



Business Watch Co-ordinators Handbook

A Business Watch Co-ordinators Guide

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Business Watch

Everyone in the community has the responsibility for reducing crime. Greater Manchester Police are committed to Business Watch, with businesses and police co-operating to reduce the opportunities for crime.

What is a Business Watch?

A Business Watch is a partnership between a local business community, the local authority, police and other statutory agencies to keep one another informed of crime and disorder issues that are affecting their area.

Aims of Business Watch are to:

- Reduce crime
- Reduce the fear of crime
- Encourage community spirit
- Get appropriate crime reduction advice to businesses quickly.

Objectives of Business Watch are to:

- Inform the police of any suspicious activity.
- Establish a spirit of co-operation and communication, working in partnership to reduce crime in the local area.
- Improve the relationship between the businesses, police and other partner agencies by sharing information.
- Reducing opportunities for crime, deterring would be offenders

It is the individual members of a Business Watch Scheme that gives it real meaning. Their day to day interest and awareness are the key factors which determine how well the scheme works.

Whilst the police will give every assistance in getting a Business Watch Scheme off the ground, it is the members' scheme and its success will depend on the enthusiasm of the Co-ordinator and local residents. The Neighbourhood Officers will offer support, and will help to sustain interest by maintaining contact with the members.

The Role of Co-ordinator/Chairperson

- 1) To be a link between members and the police.
- 2) To encourage full participation amongst businesses and keep up to date records of the people in your scheme.
- 3) To welcome new members and introduce them to the scheme.
- 4) To pass on to the police information and intelligence about suspicious incidents and persons seen in the area.
- 5) To circulate information received from the police to members.
- 6) To liaise with other schemes.
- 7) To organise and attend local business watch meetings.
- 8) Provide encouragement and support to members of the scheme.

You can get help and advice from your Neighbourhood Officer.

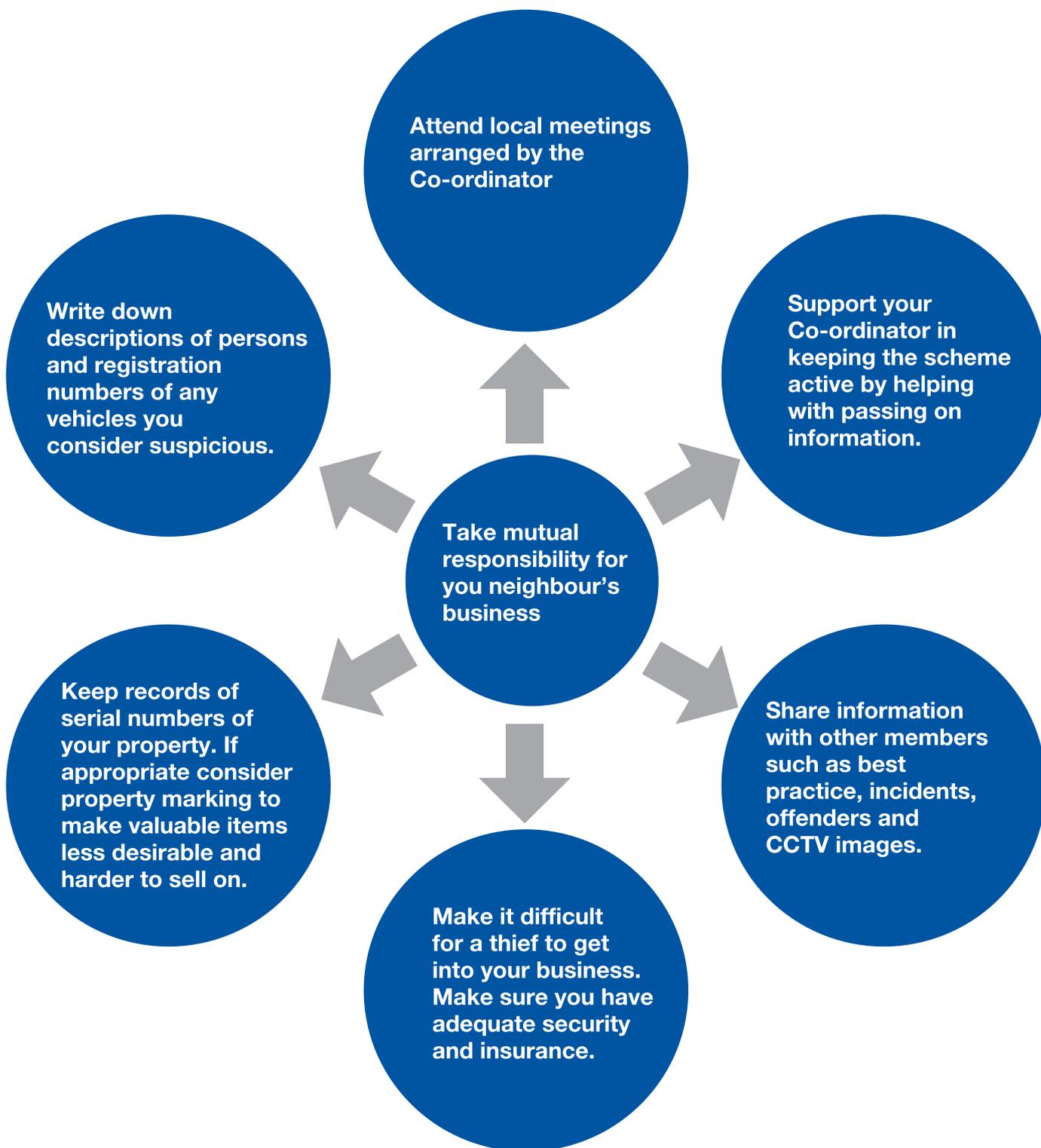
The success of a scheme is often dependent on the enthusiasm of its Co-ordinator; ideally this should be someone who is prepared to act as a pivot, but also to recognise the work must be shared, so that all members feel they have a role to play.

