

Business Crime Toolkit

Support services for vulnerable people in Greater Manchester		
Who	Support service	Contact details
Homeless	Centre Point	Support for homeless 16-25 year olds in Manchester. Tel: 0800 587 5158 / 0808 800 0661 ('get help now' number) Web: https://centrepoin.org.uk/manchester/
	Crisis	Tel: 0161 234 4692 (Homeless assessment team) Email: hss@manchester.gov.uk Web: https://www.crisis.org.uk/ending-homelessness/resources-for-practitioners/prs-database/manchester-housing-advice/#
	Shelter	Tel: 0161 820 7589 / 0344 515 1640 (for advice and guidance if based in Greater Manchester) Web: https://england.shelter.org.uk/get_help/local_services/manchester/services
	Mustard Tree	Support for anyone who can proof of benefits or low income. Tel: 0161 850 2282 (Head office) / 0161 228 7331 (Manchester Hub) / 0161 505 0976 (Eccles Hub) / 0161 505 0974 (Little Hulton Hub) Email: information@mustardtree.org.uk Web: https://mustardtree.org.uk/get-help/
	Street Support	Tel: 0300 500 0914 Email: greatermanchester@streetsupport.net / info@streetsupport.net Web: https://streetsupport.net/find-help/
	Justlife Centre	Based in East Manchester. Tel: 0161 285 5888 Email: info@justlife.org.uk Web: https://www.justlife.org.uk/projects-oldpage/justlife-manchester/
	The Greater Manchester Homelessness Action Network	Outlines collaborative approach to provide support mechanisms and resources to aid homelessness in GM. Set out in 2018 with the aim of eliminating homelessness in Manchester by 2020. Web: https://www.greatermanchester-ca.gov.uk/media/1234/homeless-action-network-strategy.pdf
	Victim Support	Tel: 0808 168 9111 Email using online form: https://www.victimsupport.org.uk/help-and-support/get-help/supportline/email-supportline Web: https://www.victimsupport.org.uk/crime-info/types-crime/modern-slavery
	Salvation Army	Tel: 0800 808 3733 (Helpline)

		Web: https://www.salvationarmy.org.uk/modern-slavery
	The Modern Slavery Helpline (Unseen)	Tel: 08000 121 700 (to seek advice, or to report a suspicion) Web: https://www.modernslaveryhelpline.org/directory#&location:manchester - only two organisations come up when you narrow the search to Manchester
	Migrant Help	Specialist support and accommodation for vulnerable migrants (adult victims and their dependants). Tel: 01304 203 977 / out of hours 07766 668 781 Email: info@migranthelpuk.org Web: https://www.migranthelpuk.org/Pages/Category/slavery-and-human-trafficking
	Kalayaan	Support services for migrant domestic workers. Tel: 0207 243 2942
	Medaille Trust	Service providing supportive and safe accommodation for women, men and families who are victims of modern slavery. Tel: 0800 069 9916 Email: enquiries@medaille-trust.org.uk Web: https://www.medaille-trust.org.uk/
	Invisible Traffick	Service working towards the abolishment of modern day slavery and human trafficking. Tel: 028 9124 9451 Web: http://invisibletraffick.org/
	Greater Together Manchester	Tel: 0161 828 1409 Web: http://greatertogethermanchester.org/find-support/human-trafficking-and-modern-slavery/ Email: info@greatertogethermanchester.org
	GMP (advice and reporting)	Tel: 101 / Crimestoppers: 0800 555 111 Web: can report online: https://www.gmp.police.uk/ro/report/ocr/af/how-to-report-a-crime/ Web: http://gmpintranet.gmpnt.rootdom.gmp.police.cjx.gov.uk/PDQ/data.nsf/article.htm?readform&Unit=364568&Section=642334&Article=22465552
	The National Referral Mechanism	Web: https://www.ecpat.org.uk/national-referral-mechanism Provides information, and lists who current first responders are who can make referrals to the NRM, includes; - Local authorities - UK police forces - Salvation Army - Poppy Project

		- Migrant Help - Medaille Trust - Kalayaan - Barnardo's - Unseen - NSPCC - BAWSO - New Pathways - Refugee Council First responder completes a referral form and sends it to the Modern Slavery and Human Trafficking Unit (MSHTU).
Crime reporting	Crimestoppers	Tel: 0800 555 111 Web: www.crimestoppers-uk.org Crimestoppers provide a service for people to confidentially reporting of crime-related information with guaranteed anonymity, either over the phone or using an online form. Once a report has been made, a report is created that brings all of the reported information together, and is shared with the relevant agency.
	The Crimestoppers Integrity Line	The Crimestoppers Integrity Line, helping to maintain integrity in the workplace, is available 24hrs a day, 7 days a week, to employees of all participating companies, organisations and police forces. It is a whistleblowing service for colleagues to anonymously report misconduct in the workplace. Tel: 0208 835 3790 (for more information) Web: https://crimestoppers-uk.org/for-business/our-services/employee-integrity-line

