
BUSINESS IMPROVEMENT DISTRICTS' CONTRIBUTION TO CRIME REDUCTION AND THE CHALLENGES THEY FACE IN ADDRESSING LEVY PAYERS' SAFETY AND SECURITY CONCERNS



The BID 'Safe & Secure' Report
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Executive Summary

Introduction

Business Improvement Districts have been delivering a wide range of benefits across UK business communities since 2003. However, over the past 16 years, the changing face of the high street has presented the BID industry with significant challenges to demonstrate their value in an ever- changing economic climate.

Key aggravating drivers affecting performance are certainly austerity related, and with recent cuts to local authority and policing services as well as rising crime figures; BIDs are finding it increasingly harder to implement crime reduction improvements without the full support of their partner agencies.

This research has thoroughly investigated the BID industry's response to their levy payers' **safety and security** concerns within the context of this new landscape and highlights the great work, excellent achievements and levels of innovation being delivered by BIDs across London today.

Research

The objectives of this study are:

- To clearly demonstrate the positive impact Business Improvement Districts are having in addressing the fear of crime in their communities as well as documenting their contribution to crime reduction.
- To identify the major challenges and barriers that may be preventing BIDs from fully addressing their levy payers' safety and security concerns.
- To explore the resources and support structures available that can be utilised to assist a successful BID 'safe and secure' model.
- The study also aims to critically examine whether BID investment levels accurately reflect their levy payers' priorities and will also investigate weaknesses in the partnership approach to crime reduction.

Although this research brings value to the wider security concerns affecting BIDs across the British Isles; the detailed surveys sent out, in-depth analysis conducted and the interviews completed, all focused in those BIDs found within London alone. Research material was also gathered from external stakeholders who share BIDs' crime reduction and safety improvement goals.



Key Findings

- Not only do the majority of BIDs have the solid foundations of a **Business Crime Reduction Partnership (BCRP)** embedded into their 'safe and secure' models, the overall benefits they deliver far exceed traditional town centre approaches to crime reduction.^{1,2}
- The growing confidence of BID crime managers has led to an innovative and more holistic approach to crime reduction that incorporates the major societal issues identified as priorities by the London Mayor's Office for Policing and Crime (**MOPAC**).³
- London BIDs are a valuable partner in raising **counter terrorism awareness** across the capital's business communities due to their outreach and high levels of business engagement. This position also complements the strong **business resilience support** being offered by many BIDs today.
- **National crime reduction events, committed key partners and organisations** as well as instrumental network groups are being increasingly utilised by BID crime managers seeking to improve their own knowledge base and learn from best practice.
- **BID consultation feedback** gathered from business communities across the capital has clearly demonstrated that 'safe and secure' issues consistently rate amongst the top concerns for levy payers.⁴
- Tasked with delivering real security improvements and making their streets safer; BIDs are navigating the complex landscape of crime reduction and urban risk management by **investing in levels of security that accurately reflects** the expectations of their levy payers.⁵
- Government budget cuts, a reduction in policing numbers, an upsurge in violent crime and changing policing priorities are all factors that leave BID operating areas and the very heart of our town centre communities vulnerable to a downturn in economic prosperity that can rapidly lead to **urban decay**.
- Against the backdrop of their own austerity measures and equally affected by policing cuts; **national retailers** are increasingly looking for a greater return on their levy fees through additional levels of BID security investment.⁶

Introduction 1.0

As the BID industry has become more established in cities and towns across the UK, their confidence to deliver a higher quality of additional services and ability to implement major improvements in their business communities has also grown.

As of July 2018, there were a total of 305 Business Improvement Districts operating across the British Isles. Together they raise just over £110m per annum through levy collection and are responsible for having generated additional revenue streams in the region of £51m - primarily through Local Economic Partnership and commercial channels.⁷

Investing directly back into the areas they represent; this significant contribution to the UK town centre economy has a much wider societal impact than the tangible project areas being delivered solely on the high street.

In London alone, there are 63 BIDs, accounting for 20.7% of the BID industry. Their combined levy income totals just over £35m⁸ per annum and additional generated income sits at £5.5m⁹.

Although they all could be considered Metropolitan BIDs; their diverse communities, geographical locations, levy profiles, range of budgets and business plan priorities, make their individual challenges and objectives very much unique.

However, a consistent factor amongst all BIDs is the importance their levy payers place on requesting additional 'safe and secure' measures.

Although this research will be exploring the BID industry's 'safe and secure' commitment and what they are delivering to their levy payers. Examples of best practice will be identified and significant improvements in safety and security by passionate and committed BID teams highlighted. The host of challenges and barriers to progress also needs to be documented to fairly establish the true environment in which BIDs are operating in.

Only by doing so will BIDs, key partners and all stakeholders involved in crime reduction be able to define the strengths and weaknesses of their multi-agency private / public sector approach and be better positioned to collectively make BIDs safer places to work, visit and invest in.