It is important to inform the Neighbourhood Officer if you can no longer continue as Co-ordinator. Try to find a replacement. If one is not available you should inform your members that the scheme will no longer be recognised by the Police.

As a Co-ordinator you do not replace the police and are not expected to become a vigilante, or patrol the streets.

The Role of Business Watch Members

Business Watch members are required to be alert. They are the eyes and ears of the police. Business Watch members are asked to:



The role of Treasurer

You may need to adopt some basic rules if you are to successfully administer any funds your scheme raises. To do this ideally you would appoint a treasurer who will take responsibility.

You will need to open a bank or building society account. Cheques should require at least two signatures.

The treasurer will be responsible for:

- Keeping an accurate record of all transactions received and spent.
- Keep all receipts.
- If you are planning an event, draw up a budget of what you intend to spend and try and stick to it.

These should list:

1) Expenditure

- A) Amount paid out and purpose
- B) Document what it was spent on
- C) Add up total costs.

2) Income

- A) Contributions amount
- B) Funds raised amount
- C) Sponsorship amount
- D) Add up total income.

Deduct the expenditure from the income and you will be left with the balance. Check that agrees with your bank account

Communicating with Members

It is important to involve all members of a scheme. This is so they feel that the scheme belongs to them and take pride in successes.

As a Co-ordinator, the police will keep you up to date with any relevant information. You should pass on any information you receive from the police to your members.

If you do not feel you are able to give a presentation to your members you might consider inviting a guest speaker to one of your meetings.

Find out how other schemes are run, how they approach problems and swap ideas.

