

MOCK INCIDENTS (Stage 3)

In collaboration with Victoria BID, local businesses together with enforcement agencies conduct a live site test to assess business contingency plans and response levels.

BUSINESS FORUM

This quarterly forum managed by Victoria BID allows business delegates to bring together their expertise and share best practice. Meetings are usually themed to get the best out of each session.

BUSINESS CONTINUITY ADVICE

Business Continuity experts will attend your business and audit your existing plans in confidence, offering free advice where necessary. This service also includes mapping of muster points to make sure that these don't clash with your neighbours.

Fraud & Economic Crime

Safe & Secure are actively trying to combat fraud within Business by partnering with Police Fraud Detectives and The Bank of England to provide community seminars and free business fraud health checks to highlight vulnerabilities & share new fraud detection techniques in the following areas:

DATA SECURITY

Awareness on the value of customer data to criminal groups. Advice on how to implement systems and procedures that reduce the likelihood of data loss including safe and secure disposal of data and documents. This includes mobile phone scams.

PROTECTING CORPORATE IDENTITY

Looking at potential vulnerabilities and how to put measures in place to prevent company identity theft.

STAFF VETTING PROCEDURES

Risk assessing the vulnerabilities of particular staff posts, vetting solutions, document awareness and how to carry out checks effectively.

KNOWING CLIENTS & SUPPLIERS

Know your customer/supplier, trading references, use of credit checks, case studies involving long/short-term frauds against business and how to reduce the risk of becoming a victim.

INTERNAL FRAUD PROTECTION

Audit of existing procedures & whistle blowing.

PAYMENT PROTECTION

Card 'not present' transactions with practical advice on ways of dealing with this growing problem.

MASS MARKET FRAUD

Includes advice on how to protect against phishing e-mails, texts, phone calls & letters. This includes investment scams.

CYBER CRIME

How to make your business aware of rogue websites & insecure systems.

BANKING, CHEQUE & CARD CRIME

Awareness of all crime types relating to cash/credit cards, cheques and cash points/ATMs.

CONTERFEIT CURRENCY

Protect your business cash transactions by raising awareness of the security measures used by the Bank of England on all currency usage.



VICTORIA BUSINESS IMPROVEMENT DISTRICT

If you are interested in taking part in any of the Victoria BID's Safe & Secure initiatives or wish to learn more about Business Policing, please contact the Business Policing Manager:

Karl Rogers

Business Policing Manager
Victoria Business Improvement District
14 Buckingham Palace Road, Victoria,
SW1W 0QP

T 020 3004 0788

M 075 3451 7639

E karl.rogers@victoriabid.co.uk

W www.victoriabid.co.uk

WESTMINSTER COUNCIL

Neighbourhood Crime Reduction Services

T 0207 641 1085

E neighbourhoodcrimereduction@westminster.gov.uk

POLICE

Victoria Business Team

Metropolitan Police Service

Belgravia Police Station
202 – 206 Buckingham Palace Road,
London, SW1W 9SX

T 020 7321 6920

M 07747758629

E sntvictoriabusiness@met.police.uk

W www.met.police.uk

Victoria Transport HUB Teams

Victoria Overground & Underground
Railway Stations:

British Transport Police
Hudson's Place, Victoria, London,
SW1V 1PY

T 0207 752 4403/4405

E victoriahubteam@btp.pnn.police.uk

W www.btp.police.uk

Victoria Coach Station & Bus Station

Metropolitan Police Service Safer Transport
Team, Hudson's Place, Victoria, London,
SW1V 1PY

