



Home Office funding for NBCS expansion

2016 was a momentous year for the National Business Crime Solution. With membership numbers now over 45 and continued successes, such as the arrest of over 100 offenders involved in crimes against NBCS member businesses with sentences of 110 years, the NBCS has continued to attract widespread support from businesses and the police alike.

In April 2016 at the Retail Risk conference in London, Chief Constable Sue Fish gave her support for the NBCS, praising the efforts of the team and asking those present, if not already involved, to sign up.



The NBCS went on to win the Best Crime Partnership of the Year at the Retail Fraud Awards in October and most notably, in recognition of its ongoing achievements, the NBCS was successful in obtaining two years funding via the Police Transformation Fund in December.

Police Transformation Funding

The funding has been given in recognition of the NBCS's efforts to support the police in the fight against serious and organised offenders. It will help the NBCS to expand the team ensuring that we continue to meet the growing demand from our business members and law enforcement partners to show the true nature and scale of the threat and to work with law enforcement partners to disrupt this activity, ensuring more effective sentences are passed on the most prolific teams.



During 2016 the NBCS has continued to build on and develop strong relationships with a wide range of partners and was delighted to have been invited to represent its member businesses on the National Retail Crime Steering Group, chaired by Sarah Newton MP, Parliamentary Under Secretary of State for Vulnerability, Safeguarding and Countering Extremism.

“ DCC Susannah Fish OBE ”

National Police Chiefs Council (NPCC) Lead
for Business Crime Reduction and Lead for Information Sharing



I have been delighted to work closely with the NBCS during 2016 during which time the partnership between the NBCS and policing has gone from strength to strength. As a result organised criminals have been disrupted, arrested, and imprisoned and member businesses have been better protected.

In recognition of this success the Home Office has agreed to fund the further expansion of the NBCS - an exciting development for law enforcement and the business community and will enhance our capability to tackle criminals who target business.

NBCS achievements in 2016

- 109 investigations raised in 2016 – over 60% having a successful outcome.
- Alerts led to 239 suspects successfully identified.
- Interventions led to 104 arrests and sentencing of over 110 years for offenders involved in crimes against NBCS members including:
 - 23 years for car-jacking team costing member businesses £80,000
 - Conspiracy charge of 9 years for team involved in self scan burglaries
 - Over 40 years for a team of armed robbers
 - Disruption of Eastern European crime team that cost businesses over £50,000
- ‘Best Crime Partnership’ at Retail Fraud Awards
- Obtaining Police Transformation Funding

New Governance – introducing the new board

In light of the new funding arrangements, the NBCS has reviewed the governance process and following consultation with members has appointed a new board with responsibilities for the following:

- Providing entrepreneurial leadership
- Setting the strategy
- Ensuring that there are human and financial resources in place to achieve the objectives
- Reviewing management's performance in meeting agreed goals and objectives
- Setting the company's values and standards and
- Ensuring that obligations to stakeholders and paying members are understood and met

The board will meet for the first time on 27 January and will also include Jason Trigg, CEO of the Cardinal Group and founder of the NBCS



Ian Pugh

Group Head of Security, intu Retail Services

I will work hard with my board colleagues to promote NBCS across the UK and in supporting the overall strategy around business crime and it's effects. In my role with intu I have links into 13 Regional Police forces and approximately 9 Regional Business Crime Partnerships who support our centres. We have 400 million customer visits per annum across our portfolio so I am excited about an opportunity to help bring parties together to seek out solutions that will benefit all concerned.



Daniel Hardy

Corporate Crime and Security Manager, J Sainsbury's

The NBCS is a key stakeholder in supporting the business and Policing community, driving partnership working in the business crime sphere.

I'm honoured to be appointed and I will strive to support the NBCS in achieving demonstrable improvement in the prevention and detection of business related crime wherever possible. I look forward to supporting the NBCS on this exciting journey with them being the 'keystone' in the business crime hub.



Colin Culleton

Group Loss Prevention Manager, Next

I've been privileged to have represented my industry and employers on several committees and working groups over the last 25 years but this for me is significant as the NBCS has a genuine chance to be a game changer in terms of reducing business crime. On a personal note, it's fantastic for Jason Trigg of the Cardinal Group that the NBCS has secured Home Office funding that will allow his vision of a National Crime Intelligence Hub to be achieved



Tim Edwards

Group Profit Protection Director, JD Sports Fashion PLC

I am exceptionally proud to have been voted onto the board by my peer group of members of the NBCS. It is my intention to be the voice on the board for the members, increase the existing membership numbers and work tirelessly to galvanise the NBCS to finally become the authority and true picture of business crime in the UK.