The BID 'Safe and Secure' Model 2.0

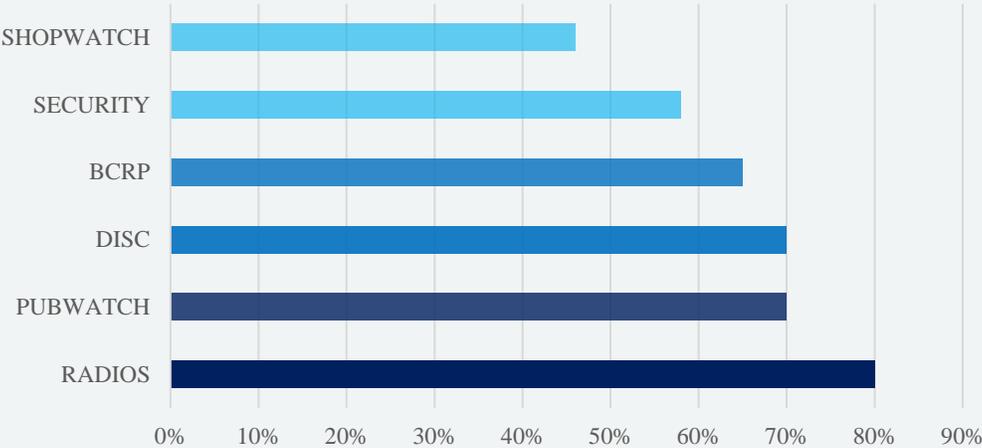


Chart 1: BID Crime Reduction Measures I

Although BIDs within the capital have their own independent identities, most of the operating areas have levy profiles that include elements of the retail, leisure and office sector as well as a night economy. In addition to this, many central London BIDs are destinations in themselves and feature a higher concentration of businesses as well as tourist attractions. This diverse scope of challenges often leads to a stronger and well-rounded security approach that originates from the retail sector.

From April 2017 to 2018 on average, 115 retail employees were attacked across the UK every day. In addition to this, over £700 million was lost to customer theft alone, a rise of 31% on the previous year.¹⁰

With retail crime not featuring as a priority for the Metropolitan Police and the trend of security expenditure cuts by national retailers set to continue; there is a growing pressure on BIDs to solve the inevitable consequences of these conditions and address the subsequent rise in crime and antisocial behaviour within their town centres. At times this can be an unrealistic expectation on what is neither a statutory responsibility or what can be realistically achieved with a limited levy collection.

Despite this challenge, BIDs are consistently displaying an unwavering commitment to reduce crime within their areas. The BID Safe and Secure Survey has shown that not only do the majority of BIDs have the solid foundations of a **Business Crime Reduction Partnership (BCRP)** embedded into their security models, the overall benefits they deliver far exceed more traditional approaches to crime reduction.^{11,12}

BIDs are bringing their retail communities together and drawing in partnership support from the police and local authorities to address crime head-on via **ShopWatch** schemes - made all-the-more effective through police data sharing agreements and the lawful dissemination of intelligence and offender images through secure digital platforms (used by 70% of BIDs surveyed) straight to the shop floor.

A leader in this field of technology, is the pioneering **DISC (database and intranet for safer communities)**¹³. When adopted by BIDs, this secure digital platform enables their business communities to instantly access accurate and reliable police intelligence, crime alerts and safety warnings pertaining to the greatest threats posed to their premises and staff.

DISC can also play a pivotal role in safeguarding those involved in the night economy. **70% of BIDs within the scope of this research actively support their local PubWatch groups**, and although best practice dictates that they are community led; almost all of them benefit directly from increased levels of investment and additional crime reduction assistance - if situated within a BID. Not only do BIDs attract more partnership resources to these groups, successful models are increasing licensed premises participation levels by expanding the established banning order format with a greater focus on economic vibrancy as well as providing innovative community safety related briefings.^{14,15,16,17}

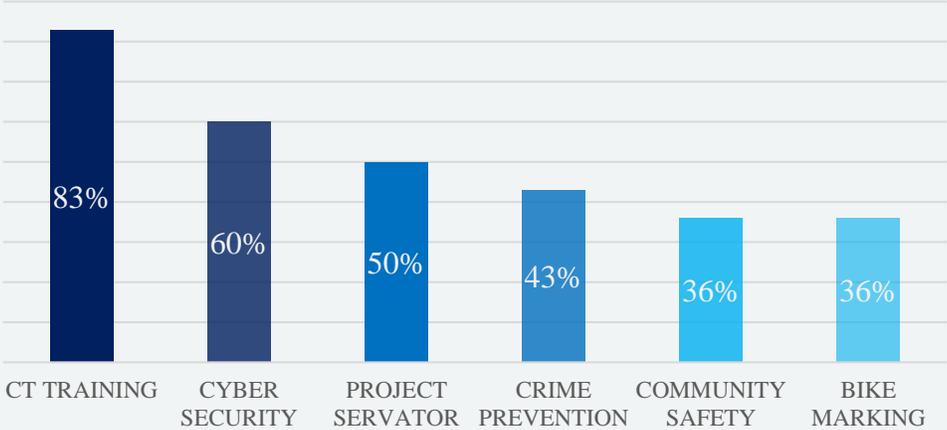


Chart 2: BID Crime Reduction Measures II

80% of all BID security models have the solid foundations of a town link radio system funded and managed by the BID.

Town link radio systems provide a fast time link, bringing the business community, police, security teams and CCTV together to instantly manage crime and dynamic risks as they arise. The active use of the radios by security personnel, retail and leisure sectors as well as the night economy visibly acts as a deterrent to crime and any potential hostile reconnaissance activity. Through everyday use, the information sharing between users leads to a significant increase in security vigilance, a rise in crime prevention awareness and a reduction of criminal offences.

An additional investment contributing to the **success of BID radio schemes** is the ongoing training packages being delivered to shops and pubs across the capital - as most high street employees are novices in the use of radios and coupled with high staff and management turnovers; this commitment can be costly and resource intensive.

Complementing the use of the community radios, local authority CCTV control centres play a pivotal role in monitoring transmissions and dynamically managing incidents in the business community as they occur.

Most BIDs collaborate directly with their CCTV, either by investing in **significant CCTV upgrades**¹⁸, through the **funding of CCTV operators**¹⁹, or via a baseline partnership agreement.

Another layer of technology being introduced to protect security personnel and staff from assault and increase levels of accountability is the use of **body-worn cameras**²⁰. As society begins to gather trust with the civil liberties issues surrounding the cameras, all parties involved in incidents are now assured that the evidence gathered will accurately reflect the true circumstances of events. The use of body worn cameras secures compelling levels of evidence and delivers swifter justice and a higher volume of guilty pleas.