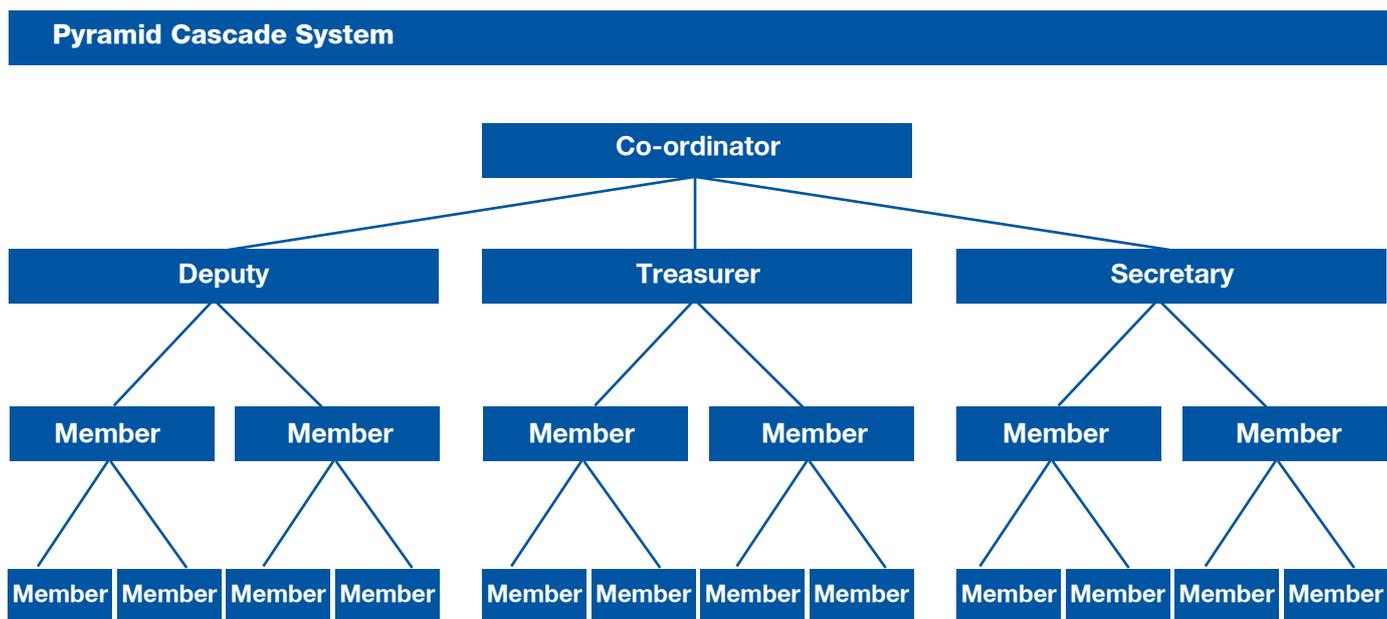
The main thing to remember is to communicate with your members. Passing on information keeps them up to date and encourages them to approach you if they have any useful information.

As a group you need to consider how you will communicate with one another i.e. telephone, email, mobile, radio etc? What type of information will you communicate? You may decide that urgent messages will be communicated by telephone and non-urgent by email. You may decide that as a group you wish to invest in radios so you can communicate messages immediately with one another.

There are no hard and fast rules to communication. It is up to your group to decide which is the best way for your scheme to communicate information.

One way in which you can be networked to improve communication is to use the Pyramid Cascade System.

The concept is that the person at the top (usually the Co-ordinator), will ring two members (for example the deputy and secretary). They in turn will ring two people. The idea is that each member takes responsibility for ringing another two members of the group. You will, however, need to determine the structure and what to do if there is a missing link.



Maintaining Interest

Once your scheme is up and running you may wonder what is expected of you. It is YOUR scheme and its level of activity depends on you and your members.

You can agree to look after each others' interests by simply sharing information and keeping a watchful eye over one another's premises. You could get more involved in Crime Reduction, thereby actively reducing crime in your area.

When you meet with the other members of the group ask them what ideas they have on improving the area. Ask them what problems they experience to see if there are any common problems which when identified can be remedied.

You may want support to tackle these problems. Your Neighbourhood Officer is there to provide advise and support.

Schemes that prosper and thrive are those which:

- Develop good relations with the police
- Encourage activity
- Have a good community spirit
- Meet and talk regularly
- Follow crime reduction advice.
- Look out for one another

As a group consider setting achievable targets. You will find that your motivation will increase as you achieve your goals.

Funding

As a group you may wish to apply for funding to carry out initiatives in your area. To do this you will need a constitution and bank account.

A constitution outlines the rules in which your business watch and members agree to abide by. It covers such things as how often you meet, membership, subscriptions etc. It is up to the group to agree what the rules will be. Each member should sign a copy to acknowledge that they agree to follow the rules set out in the agreement.

A draft constitution is included on the next page to give an example of the types of things you may wish to include in your own if you deem one necessary.

Draft Constitution

Name

- The name of the organisation shall be known as

.....

Membership

- Open to any business in

.....

Objectives

- To reduce crime, violence and disorder.
- To promote contact between businesses.
- To exchange ideas and solve problems
- To create a safe and friendly atmosphere for staff and customers
- To provide a forum for the exchange of non-competitive information.
- To promote trade in the neighbourhood

Subscriptions

A subscription to be agreed by all members, if the owner of the business changes during this period and the subscription has been paid, the new owner does not have to pay.

Officers

- Officers shall comprise of a Chairman, Secretary and Treasurer who shall be elected at the Annual General Meeting each year, but may offer themselves for re election.
- Nominations for the above officers should be received by the Secretary 21 days prior to the Annual General Meeting

Meetings

- Meetings will be held each month unless agreed otherwise
- The owner of the business, manager or a representative should attend at least 3 meetings a year
- The chair shall act as chair at meetings of the Committee. If the chair is absent from any meeting, the deputy should act as chair. If both these officers are absent the Committee members present shall choose someone to be chair of the meeting.

