



**WORCESTER
BUSINESS
IMPROVEMENT
DISTRICT**

SAFER CITY INFORMATION FOR BUSINESSES



WHAT IS SAFER CITY?

SAFER CITY INCLUDES:

Safer Streets Officer

DISC

Safer City Meetings

**Security & Vulnerability
Training**

Safer Devices

Safer Nights: Purple Flag

Best Bar None

Worcester Pub Watch

Safe Space Worcester

The Worcester BID aims to create a safer and more supportive environment for businesses to thrive in the city by developing and improving the necessary foundations and opportunities.

Safer City is administered by Worcester BID via an array of initiatives designed to make conducting business in the city safer and more supportive.

USING THE CITYNET RADIO



WHAT IS CITYNET

CityNet is Worcester BID's Business Crime Reduction Partnership and includes members from over 150+ businesses from across the day and night-time economies.

Businesses are invited to join the shared CityNet radio scheme which gives you direct access to a radio network which is monitored by, Worcester BID's Safer Streets Officer, local police officers, CCTV suites and other businesses, meaning that warnings of criminal activity can be efficiently communicated between members.



To alert users when you begin a transition on the radio you can say:

'To all users (your call sign)...'

or

'(the call sign of the user, e.g. BID Security) from (your call sign)'

1 REPORT

If possible, report via the radio network within minutes of the incident to allow operatives the best chance to locate individuals.

2 MONITOR

Try to keep the radio close once you have reported an issue to monitor requests, such as descriptions, from radio users.

WHEN TO USE THE RADIO



USE THE RADIO WHEN...



NOTIFYING OTHERS OF SUSPICIOUS BEHAVIOUR, ACTIVITY AND/OR CRIME

If you believe a person to have committed or is committing a crime, e.g., concealing items from your store, drug dealing, anti-social behaviour.



ALERTING OTHERS TO CONCERN FOR A CITY USER

If you are concerned you can ask CCTV to monitor. Always escalate if necessary.



REQUESTING ASSISTANCE

If the Worcester BID Safer Streets Officer is on shift, they will provide designated support wherever possible. Where possible Police will be listening to the radio and will attend if nearby and available. Please note Police are not obligated to respond to calls.



IF YOU ARE IN IMMEDIATE DANGER AN ORANGE PANIC BUTTON CAN BE FOUND ON THE TOP OF YOUR RADIOS. THIS WILL ALARM ALL USERS.



GIVING DESCRIPTIONS



Ethnicity: Use simple, descriptive language (white/black/Asian etc), or alternatively, use IC codes (see next page)

Gender

Approximate age

Height

Build

Hair colour and style, any facial hair

Clothing: Colours, any logos, etc

Any distinguishing features such as tattoos

Accessories: Bags, prams, dogs etc

Vehicle details, if applicable

Associates: Who are they with? People, children, large group



It's important to provide sufficient detail when reporting incidents over the radio. To ensure that you convey all the relevant information, use the above guidelines to help you with your descriptions.

TALKING ON THE RADIO

PLEASE DO NOT

SWEAR / CHIT CHAT
TALK OVER OTHERS
USE OFFENSIVE LANGUAGE



1

Press and hold the transmit button to talk

2

Hold the radio about six inches from your mouth

3

Release transmission button to listen

4

Speak in a calm, clear voice

5

Keep messages short and precise

6

Listen to and respond accordingly to any requests for further information

7

Continue to monitor the radio until the issue is resolved

IC CODES:

→ **IC1** White / North European
→ **IC2** White / South European
→ **IC3** Black
→ **IC4** Asian descent (refers to South Asian in the UK).

→ **IC5** Chinese, Japanese or South East Asian
→ **IC6** Arab or North African
→ **IC9** or **IC7** Unknown

SIGNING ON AND OFF



SIGNING ON/OFF - RADIO CHECKS

Each day that you use the radio, you should sign on and off and check the radio is working.

