

Working with your BCRP

Roles and Responsibilities in Retail Settings

Supporting the reduction of retail crime

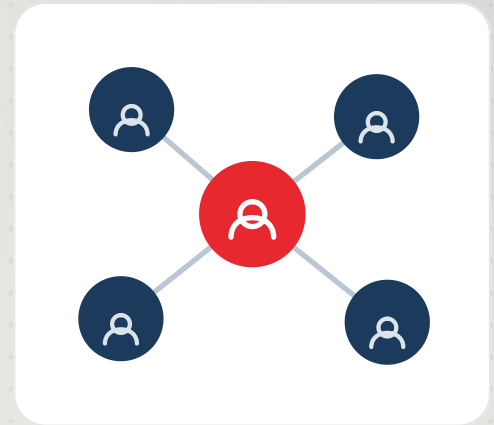


Safer high streets, together

INTRODUCTION

Working together to protect our high streets

This guidance sets out the responsibilities of everyone from colleagues to area managers, and lone workers, in preventing retail crime and strengthening partnership working with local BCRPs and Business Improvement Districts (BIDs).



FOR EVERYONE

General guidance for all retail staff

Every store should engage proactively with their local BCRP or BID. These expectations apply to everyone, in every role.

- ✓ Make contact with your local BCRP manager.
- ✓ Use the radio network daily: communicate quickly and clearly, as speed is essential.
- ✓ Use the BCRP Intel app daily (E.G: Disc, SentrySIS or Alert).
- ✓ Know who your current local offenders are.
- ✓ Know what should be reported to the police.
- ✓ Attend BCRP meetings.
- ✓ Provide CCTV promptly to the police when requested.
- ✓ Maintain regular contact with local partners: BCRP and BID staff, police, council teams and homelessness/ outreach services.
- ✓ Follow your company's guidelines on information sharing and data protection.



Speed is everything. The faster information is shared, the faster crime and disorder can be detected, prevented and deterred.

BY ROLE

Role-specific responsibilities

Each role carries its own responsibilities, building on one another from the shop floor to strategic oversight.

01



Colleague

The eyes and ears on the shop floor.

- ✓ Be alert and aware: you are the eyes and ears on the shop floor.
- ✓ Report suspicious behaviour to a security officer or manager, for example fake notes, concealment or unusual behaviour.
- ✓ Raise the alarm promptly, as time and speed are critical.
- ✓ Use your internal training and company procedures.
- ✓ Use the "Power of Hello" to deter potential offenders.
- ✓ Use tools such as headsets and internal communications effectively.



02



Security Officer

The main link between store and partnership.

- ✓ Act as the main link between the store, the BCRP and other key stakeholders.
- ✓ Demonstrate strong partnership working and confidence in decision-making.
- ✓ Attend BCRP meetings to receive updates on offenders and local issues.
- ✓ Use the radio consistently throughout the day.
- ✓ Use the intelligence app and instant messaging to share and receive information.
- ✓ Communicate with other retailers and security teams.
- ✓ Use your knowledge to identify repeat or prolific shoplifters.
- ✓ Engage with the BCRP on national intelligence about travelling offenders.
- ✓ Create and submit evidence packs when required.
- ✓ Remain alert and aware at all times.



BY ROLE **Leadership responsibilities**

Managers set the standard, embed engagement and hold the partnership together across teams and stores.

03



Store Manager

Sets the standard, leads partnership working.

- ✓ Brief staff regularly on current offenders and local crime trends.
- ✓ Ensure all colleagues follow company training on crime prevention and safety.
- ✓ Attend BCRP meetings and maintain strong partnership relationships.
- ✓ Use the BCRP Intel app daily and ensure radios are used effectively.
- ✓ Ensure incidents are logged on the BCRP system and reported to police when necessary.
- ✓ Represent the store in partnership forums with police, BCRP and BID teams, ASB officers and street homelessness/ outreach services.
- ✓ Understand data-sharing policies and ensure staff follow them consistently.



04



Area Manager

Embeds BCRP engagement across the estate.

- ✓ Make BCRP membership and engagement a standard expectation across stores.
- ✓ Encourage active participation from store managers, loss-prevention teams and colleagues.
- ✓ Identify the top 10 high-harm stores and link them with the local BCRP for enhanced support.
- ✓ Participate in strategic decision-making by sitting on local BCRP Boards where appropriate.
- ✓ Escalate unresolved issues through targeted action groups with the BCRP and partners.
- ✓ Understand crime trends across your stores and share meaningful data with the BCRP.
- ✓ Support evidence provision, including ensuring CCTV is supplied promptly to police.
- ✓ Support staff to attend court, including appropriate paid time where required/available under company policy.
- ✓ Prioritise security and staff safety over sales.
- ✓ Engage with travelling-offender intelligence meetings.
- ✓ Leverage shared intelligence to support Integrated Offender Management (IOM), civil banning, and ancillary orders across high-harm stores.



SAFETY FIRST

Lone workers & reduced- staffing stores

Colleagues working alone or in reduced-staffing environments should follow every section of this guide alongside their company's lone-working policies, ensuring that personal safety always remains the priority.



**If in doubt: observe, record and report.
Do not intervene.**



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For more information, please contact the NABCP.

✉ info@nabcp.co.uk

☎ 07411 923224

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