T 0207 752 4403

M 07787 697869

E STTWestminster@met.police.uk

W www.met.police.uk

Dial 101 for non-emergency

Dial 999 in any emergency

COMMUNITY MESSAGING SYSTEMS

www.communitysafe.gov.uk
(Select Westminster Urgent &
Westminster Standard)

www.neighbourhoodlink.met.police.uk
(Select Westminster)

www.facewatch.co.uk

Join Victoria Business Improvement
District group

Twitter Sites

@metpoliceevents,

@metpoliceuk

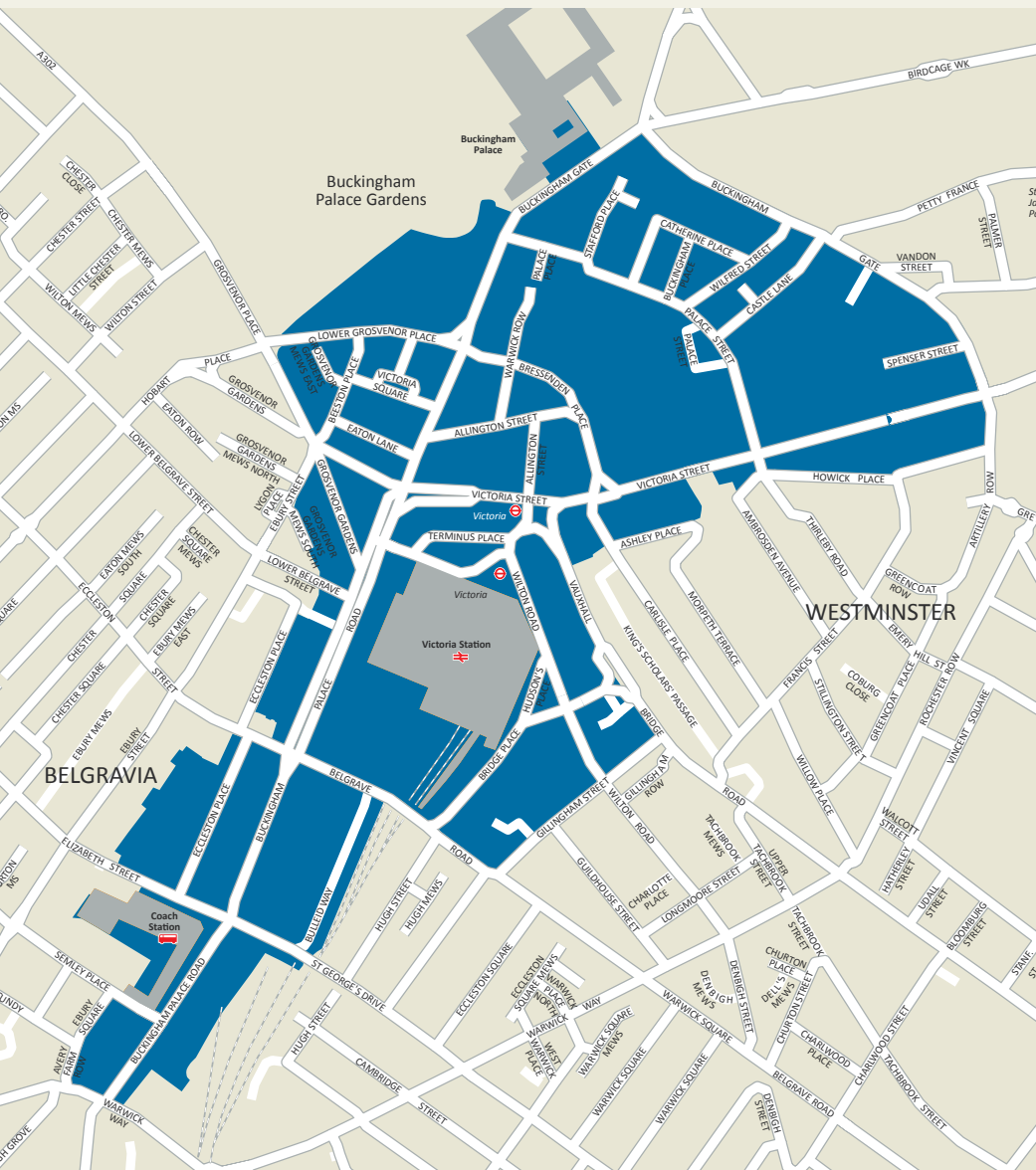
@MPSWestminster @btp_uk

@tfltravelalerts

@LondonFire

@VictoriaBID

@MPSWestminster





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City of Westminster