In addition to their core 'safe and secure' projects, BIDs are increasingly participating in the delivery of cyber security workshops, crime prevention events, community safety initiatives and security bike marking as well as hosting counter terrorism awareness training sessions.

London Bridge Terrorist Attack

“Being the high-profile location that it is, unfortunately we knew that a major incident in London Bridge was likely to be a case of ‘when’ not ‘if’ and so had a number of measures in place to prepare.

At a basic level we partner with the police to arrange regular ACT Awareness, Project Argus and ACT Strategic events to which we invite employees from all of our 400 businesses – it was clear from the reaction of bar and restaurant staff during the events of 3rd June 2017 that the Run Hide Tell advice they’d received during those sessions was acted upon and very likely saved lives. Our two additional, funded police officers from the Met and BTP play a crucial role in delivering the Stay Safe advice to staff, liaising with private security teams and conducting high visibility patrols to deter hostile reconnaissance.

We also run tabletop exercises with our businesses, the police and Southwark Council’s emergency planning team. These are incredibly important as they encourage a geographical approach to responding to an incident - rather than only considering your own organisation, it fosters a sense of mutual support and best practice sharing amongst neighbouring businesses that makes the whole recovery process more effective.

*For many years we’ve been the trusted communication channel between the emergency services and our businesses, meaning that in the hours and days after the incident we could provide them with timely information on cordon locations, travel disruption and business continuity advice. The majority of this was done over email and a dedicated mass notification platform, but we also have a network of handheld radios”. **Henry Johnstone, Team London Bridge***



Business Resilience 2.1

Following the escalation of terrorist attacks over the past few years and the new reality of **'an attack is highly likely'**²⁴, BIDs across London are now more aware of how major emergencies (terrorist attack, fire, flood, electrical failure, building collapse, critical incident etc) have the potential to devastate businesses operating capabilities.

From ISO31000 compliant **Security Risk Analysis**²⁵ programmes to **Emergency Notification**^{26,27} systems - BIDs across the capital are punching above their weight by steadily introducing an impressive range of high-quality business resilience measures into their operating areas.^{28,29}

83% of London BIDs support local counter terrorism (CT) awareness²¹ training sessions. Not only are BIDs facilitating and funding venues for CT events, but they are becoming a valuable partner in business engagement for CT policing who are actively listening to the needs of the business community. To make this valuable training more accessible, some CT awareness sessions have now been recently modified from half day sessions to handy one-hour modules.

Throughout 2018/19, central London BIDs have also been participating in CT working groups to help shape the new ACT Strategic and ACT Operational counter terrorism training packages.²² **50% of BIDs also regularly support Project Servator²³ deployments in their local areas.**

Support Structures 3.0



Business Improvement Districts across the country are increasingly utilising a growing number of resources to assist in the delivery of trusted crime reduction measures to their business communities.

Assisting BIDs to achieve higher standards of best practice and supporting their ‘safe and secure’ objectives, are the following organisations:

The National Business Crime Centre (NBCC)³⁰ are a single source of essential business crime information and the ‘go to place’ for all partners working together to combat business crime. Their objectives also include improving policing partnership levels and providing a more consistent level of police support to business communities across the UK.

Chief Inspector Patrick Holdaway, NBCC Operational Lead:

“Business Improvement Districts have become a key partner for police. Many BIDs have included a safety and security component, a clear crime reduction strategy, and amongst other things allowed for funded officer posts, business wardens or other public space guardians. This has meant that we can work collaboratively to improve local areas for the business community, staff and the public who visit the area. Going forward more businesses will expect a crime reduction component (as demonstrated by the signatories to the BID manifesto) and it is hoped that the Crime Reduction Partnerships that work within or alongside BIDs will become accredited to demonstrate their value to levy payers”.

Network Groups: Working in partnership with the Metropolitan Police and NBCC; **London BIDs Against Crime (LBAC)** is a collective of BID crime managers that come together once a quarter to share best practice, problem solve and increase their knowledge base through roundtable discussions and innovative presentations delivered by leading agencies and partners. Their twitter account **@LDNSaferTowns**³¹ also strengthens relationships between key partners / audiences and the BID industry - as well as acting as a daily source of important security related information.

The Metropolitan Police Business Crime Hub are dedicated to supporting BIDs and business communities reduce crime across the capital. By prioritising prevention, they are enabling businesses to protect themselves from the crimes that are impacting them the most. The hub also acts as a conduit for sharing advice and crime trends nationally.

Sgt Chet Beresford, Met Police Business Crime Hub:

“Police and business cooperation is essential in preventing crime affecting our communities. Business Improvement Districts (BIDs) have a fundamental role in bringing people together to communicate, collaborate and share information. By nurturing trust and developing strong local relationships between businesses, private security and police, ensures better co-ordination in achieving a common goal of identifying offenders and driving crime reduction activity. Business areas that have a strong preventative mindset and take progressive steps to improve co-ordination between the private sector and law enforcement are more resilient to crime”.

Introduced in 2018, the **BCRP National Standards**³² set the benchmark for what is considered best governance practice for crime reduction partnerships to follow. By adhering to the solid framework provided within the nationally recognised standards; BIDs can be confident that the governance and data integrity of their BCRPs is at the highest level and that they are complying with all legal requirements and ICO recommendations.

The **Safer Business Network**³³ deliver a high level of expertise and specialist crime reduction knowledge to business communities across the capital via their BCRPs. They also offer excellent training packages and manage successful BCRPs on behalf of London BIDs. Due to their committed levels of business engagement and innovative approach; BIDs using their services can be assured that their levy payers are receiving one of the highest quality crime preventative support structures available in the UK.