AGM

- The A.G.M will be held on the anniversary of the inaugural meeting.

Election of Officers

- The following officers shall be elected at the A.G.M on an annual basis: - Chairman, Secretary and Treasurer.
- If one of the above officers leaves mid term, re-election will take place at the normal monthly meeting
- Officers may offer themselves for re-election

Minutes

- Minutes shall be taken at each meeting and circulated to members, when agreed at the meeting a copy retained on file for future reference.
- Propositions should be seconded and duly recorded

Accounts

- The accounts shall be the responsibility of the Treasurer.
- Any member having an interest in the funds of the Business Watch shall, upon forty eight hours notice to inspect the account, be allowed to do so.
- An annual audit of the accounts of the Business Watch shall take place before the Annual General Meeting and an audit sheet will be provided for each member
- The Auditor shall be appointed by the Committee
- The account will have three signatories, with any two of the three required to sign the cheque.
- Signatories will be Treasurer, Chairman and Secretary

Disciplinary Action

- Any member acting in a manner harmful to the Business Watch and against whom a complaint has been made by another member, may be expelled from the Business Watch or such action as be deemed necessary by the elected committee.

Signed.....
Print name.....
Business.....
Date.....

Reporting Incidents to Greater Manchester Police

- 1) In an emergency or for an incident requiring urgent police attention dial 999.
- 2) The 999 emergency line should be used for EMERGENCY calls only. These should be calls concerning something that has just happened, or is happening, or is about to happen. In other words an incident which needs an immediate police response.
- 3) When using the 999 system, the telephone operator will want to know the following information:
 - A) The Emergency Service you require.
 - B) Your name, business name and address.
 - C) Location or the address and telephone number you are calling from.
 - D) Details of the incident that has taken place, descriptions etc.
- 4) Examples of such incidents are assaults, robberies, burglaries, or thefts etc IN PROGRESS (i.e. where the speed of the officer's arrival is crucial).

All other calls should be made to 101.

Graded Response

The aim of this policy is to fight crime and protect people by getting the right people to the right place at the right time, doing the right thing.

Grade 1: Immediate Response

Aim: Attendance of a policing resource within 10 minutes of the call being received.

Grade 2: Priority Response

Aim: Attendance of a policing resource as soon as practicable, but within one hour.

Grade 3: Prompt Response

Aim: Attendance of a policing resource as soon as practicable, but (subject to availability of the caller) within four hours.

Grade 4: Referred Response

Aim: The creation of an incident log which requires the attendance of a policing resource, but which is suitable to be referred for local resourcing at a later time.

(The resources allocated will be those most appropriate given the circumstances)

Grade 5: Telephone Resolution

Aim The successful "First Time" resolution of a call, to the callers satisfaction. (Where the matter can be appropriately dealt with over the telephone, thereby avoiding deployment of policing resources.)

Phonetic Alphabet

A Alpha	B Bravo	C Charlie
D Delta	E Echo	F Foxtrot
G Golf	H Hotel	I India
J Juliet	K Kilo	L Lima
M Mike	N November	O Oscar
P Papa	Q Quebec	R Romeo
S Sierra	T Tango	U Uniform
V Victor	W Whiskey	X X-Ray
Y Yankee	Z Zulu	

Crimestoppers

CRIMESTOPPERS is a way of telling the Police what you know informally and without telling them who you are. Everyday hundreds of ordinary citizens use the scheme to help the police solve many crimes, not just the most serious. It is highly successful and proves that it is possible to do something to make society safer. How does Crimestoppers work?

Phone 24 hours on 0800 555 111. Your call is free from anywhere in the country and the call taker you speak to will be understanding and helpful.

- You will not be asked your name, address or telephone number.
- We will not contact you - if you want to call us back we will give you a code number.
- You may get a cash reward if your information results in an arrest and charge.
- Any reward is paid out by CRIMESTOPPERS without you ever revealing your identity to anyone.
- You won't have to go to court.
- No-one will know you gave the police the tip-off.

Useful Telephone Numbers & Websites

Greater Manchester Police (Emergency) 999
Non Emergency 101
www.gmp.police.uk

Crimestoppers 0800 555 111

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Association of Business Crime Reduction Partnerships
www.businesscrime.org.uk
Chamber of Commerce
www.britishchambers.org.uk
British Retail Consortium
www.brc.org.uk
National Counter Terrorism Security Office
www.natso.gov.uk
Health & Safety Executive
www.hse.gov.uk