



Catherine Bowen

Policy & Stakeholder Director
National Business Crime Solution (NBCS)

'I am delighted to see the progress that has been made over the past twelve months. I am confident that we are heading in the right direction and that we now have the appropriate resources in place to ensure we continue to gather momentum. I look forward to working with my colleagues to gather the information necessary to help fight criminality against business and continuing our progress next year'.

Mick Phipps

Head of Loss Prevention, Wilko and Chair of NBCS Retail Advisory Board

Go-Live

Since it went 'live' earlier in the year the NBCS has gone from strength to strength, attracting interest from a broad variety of sectors including retail, freight, gaming and agriculture.

Membership

There are now multiple businesses signed up, three of the largest multiples are on trial periods and look likely to sign up next year. We are also in advanced discussions with a number of other businesses who are showing a keen interest in joining early next year. There has been a significant upturn in interest from companies wanting to tackle freight crime with a recent investigation by the National Business Crime Intelligence Bureau (NBCIB) leading to goods being recovered with a value of just over £200,000.

Law Enforcement

Support from across the law enforcement community continues to grow as the benefits of data sharing and a new collaborative approach to tackling crimes against business are recognised.

The focus of activity over the past twelve months has been to improve the level and quality of the data held within the system while also providing a secure and sustainable platform which will enable businesses to understand their crime risks better and through the support services of the National Business Crime Intelligence Bureau, to more effectively tackle cross border crime and disrupt organised crime gangs.

Analysing Business Crime Data

Improvements to the operating system and efforts to increase the quality of data held has meant that we can now start to produce more meaningful analysis back to our member businesses as well as build up the evidence base to more effectively influence strategic policing priorities. This will ensure that business crime remains high on the Government and policing agenda.

Through closer collaboration across the business sector and our investment in both a police and public sector analyst, the NBCS is now in a prime position to exploit every opportunity to more effectively detect, prevent and subsequently respond to crimes that affect us all.

We look forward to working with you in 2014 and continuing to help the industry reduce business crime.



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System Enhancements

Improvements to the operating system have ensured that the NBCS central repository provides a robust and secure system where business crime data can be submitted, shared and analysed. Enhancements to the system have focused on improving the information captured within the dashboards so that businesses can see their own crime data and therefore more effectively determine how to place their resources in relation to the identified risks.

Colin Culleton, Group Security Manager, Next Retail Ltd, said: *'The NBCS dashboards allow us to make more informed commercial decisions on where we should focus our resources in relation to the identified risks. The alerts we receive from the National Business Crime Intelligence Bureau (NBCIB) have also enabled us to take appropriate preventative measures when necessary. The ability to see, via crime mapping dashboards, whether these trends are impacting other businesses also has significant value. If we identify a trend that requires police action we can quickly alert the NBCIB who will immediately pull all the relevant incident data together and liaise with the police to get a force to take ownership'.*

Crime Mapping

Anonymised crime mapping is used to determine whether threats are against one particular business or more widespread. Improved integration has ensured that businesses can more quickly alert their regions or even the NBCIB to a particular trend, pattern or live incident.

Collaborative Relationships

In October, the NBCS hosted a joint event with the National Fraud Intelligence Bureau and Action Fraud to tackle the issues faced by many businesses when reporting fraud offences to the police. The event attracted over 60 business representatives. The NBCS was extremely grateful to all the speakers on the day, particularly John Redfern from Argos, who shared a recent case study with the audience to communicate the benefits of businesses joining the NBCS.

Following on from this successful event, a number of business attendees expressed interest in attending a NBCS focus group to address fraud reporting. The first meeting will be held in mid-January 2014. This will identify how the NBCS can support businesses in getting the law enforcement response necessary to tackle the growing threat from fraud and online crime.



NBCIB Investigations

Over the past year the National Business Crime Intelligence Bureau (NBCIB) has dealt with over 63 investigations exposing cross border, serious and organised crime, providing support to more than 20 national businesses and alerting many more to take preventative action.