In addition to their excellent **Database and Intranet for Safer Communities (DISC)** software platform. DISC also run regular webinars that offer advice on crime reduction and exclusion order schemes, they are also leading experts in data protection. Moreover, their online training sessions are empowering BIDs across the country to confidently implement complex crime reduction measures in their town centres.



The National Association of Business Crime Partnerships (NABCP)³⁴ is a useful resource for BIDs who chose to independently run their own BCRP. It's also a repository of information that supports its members with document templates, advice on changing legislation and provides crime reduction updates as well as examples of best practice from across the UK.

As well as lobbying government on behalf of town centres, holding crime reduction events across the country and working in partnership with the Home Office county lines strategy, the **ATCM** (Association of Town & City Management) is also supporting safety and security in BIDs' night economy through their **Purple Flag Scheme**³⁵. This accreditation process takes towns and cities through a comprehensive set of standards, management processes and good practice examples. Research has shown that this can lead to lower crime and antisocial behaviour, an improved public image for the area and numerous economic benefits brought by an upturn in business and investment.

Fraud and cybercrime continue to be among the most commonly experienced crimes in the UK, with 3.3 million incidents of fraud recorded in the year ending June 2018³⁶. The true cost to businesses and the public sector from organised fraud is also an alarming £5.9 billion³⁷. Combatting this and working in partnership with BIDs across the capital by delivering the very best in cyber security advice are the **Police Digital Security Centre (PDSC)**³⁸. The PDSC is a joint venture between MOPAC and the Metropolitan and City of London Police.

They run regular seminars, workshops and cyber security assessments that greatly strengthen BID levy payers' business resilience.

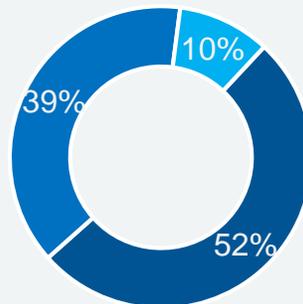
Both the **Protect and Prevent** strands of the government's counter terrorism **CONTEST**³⁹ strategy are delivering real partnership support to business communities via BIDs. CT Security Advisors are providing expert advice to higher risk venues, Prevent briefings are raising awareness of radicalisation and regular counter terrorism training sessions are being rolled out - keeping our streets safer from the threats of terrorism.

National **crime reduction events** are supporting BID managers to deliver a higher quality and more consistent 'safe and secure' product to their levy payers. Over the past year alone, conferences have highlighted the growing demands on police resources, knife crime, the cost of business crime, the evolving threat of terrorism, the menace of gang culture and the drugs market. Agendas have also included safety in the workplace, violence in society and combatting antisocial behavior. ^{40,41,42,43}

BIDs are not only learning from UK crime conferences but are now becoming leaders in their own fields of town centre safety and business resilience. BIDs affected by the London Bridge terrorist attacks presented at the leading **international security event** 'Step Change Summit 2018'⁴⁴. Victoria BID also led on business resilience and introduced their crisis management software platform to the 2019 Step Change Summit⁴⁵.

Challenges 4.0

Policing 4.1



■ Good ■ Average ■ Poor

Chart 3: How BIDs rate the police partnership support they receive

The ability of the police to deliver a satisfactory quality of service to our high streets is being significantly restricted due a decade of austerity related government cuts.

Dave Thompson, National Police Chiefs' Council:

'Policing has been left at a tipping point by government cuts and is on the verge of failing the public and struggling to detect crime'.⁴⁶

Home Office statistics show the number of police officers fell from 143,734 in March 2010 to 123,142 in March 2017. Although general crime is reportedly decreasing, figures released in November 2017 showed a 20% annual rise in gun, knife and serious violent crime across England and Wales.⁴⁷

Sara Thornton, chair of the National Police Chiefs' Council:

'Government cuts have left police retreating from the streets, solving just one in 10 offences and "really struggling" to deal with routine crime'.⁴⁸

Since 2010, London has lost 3,000 police officers, another 3,000 police community support officers and 5,000 civilian staff. In addition to this, the Metropolitan Police has had to make £850m in savings - including the selling of many police stations across the capital.⁴⁹

Studies project that by 2022, further planned cuts will take Met Police officer numbers down to 26,800 - for a population of more than 9 million people. When Met officer numbers were last that low in 2002, London's population was 7 million.⁵⁰

Unfortunately, high visibility policing is now becoming a rarity in our town centres and the effect can now be seen in the recent findings from the retail industry that show 80% of businesses rate their police satisfaction levels as poor or very poor.⁵¹

BID crime managers have voiced support for their local police during these challenging times. However, it is almost impossible to deliver basic crime reduction measures without a committed policing partner. The findings from this research area produced a wide range of results.

“We receive an incredible level of support from our town centre policing team”.
Stratford Original

The Stratford feedback was especially encouraging as they are faced with some of the greatest inner London challenges and operate with only a limited budget. Although a more consistent concern raised by BIDs was in relation to police business engagement levels and proactivity:

‘The shops now see no point in reporting crime as the police don’t attend. This also effects the use of the DISC system as businesses no longer see the value of it’.

Faring better than the national retail survey; **52% of London BIDs rated the support they received from their policing partners as good**,⁵² although many added that they don’t receive basic levels of support for grassroots initiatives such as Pub and Shop Watch schemes.

The Mayor of London’s Police and Crime Plan states that:

‘the most effective way to address concerns about crime in the business community is to improve the links between the police and businesses. This fosters a better exchange of information and advice between the two, allowing them to work together to reduce risk, prevent crime and respond effectively when crimes are committed’

Outwith successful models such as Angel BID⁵³ - this level of close partnership working is rarely seen. However, with each of the 629 wards in London now having at least two dedicated Police Constables and one PCSO - the police and crime plan recommendation can still be achieved.