To check the radio is working, sign on at the start of the day with:

‘(Call Sign) to control,
requesting a radio check’

To let the radio network know you are signing off at the end of the day:

‘This is (Call Sign) signing off’

TOP TIP: MAKE SURE TO KEEP THE RADIO IN A SAFE PLACE OR ON THE BODY WHILST IN USE.

SAFER STREETS OFFICER

Worcester BID'S Safer Streets Officer works closely with all city partners including West Mercia Police, Worcester City Council, Worcester Cares, and businesses to deter crime and anti-social behaviour with a primary focus on safer streets. As a visual and consistent presence in the city, we are sending a clear message that we have zero tolerance for crime of any sort in the city centre.

The Worcester BID Safer Street Officer identifies and escalates any city situations, assists with eliminating anti-social behaviour and safety and security incidents along with non-security related problems like litter, fly-tipping and graffiti, and is the first point of contact for all BID businesses from a safe and secure perspective.

Issues in the city are monitored and escalated until appropriate actions have been taken. We ensure timely and accurate records of incidents and issues arising are kept and provides regular store team training to support with loss prevention and CityNet radios as well as the GDPR compliant intelligence sharing network, DISC.



HOW DO I WORK WITH THE SAFER STREETS OFFICER

The best way to contact the Worcester BID Safer Streets Officer is via the BID led radio network, CityNet. This allows for real time communication and response whilst on shift.

If you do not wish to join CityNet Radio, you can get in contact via

Wayne.Price@WorcesterBID.com
07932756177

REPORTING CRIME

ALWAYS REPORT CRIME.

**MINOR SHOPLIFTING IS IMPORTANT TO REPORT
AND CAN BUILD CASES.**

IN AN EMERGENCY, ALWAYS USE 999.

Non-emergency crimes and incidents can now be reported online to West Mercia Police through their website and 101 telephone line.

To report crimes through the website, click on 'report' and choose the appropriate section via www.westmercia.police.uk.

Once the information is submitted, it will be assessed and allocated to the appropriate team.



CCTV IN WORCESTER

**CCTV in Worcester City
Centre is monitored 24/7.**

**The CCTV operatives are
connected with the Police,
Worcester Safer Streets
Officer, businesses and other
partners via the CityNet
Radio System.**

**The CCTV operatives are
ready to assist in monitoring
the city, arising problems
and are a great deterrent for
Crime.**

**The town is covered by the
system and is ready to help.**



SAFER NEIGHBOURHOOD TEAM

YOUR CURRENT CITY CENTRE & CATHEDRAL WARD SNT TEAM

PCSO



Ian
Cadwallader

PCSO



Rukhsana
Machin

PCSO



Brian
Carnemolla

PCSO



Nicola
Williscroft

PCSO



Dawn
Wallace

Inspector



Tanya
Beckett

Police Sargent



Ed
Shotton

Constable



Bethany
Austin

Constable



Catherine
Broadfield

Constable



James
Nicholl

Constable



Kieran
Redman

Constable



Matthew
Waite

Constable



Paul
Wanklyn

Constable



Al
Mulcaster



Your Safer Neighbourhoods Team (SNT) is a group of local police officers dedicated to serving your community. The team is made up of officers and PCSOs based in your area, supported by additional officers from the wider area.

We work closely with local authorities, community leaders and residents to decide our policing priorities for the area. This helps us to find useful, long-term solutions to local problems, while maintaining our wider focus on reducing crime across Herefordshire, Shropshire, Telford & Wrekin and Worcestershire.

CRIME PREVENTION



LEARN MORE
ABOUT
LOSS
PREVENTION
PRINCIPLES
AND FIND
HELPFUL
TOOLS



Business robbery is where items are stolen from commercial premises such as a shop or a factory using violence or threats. Learn how to help prevent it.

West Mercia Police offer advice on best practice for you to follow alongside practical crime prevention methods: from basic hints and tips to more detailed strategies.

MY NOTES



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CONTACT US

INFO@WORCESTERBID.COM

01905 731612



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