Lynne Woodgates

Security Solutions & Innovation Manager - Loss, Boots UK

I have been involved with the NBCS for over 12 months and it has really captured my attention and interest. It is fulfilling a real need for key partnership working to tackle UK crime on a national scale and is providing much needed encouragement for people to think and act differently.

The desire to work collaboratively and genuinely make a difference is something aligned with my own values and reflects what gets me out of bed in the morning. I feel that this position will help me to play an active part in creating the future of this industry as I truly believe the NBCS will be at the heart of this.



Georgie Barnard

Detective Chief Inspector, Metropolitan Police, representing the NPCC lead for business crime.

If we want to drive down business crime nationally, we need all types of companies to step forward and work with NBCS and the police and share intelligence about the crimes they are experiencing. The Police Transformation Funding will lay the foundations for that new way of working and I'd encourage everyone in the industry who wants to see an end to the kinds of crime that hurt businesses to get involved. Effective partnership working is key and we are committed to further improving the way we work with the private sector to build upon this success.

Crime trends and linked series

Burglaries and robberies have continued to cause a persistent issue for a number of member businesses throughout 2016. We have seen a significant increase in burglaries where cigarettes have been the target. MO's have varied but there has been a rise in offences where access was gained via the roof and also via a hole in the wall. The arrest of two teams prevented further incidents against supermarket members, however, offences continue to affect wholesale members.

Photo courtesy of belfastive.co.uk



There was also a steady rise in the number of offences involving foreign national teams, however, ongoing engagement with UK Immigration, UK Border Agency and other key contacts from the law enforcement community has helped to disrupt this activity with a significant decrease in offences noted towards the end of 2016.



Emerging MOs

2016 saw a real increase in the level of fraud related cases ranging from counterfeit notes/vouchers through to attempts to access large quantities of cash via false representation. Information being shared on refund fraudsters also appears to have significantly increased, however, whether this represents an increase in this type of crime or better awareness amongst members that sharing this type of information can be hugely beneficial, is unclear.



Hot products ... and hot spots

Cigarettes, alcohol and cash continue to be the main product types targeted. Cigarette offences have involved attacks on distribution vehicles through to hole in the wall burglaries where our wholesale and supermarket members have been targeted. There was a significant increase during 2016 in the number of trolley push outs for **alcohol** specifically high value spirits, these incidents have predominantly involved **foreign national teams** who travel extensively across the UK. Throughout 2016 there was also a rise in the number of **cash offences**, from armed robberies to burglaries and even a spate of offences where cash was being removed from tills during trading hours. Many of the offences have reduced recently due to NBCS interventions and the arrest or deportation of those involved.

Through the latter months of 2016 and the run up to Christmas an increase in products such as **meat, fish and cheese** was also noted. There were also certain **toys** that became hot products such as Lego and Star Wars merchandise. In addition high value **electrical goods** were seen to spike with brands such as BOSE and Beats being heavily targeted.



The majority of offences are clustered in the large metropolitan areas such as **London, Birmingham and Manchester**. The main offence types in these areas are burglaries, robberies and fraud. The **West Midlands** continues to be a hive of criminal activity with many travelling/organised crime teams residing in that geographical area.

An increase in burglaries within the **Leeds and Liverpool** area was noted during July-September.

During October-November, there was an increase in robberies within the South West particularly in **Bristol** and also on the South Coast with offences noted in **Portsmouth, Brighton and Southampton**.

Fraud continues to be an issue in London for many of our fashion members. There has also been a recent increase in frauds being reported in the **North of England** and **Scotland**.

Towards the end of 2016 there was an increase in offences within the **North of England** and **Scotland** with clusters of incidents forming in **Newcastle upon Tyne, Glasgow, Edinburgh and Aberdeen**.



Intelligence from 'The Hub'

During 2016, there were a total of 109 investigations raised. Two thirds of the investigations have involved offences extending over several police force areas with over a third affecting businesses from different business sectors i.e. fashion and grocery. Over the past year the NBCS has therefore engaged with every police force across the UK, whilst also developing stronger relationships with other key stakeholders such as the National Crime Agency, Roads Policing, Government Agency Intelligence Network, UK Immigration and UK Border Agency.

Over 800 alerts have also been circulated amongst members to inform them of possible threats to their businesses. These have led to 104 arrests of suspects wanted in connection with business crimes and the successful identification of 247 suspects. Work carried out has also led to 290 vehicles being flagged on police and private sector ANPR hotlists, leading to 52 arrests and the recovery of a significant amount of property.

Of the 109 investigations raised, over 60 per cent have led to a successful outcome such as arrests, property recovered or a positive identification being made as a result of NBCS sharing information.