BID Funded Police

Once deemed the most effective security investment to make, BIDs are gradually moving away from the funding of police officers primarily due to financial and accountability reasons.⁵⁴ Prior to 2019, London BIDs could purchase police officers under the Met Police Plus ‘buy one, get one free’ scheme. However, due to cuts in officer numbers and the impact this is having in stretching scant resources across the capital, this scheme has now been replaced by the new Partnership Plus scheme.

This over-night price increase of 70% is proving to be cost prohibitive to BIDs on a limited budget, and the numbers of BIDs choosing not to fund police officers is rising.

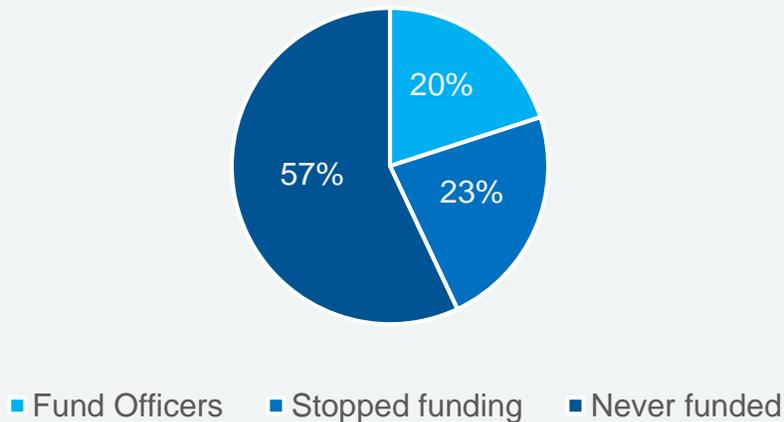


Chart 4: BID funding of police officers

“When the Angel Town Centre board decided in 2005 to progress towards becoming a BID, the initial consultation revealed that crime and anti-social behavior was a priority for all businesses in the proposed BID area.

The successful ballot took place in late 2006 and the new BID negotiated to retain the existing policing team of six PCs and one sergeant that were serving the business community and public in Angel, Islington. The Section 92 agreement was facilitated by the local authority and a detailed BID contract was drawn up with the council legal department to ensure accountability and value for money

*The success of the team has been above expectations and the business community has welcomed them. They have a detection rate way above the London average; for the six months to the end of March 2019 this was 35%. For businesses, knowing that they can call the team on their dedicated mobile number for a one stop service, this is a far preferable deal to alternatives such as a town security team. Their community focus and adoption of our business cards containing their contact details has really made them part of our town centre fabric. Despite this, MOPAC are now withdrawing the MetPatrolPlus scheme and replacing it with PartnershipPlus. This will jeopardise the existing arrangements because, apart from the financial implications (the new scheme is considerably more expensive), the ability to limit abstractions is being severely reduced”. **Mark Turner, Angel BID***

Local Authority 4.2

The local government grant is being reduced nationwide by 56% between 2016 and 2020 - down from £11.5bn to £5.4bn.⁵⁵ BIDs are aware of the ongoing effect this is having on baseline agreements with their host borough councils. However, what has not been fully taken into consideration is the effect an increase in graffiti, litter, vandalism and general local authority neglect has on crime, antisocial behavior and the public's perception of safety.

Councils' reduced budgets are also contributing to the closure of youth community centres, sporting facilities and a reduction in the quality of sheltered accommodation and volume of outreach

support services. This downscaling of safe and positive spaces can often lead to an increase in vulnerable individuals being exposed to crime.

As financial cuts are set to continue – it's estimated that the size of the local government funding gap in London will be in the region of £2 billion by 2020.⁵⁶

The feedback on how BIDs rate the support they receive from their local authorities was mixed throughout this study and no clear pattern of best practice could be identified. Success appears to be down to the individuals involved rather than systems and processes.

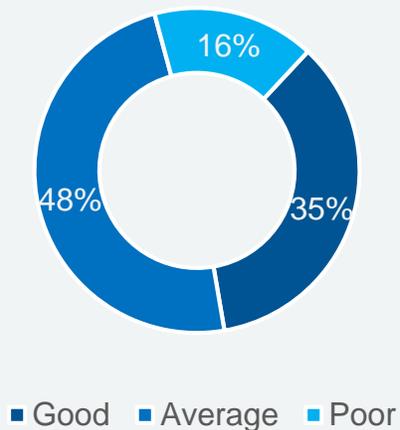


Chart 5: How BIDs rate the local authority (safety) partnership support they receive

The Levy Payer 4.3

Examples of successful partnerships across London include the BID funding of local authority patrol officers, community safety officers, warden teams and CCTV operators – although this does contribute to the safety and security of BID areas, it could be perceived as the levy payer being charged twice for this service if not above the baseline agreements in place.

‘Their analysts produce monthly crime reports which help us with tasking and notifying businesses of trends. Their ASB and youth support services have been leading on tackling ASB caused by the ‘Bikestormz’ movement (large groups of teenagers gathering in the area for mass ride-outs). Their CCTV control room participates in the BCRP. Support at Pubwatch meetings from their licensing team could be better’.

Concerns raised amongst the **64% of BIDs who rated their local authority support as average or poor**⁵⁷ were low engagement levels by community safety teams, CCTV and street enforcement wardens as well as a general lack of interest in BID ‘safe and secure’ activity.

Businesses in the high street have been struggling with the pressures caused by the economic crisis and widespread austerity measures over the past decade. The New Economic Foundation has calculated that the effects of austerity since 2010 have made the economy £100bn smaller than it otherwise would have been; a £300-a-month hit for every household in the country.⁵⁸

As well as the impact these conditions are having on the consumer, the rise of online shopping, out-of-town retail parks and a growth in business rates are all contributing to narrowing profit margins - leading to many high-profile store closures and bankruptcy cases. This worrying trend is resulting in a reduction of staff numbers and security provisions being downsized on the shop floor.