There have been 28 cross force investigations raised where a lead force has been appointed as a result of the NBCIB collating all the relevant material and putting forces in contact with each other. In 25 cases, interventions by the NBCIB led to offenders being arrested and charged.



Case Study One

Work undertaken by the NBCIB in 2012 had identified a team involved in a series of electrical product thefts. The NBCIB had worked with member businesses to collate all incidents and suspicious activity which had led to identifying a vehicle being used by this team. This information had been circulated to the police network and a subsequent stop of one of the vehicles had led to the seizure of stolen property and 3 arrests. All offenders were charged and received suspended sentences.

As a result of the NBCIB raising awareness of the activities of this group, earlier this year the NBCIB was alerted to a spate of incidents which indicated the same team were active again. The NBCIB gathered all the facts relating to the new spate of offending and liaised with each of the force areas involved to notify them of this group's identity, their previous offending and the fact that they were on suspended sentences.

The offenders were again arrested following a theft from an electrical retailer. Because the police were aware that the NBCIB were collating the activities of this group the police notified the NBCIB of this arrest. The NBCIB were therefore able to ensure that all the Officers in Charge (OICs) were in contact with each other and that the full nature and scale of this group's activity were known. The offenders were consequently remanded in custody and charged with all outstanding matters.

Recent intelligence would suggest that this group are once again active. The NBCIB has therefore immediately notified the offender's home force and their movements are being closely monitored.

Nick Joyce, Corporate Protection Manager UK and Ireland, Dixons, said *'We have seen a number of incidents involving suspects who have clearly travelled extensively across the UK. Supported by the NBCIB we have been able to identify the movements of these individuals and engage with law enforcement who have ultimately apprehended and prosecuted them for incidences of theft'.*

Case Study Two

The NBCIB issued a number of alerts following thefts of mobile phones. As a result of heightened awareness the NBCIB received images from businesses and the police. The NBCIB was successfully able to establish that the same offenders were involved and worked with all individual force areas to ensure that the broader activities of this offender were known. This particular spate of offences had involved at least 3 different businesses and 5 force areas. This therefore shows the value of the NBCIB identifying linked series and working with several force areas to ensure the full extent of cross border activity is known.

Justin Firlotte, Loss Prevention Central Operations & Disclosures Manager, Carphone Warehouse said *'The NBCIB has been able to facilitate intelligence sharing between forces and our business which is an important step forwards in combating cross-border offending by organised and persistent groups'.*



Case Study Three

The NBCIB raised heightened awareness of a group's activity after receiving alerts of offences against a number of member businesses. This led to a business providing the details of a vehicle being used by this group. The details were also circulated to the broader police network. As a result of heightened awareness, the vehicle was stopped and although no stolen property was found the offender was charged with motoring offences and the vehicle was seized. While on bail a member business alerted the NBCIB to further offending and again passed on the details of a vehicle being used. This vehicle was subsequently stopped after the NBCIB again raised awareness with police. On this occasion over £7000 of stock was recovered. Further liaison between the NBCIB and police established that these offenders were wanted for other offences. The NBCIB therefore acted as a conduit to ensure that all forces were in contact with each other and that all matters against businesses would be dealt with.

Adrian Regan, UK Risk Manager, Staples UK, said *'We have seen a real increase in groups of shoplifters and fraudsters willing to travel across the country in recent years and with the support of the NBCIB we have seen a significant improvement in the police reaction and subsequent prosecution of these cross border offenders'.*

Dates for your diary

Tuesday 14 January
Fraud Scoping Group Meeting
10.30 – 13.00
Next Head Office, Enderby, Leicester

Wednesday 15 January
Users Group Meeting
11.00 – 14.00
NBCIB Office, Worcester

Wednesday 22 January
Retail Advisory Board Meeting
11.00 – 15.00
Wilko Head Office
Worksop, Nottinghamshire