Notable successes

During 2016 there have been several meetings with NBCS members to encourage them to make the most of the systems and support on offer. Whilst the successes continue to prove the value of membership it is crucial that work to improve the quality and flow of information to the NBCS is ongoing.

By improving the quality of information shared, the NBCS has been able to produce better quality alerts and briefings. This has enabled us to show the true harm and risk of the threats posed and ensured that business crime is being pushed further up the political and policing agenda.

Sharing information with member businesses enables them to better allocate resources to risks. Alerts and engagement with other key partners such as G24, has led to many members being advised of potential threats and preventing offences before they occur.



For information or to sign up please contact



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The value of sharing - some NBCS case studies

High value electricals

Early in 2016 a member reported a spate of high value electrical thefts. Images of the suspects were shared with the NBCS where one of the suspects was identified due to his involvement in similar offences in 2015. The NBCS liaised with Hampshire police who had previously taken the lead for the investigation involving the identified male. Following an information exchange, the identity of the male was confirmed, along with three other males. The NBCS also made contact with the Officer In Case in the other force areas affected – TVP, Cheshire and GMP.

Further offences were committed and the NBCS member was able to share the details of a suspect vehicle. The NBCS subsequently flagged the vehicle with both police and private sector ANPR contacts and made enquiries on the vehicle and its possible whereabouts.

Alerts were circulated to other member businesses to raise awareness of this team and the vehicle being used. Work on the vehicle as well as engagement with Hampshire provided evidence that the offenders were based in the Hampshire area. Following a further offence at a member store in the High Wycombe area, the NBCS notified Hampshire police who were ready to stop the vehicle on its return to Hampshire. This led to the arrest of the three occupants and the recovery of stolen goods to the value of over £9000.

One of the offenders received a sentence of over 6 years for linked offences. Unfortunately the main offender (the one previously known to the NBCS) was bailed and did not return so is still wanted on PNC. Nevertheless, the NBCS is aware and will react as soon as any further information or sightings are received.



M60 Gang

Early in 2016 the NBCS was successful in raising the profile of a team of prolific female shoplifters targeting fashion members along the M60. When high value offences emerged again late in 2016, enquiries and positive identifications led to the NBCS starting a new investigation into this well known crime family. By raising the alert the NBCS collated a series of offences affecting a number of member businesses, but this time from around the Staffordshire police area. Engagement with members has helped confirm the identities of those involved and enabled the NBCS to raise a new investigation linking several new offences across members including health and beauty, fashion and grocery. Liaison with the police has provided intelligence relating to this family which explains why the offences have now moved further south.

Whilst the offences have continued into 2017 the NBCS is working to convene an intelligence meeting where information can be shared with a view to a joint operation raising awareness of the nature and extent of these offences. Clearly articulating the significant and mounting costs will hopefully lead to further arrests and a significant sentence.

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Making the UK a more hostile environment for criminals

Throughout 2016 the NBCS has looked to expand its engagement across the law enforcement community, helping to raise the profile of business crime and show that, in many cases, offences against NBCS members go far beyond 'petty shop theft' and that actually there are very substantial links with well known, heavily organised teams. By encouraging members to share information the NBCS can alert others to new trends and ensure they are better prepared to detect and prevent criminality. It also ensures that the impact of these offences is raised within the law enforcement community so that appropriate action can be taken.

Foreign national offenders

Shared information is particularly valuable when looking at offences involving foreign national offenders who are known to have very specific targets/MO and who travel extensively across the UK to commit offences. Prior to the NBCS collating these crimes these offences would have gone unnoticed and therefore unpunished.

In September 2016 the NBCS helped to coordinate a meeting with several foreign national police leads to raise awareness of the impact of offences on member businesses and to discuss how the NBCS could assist police to disrupt this activity. Significant results have demonstrated this engagement is working and that the UK is becoming a more hostile environment for a type of crime which has previously been undetected due to a lack of coordination.

One series of offences highlighted at the meeting related to a team involved in high value trolley push outs of alcohol. Reviewing the information and images from members led to the NBCS linking over 20 offences. Initially the team was unknown, but engagement with Kent police helped to establish the identity of a number of those involved. This enabled the NBCS to share these details with other police partners and as a result several suspect vehicles were added to police hotlists. By collating new offences involving this team and monitoring the movements of the vehicles, the NBCS was able to raise awareness of where the team was active, helping members to take preventative action and leading to the successful arrest of one offender after he was detained in store. Subsequent enquiries have established that the remaining team members voluntarily left the UK late in 2016. It is believed that they fled following the increased attention on their activity raised by the NBCS. The Immigration Warning Index has now been updated so should the offenders attempt to return to the UK they will be refused entry.



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