MOPAC 4.4

The attitudes of **levy payers** also appear to be shifting - with a growing number of them now looking for a greater return on their levy fees. Some recent comments made by influential **national retailers** include:

“With the recent British Retail Consortium figures reporting a doubling of incidents of workplace violence, now is the time for all of us to act together and ensure that the BID levy is spent appropriately, whether that is for the introduction of uniformed patrols, funding a crime partnership, updating town centre CCTV or maybe in some situations all three! It’s our money, let’s use it to safeguard our staff and our businesses together”⁵⁹

These sentiments have been echoed by more retailers who have added:

“A BID Business Plan should be the catalyst to achieving this (economic growth) by taking positive steps to reduce all areas of business crime. Working together to reduce business crime is not an option but an absolute necessity”⁶⁰

Taking this a step further, other major business groups on the high street are presently introducing a policy that suggests they could **vote against a BID** if their BCRP does not meet their own required standards⁶¹.

Despite the significant security investments being made by BIDs and the importance to the UK economy that the business community see London as a safe place to do business; It’s surprising that there are no established partnerships in place between the London Mayor’s Office (MOPAC) and BID crime managers.

Despite this lack of support, BIDs are adopting a more confident and holistic approach in tackling crime and addressing vulnerability issues in their town centres by **contributing to the following MOPAC priority areas:**

The improved levels of safety in BIDs across the capital are playing their part in **reducing knife crime**⁶² associated with youth violence, gangs, robbery hotspots and the night economy. Funded CCTV and additional police officers, security teams, town link radios and body worn cameras are all making our streets safer for businesses, visitors, local residents and families, and sends out a strong community reassurance message to the wider public.

Additional safety measures being introduced into this focus area by BIDs include the implementation of search policies and **knife arches** at major tourist destinations⁶³ as well as working in partnership with trading standards to combat the selling of knives to minors.



The approach to tackling knife crime is also replicated to address **antisocial behavior in BID areas**. Evident in many town centre environments and notoriously difficult to solve, sustainable solutions are now being implemented through multi-agency town centre partnerships involving BIDs, police and the local authority.

BIDs are **raising an awareness of hate crime**⁶⁴ throughout the year by working in partnership with local authorities, victim support groups and all the leading hate crime charities by supporting events and promoting key messages⁶⁵ across their business communities. BID crime managers are very much aware of the impact this under reported crime could have on their levy payers' workforce as well as visitors to their areas.

Recent examples of best practice include the **Hate Crime in Licensed Premises**⁶⁶ presentation created by BIDs and delivered to licensed premises across the capital in 2018.

Raising awareness of violence against women is also a key concern and although statistically dominant in residential environments, **domestic abuse** issues are as relevant in BID areas whether this linked to alcohol fueled violence in clubs, pubs, in the streets or to persons both male and female in the workplace.

Throughout 2019, BIDs have been working in partnership with Barnardos and facilitating training for the hotel industry to **raise awareness of child sexual exploitation**⁶⁷. The increased levels of awareness and vigilance are also shared with BID security teams, local policing and CCTV support in high footfall areas (eg shopping centres, transportation hubs) and heightens the chances of early intervention.

This safeguarding approach also applies to **human trafficking and sexual violence issues within town centres** that may be related to gangs, organised criminal networks and prostitution.

*“To address the risks relating to Child Sexual Exploitation primarily within the night-time economy, we got together with neighbouring BIDs in February 2019 and approached Barnardo’s charity for them to deliver their excellent ‘B You CSE Nightwatch’ training package to our business communities. The comprehensive guidance advised our funded police officers and security teams as well as the numerous staff members who attended the training session from our hotels, bars and shops on how best to protect children and young people from sexual exploitation after dark. As a community, we are now better positioned to identify warning signs early on and take the appropriate action to protect children at risk”. **Tom Harris, Better Bankside***

Additional Research and Survey Results 5.0

Chart 6: Levy Payer Priorities – BID Investment

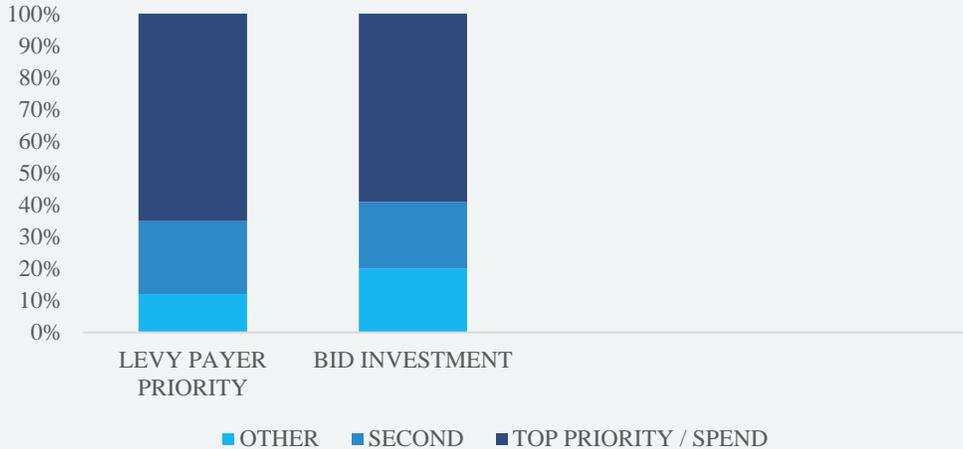


Chart 7: Visible security commitment on BID website

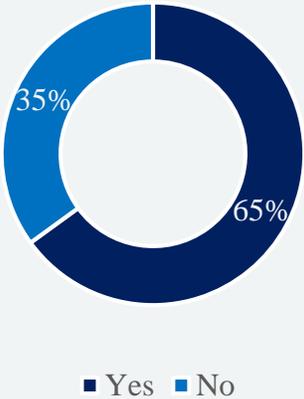
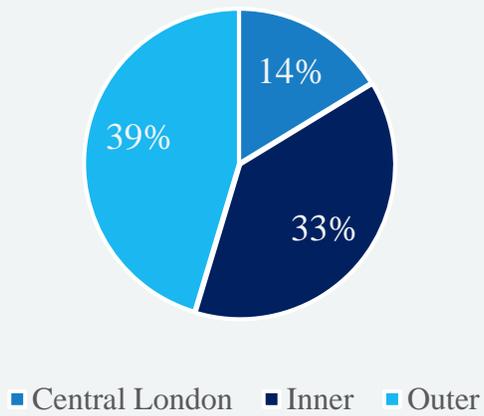


Chart 8: London BIDs – Annual Levy



Chart 9: London Metropolitan BIDs by area.





Methodology 6.0

Beginning in late 2018, the first stage of this research involved informal feedback sessions involving 20 BID's, selected for their central, inner and outer London locations and for their unique characters and diverse range of challenges and accomplishments within their individual BID 'safe and secure' models.

The study then continued with extensive desktop research being conducted on all London BID websites, business plans, government reports and plans as well as on all significant crime and BID related publications that have been published over the past five years.

The statistical output covers the period of Feb – June 2019. This data was obtained via a comprehensive on-line survey that was sent out to all 49 London BID's (not industrial) in April 2019. 65% of those contacted chose to participate. For ease of reference; the detailed findings have been included throughout this report within their own relevant sections.

The survey results determined the next phase; this involved a series of in-depth interviews with 10 BID's and shorter discussions with key partners.



Conclusions 7.0

Although the findings of this research were impressive, BIDs consistently reported that achieving crime reduction success was an uphill task and that they were almost always the primary driver in all initiatives - despite not holding the mantle of statutory responsibility to reduce crime.

In addition to the lack of engagement from their public-sector partners, many BIDs raised concerns with the low levels of interest shown by retailers in receiving accurate and reliable police intelligence on the offenders that are known to target their stores. Even with all data protection concerns being taken into consideration, and partners going to great lengths to make this work - this level of apathy has led to some BIDs withdrawing from this data sharing process.

As BIDs are struggling to action accurate Level 1 police intelligence, no appetite was shown by those within the scope of this research to service Level 2 or 3 cross border information that the local police have no appetite or resource to tackle themselves.

It was unanimously expressed during this research that the new **BCRP National Standards** have similarities to their own BID good governance and data integrity standards at the core of their business models. Although principally in favour; BIDs found it hard to justify allocating resources to the new standards as the process was deemed duplication, administratively burdensome and offered very little. To date, only 1 London BID has gone through the new accreditation process.

This study has found that despite the common goals and shared values between BID 'safe and secure' models and MOPAC – no working partnership exists at this level. This is unfortunately to the detriment of the business community and Londoners who work in, visit, socialise or simply visit BID areas.

In addition to this, MOPAC's commitment to '*Support Business Crime Reduction Partnerships to make London a safer, better place to work and do business, for businesses of all sizes*'⁶⁸ is not clearly apparent within BID areas.

Despite the cuts to policing and local authority budgets, what could be improved upon is the baseline agreements BIDs have in place. A basic level of support does exist; every London ward has two PCs and a PCSO, every local authority still has a community safety strategy. Only by introducing documented agreements and systems to ensure consistency and accountability will BIDs then be able to ensure they are receiving a reliable level of support and delivering an enhanced service to their levy payers.

BIDs with a sizeable corporate sector must be congratulated on their commitment to **support business resilience** with their implementation of **international standards of urban risk management**.

Placemaking 7.1

However, what has not been fully taken into consideration during this research is how the **millions of pounds invested annually by BIDs across the UK in placemaking** and project areas such as cleaner greener are having a silent impact on crime reduction, reducing the public's fear of crime and improving the experience for everyone who passes through a BID area.

By improving the economic vibrancy of an area and creating attractive and upbeat destinations, BIDs are addressing any threats of urban decay and are making their areas no longer a welcoming place for crime, graffiti, drug dealing, antisocial and intimidating behavior.

Recommendations 8.0

- Accountability and transparency are always at the forefront of levy payers' concerns, therefore it is recommended that **BIDs clearly document their financial 'safe and secure' commitment within their business plan** as well as defining what crime reduction measures are being delivered on their business website.
- BIDs should consider introducing a **more uniformed approach to their crime reduction schemes** by adopting the nationally recognised BCRP framework into their 'safe and secure' models or out-sourcing their BCRP to a specialist third party.
- **National retail groups** are encouraged to introduce head office policies to address inconsistencies in their security approach and to support BID security initiatives on the shop floor (BCRPs, town link radios, DISC systems).
- To address the growing trend of BIDs **withdrawing police officer funding**; it is recommended that the NBCC & Metropolitan Police Business Crime Hub take the lead on **creating a new standardized baseline agreement** between BIDs and the Met Police (in line with the successful Angel BID contract)⁶⁸.
- Although the commitment shown by the NBCC and Met Police Business Crime Hub must be applauded, the reality is that the business crime message is not filtering down to BID funded officers or dedicated ward officers who have a town centre on their beat. **New standard operating procedures should be considered to ensure a more consistent quality of service** is being delivered to businesses and the public in town centres.
- To protect visitors, commuters and businesses in urban areas across the UK in the event of a major emergency - The Home Office are encouraged to consider developing a version of **Victoria BID's Emergency Notification System** to a national standard.
- It would also be beneficial to all stakeholders involved in crime reduction nationally if the **Home Office increase their funding and commitment to the NBCC**.

- The BID industry should have more integrated ties with the London Mayor's Office. To achieve this, **quarterly partnership meetings are recommended between LBAC, MOPAC, Met Police and local authority representatives.**
- **Match funding opportunities should be made available from The Mayor's London Crime Prevention Fund (LCPF)** on a case by case basis to provide support to BID crime prevention projects. This could include the part funding of a dedicated safer business network officer, BID funded police overtime, CCTV project or police officer (thus addressing the recent 70% price increase of partnership plus).
- It's recommended that MOPAC issue **guidance of best practice** on how community safety teams can work in partnership with BIDs to meet their objectives.

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Appendix 1

Thanks to the following BIDs who participated in this research:

BID	Safe and Secure web page
NWEC	https://www.newwestend.com/security/
VICTORIA	https://www.victoriabid.co.uk/our-work/safe-secure/
VICTORIA WESTMINSTER	https://www.victoriabid.co.uk/our-work/safe-secure/
NORTHBANK	https://thenorthbank.london/the-northbank-bid/our-work/community-safety-and-business-resilience/
BETTER BANKSIDE	http://www.betterbankside.co.uk/services/warden-service
THE FITZROVIA PARTNERSHIP	http://fitzroviapartnership.com/what-we-do/#safety
BAKER STREET QUARTER PARTNERSHIP	https://www.bakerstreetq.co.uk/services-and-projects/article/safe-cared-streets/
CAMDEN TOWN UNLIMITED	https://camdentownunlimited.com/new-page-4
KINGSTON FIRST	http://www.kingstonfirst.co.uk/enhancing-streets/
PADDINGTON NOW	https://www.paddingtonnow.co.uk/safer-paddington/
CROYDON	https://croydonbid.com/services/investing-your-safety
HAMMERSMITH	https://hammersmithbid.co.uk/our-projects/safer-town/
WE ARE WATERLOO	http://wearewaterloo.co.uk/service/crime-and-security-licensing-and-safety
UXBRIDGE	https://www.uxbridgebid.com
YOUR BROMLEY	https://yourbromley.com/about-the-bid/projects/safer
ANGEL	https://www.angel.london/our-angel/safer/
MARBLE ARCH	https://marble-arch.london/our-services/security/
SOUTH BANK	https://southbankbid.co.uk/public-realm/
EALING BROADWAY	https://www.makeitealing.co.uk/projects-and-services/safety-security-and-evening-economy
ILFORD	http://www.inilford.com/bid/
FUTURE WOOD GREEN	https://woodgreenbid.co.uk/themes/safe-and-secure/
HARROW	https://www.ha1bid.co.uk/crime-partnership/
BRIXTON	http://www.brixtonbid.co.uk
FULHAM BROADWAY	http://fb-bid.co.uk/
BEXLEYHEATH	https://www.bexleyheathbid.co.uk/safety/
TEAM LONDON BRIDGE	https://www.teamlondonbridge.co.uk/security-safety
IN STREATHAM	https://www.instreatham.com/
STRATFORD ORIGINAL	http://www.stratfordoriginal.com/about
ORPINGTON FIRST	http://www.orpington1st.co.uk/
WEST NORWOOD (Station to Station)	http://stationtostation.london/
PENGE (SE20)	https://pengese20.co.uk/
BLUE BERMONDSEY	https://www.bluebermondsey.co.uk/

Appendix 2

The BID Safe and Secure Survey:

<i>Question 1</i>
<i>Where does safety and security rank as a priority concern for your levy payers (compared to cleansing, events etc)?</i>
<i>Answer</i>
<i>a) top priority b) second c) other</i>
<i>Question 2</i>
<i>Where does your annual investment in safety and security rank compared to your other BID priorities? (BIDs were also invited to enter the % value)</i>
<i>Answer</i>
<i>a) top spend b) second c) other</i>
<i>Question 3</i>
<i>Which of the following BCRP formats do you provide to your levy payer?</i>
<i>Answer</i>
<i>a) BCRP b) 3rd party BCRP c) SBD accredited d) none Comments field also included</i>
<i>Question 4</i>
<i>What crime reduction measures do you have in your BID area (managed, financed or supported)?</i>
<i>Answer</i>
<i>a) Town link radios b) PubWatch c) ShopWatch d) Intel software – DISC Comments field also included for additional detail</i>
<i>Question 5</i>
<i>What additional crime reduction measures do you have in your BID?</i>
<i>Answer</i>
<i>a) counter terrorism awareness sessions b) cybersecurity workshops c) Project Servator CT support d) crime prevention stalls e) community safety events f) security bike marking Comments field also included for additional detail</i>
<i>Question 6</i>
<i>Do you, or have you ever funded police officers?</i>
<i>Answer</i>

<p>a) presently fund b) stopped funding c) never funded Comments field also included and additional detail / feedback invited</p>
<p>Question 7</p>
<p>How would you rate the partnership support you receive from the police?</p>
<p>Answer</p>
<p>a) good b) average c) poor Comments field also included and additional detail / feedback invited</p>
<p>Question 8</p>
<p>How would you rate the partnership support you receive from your local authority (safe & secure)?</p>
<p>Answer</p>
<p>a) good b) average c) poor Comments field also included and additional detail / feedback invited</p>
<p>Question 9</p>
<p>Do you employ?</p>
<p>Answer</p>
<p>a) private security b) wardens c) rangers d) ambassadors Comments field also included and additional detail / feedback invited</p>
<p>Question 10</p>
<p>Are you involved in innovative crime reduction projects in your area? If so, please include the details and your comments</p>
<p>Question 11</p>
<p>Do you promote community outreach projects that have benefits beyond your BID footprint? (youth engagement, knife arches etc)? If so, please include the details and your comments.</p>
<p>Question 12</p>
<p>What are the biggest challenges you face in reducing crime and antisocial behaviour?. What are the barriers preventing you from successfully addressing your levy payers' safety and security concerns?</p>