Anti-terrorism contacts

National Counter Terrorism Security Office	The National Counter Terrorism Security Office (NaCTSO) is a police unit that supports the 'protect and prepare' strands of the government's counter terrorism strategy. They support a network of counter terrorism security advisors (CTSAs) who work within UK regional police forces as officers and staff to provide protective and counter terrorism security advice to support businesses and reduce their sites' vulnerability to terrorist threats For current counter terrorism and protective security advice for staff please visit: https://www.gov.uk/government/organisations/national-counter-terrorism-security-office
Centre for the Protection of National Infrastructure	The Centre for the Protection of National Infrastructure (CPNI) are leaders in security, providing resources, guidance and expert advice to help protect and keep businesses secure from external threats. A small investment in security measures helps to protect businesses against crime and make the work of terrorists and hostile foreign states more difficult. https://www.cpni.gov.uk To report an imminent threat call 999 or ring the police Anti-Terrorist Hotline on 0800 789 321.
ACT (Action Counters Terrorism)	ACT helps businesses to protect their employees and business from terrorism by providing quick and free training in counter terrorism awareness. The course covers identifying security vulnerabilities, suspicious behaviour, suspicious items, and bomb, firearms or weapons attacks. The advice and awareness information is beneficial to all police officers and staff, and external businesses and organisations. There is also an ACT app which provides 24/7 live-time information from counter terrorism policing to the business community. Start free e-Learning course at https://ct.highfieldlearning.com/ For further advice and information regarding ACT Awareness or any other counter-terrorism security matters, please contact the CTPNW Protect team on ctpnw.protect@gmp.pnn.police.uk.
The National Police Chief's Council RUN HIDE TELL.	The National Police Chief's Council (NPCC) brings UK police forces together to help policing coordinate operations, reform, improve and provide value for money. One of the key functions of the NPCC is to command counter terrorism operations and delivery of counter terrorist policing through the national network as set out in the Counter Terrorism Collaboration Agreement. The NPCC website sets out the run, hide and tell guidance which depicts how to stay safe from a firearms or weapons attack. This prepares the public on what to do in the event of getting caught in a terrorist attack. https://www.npcc.police.uk/NPCCBusinessAreas/WeaponAttacksStaySafe.aspx

Health and safety in the workplace

Legislation	Section	Key points
The Health and Safety at Work Act 1974	Section 2	It is the general duty of every employer to safeguard the health, safety, and welfare of all employees at work, as far as reasonably practicable, through the provision of the necessary information, instruction, training, supervision and facilities. This includes consideration of the safety risks associated with the systems, articles and substances, entry and egress from the premises, and any place of work. Employers must prepare, and when necessary revise, a written statement of the general health and safety at work policy and arrangements in place to ensure health and safety is maintained.
	Section 20	Local authority inspectors have responsibility for enforcing health and safety law in retail premises. Inspectors are appointed by enforcing authorities if they have the qualifications necessary to carry the relevant statutory provisions into effect. Inspectors have the right to enter premises at any reasonable time to carry out investigations and examinations of the premises without the need to give notice. The powers of the inspector require any person to answer questions relevant to the investigation truthfully, produce requested documents, and provide general facilities and assistance at the time of inspection.
	Section 21 and 22	Improvement and prohibition notices are methods of enforcing health and safety laws. If an inspector is of the opinion that a person is contravening, or has contravened, health and safety laws, they may serve them an improvement notice which requires remedial action within a specified period of time. This will be no less than 21 days from the date the notice is served. Improvement notices are issued in circumstances that make it likely that the contravention will continue or be repeated. The improvement notice will specify the health and safety law being contravened, explain why the inspector is of that opinion, and require the person to remedy the contravention or the matters occasioning it. A prohibition notice can be served in relation to activities which are being, or are likely to be, carried on, where an inspector is of the opinion that the activities involve a risk of serious personal injury. The notice requires an immediate cessation of the unsafe activity. The prohibition notice should state the matters, which in the inspector's opinion, give risk to health and safety risk, and direct that the activity should cease until the inspector's opinion has been remedied.
The Management of the Health and Safety at Work Regulations 1999	Section 3	Every employer has the duty to make a suitable and sufficient assessment of the risks to the health and safety of their employees to which they are exposed whilst they are at work. Employers must consider the risks to employees; decide how significant these risks are; decide what to do to prevent or control the risks; and develop a clear management plan to achieve this. This also encompasses the risks to the health and

		safety to those rising in connection with the conduct by the work activities and the risk of reasonably foreseeable violence. Employers must also make arrangements to ensure the health and safety of the workplace, including making arrangements for emergencies, adequate information and training for employees and for health surveillance where appropriate. Where there are more than five employees the risk assessment must be kept as a permanent record. The risk assessment should be reviewed and updated if anything changes.
	Section 8	Every employer should establish appropriate procedures to be followed in the event of serious and imminent danger to persons at work in their undertaking. This includes informing any person exposed to serious or imminent danger of the nature of the hazard they face, and the steps being taken to protect them from this hazard. The employee must be able to stop work and immediately proceed to a designated place of safety in instances of serious and imminent danger.
Lone working	<i>The Health and Safety at Work Act 1974 Sections 2-9;</i> <i>The Management of Health and Safety at Work Regulations 1999 Section 3</i>	Employers are legally required to consider and deal with the health and safety risks associated with lone working. It is the employer's responsibility to provide the appropriate training, supervision, monitoring, and support for the health and safety of lone working employees. Regular adaptations should be made to workplace practices to accommodate for individual health needs. Factors to consider include the employee's experience and training, the clients, the work being undertaken, the environment and equipment being used to conduct the work, and the risk of violence. Appropriate systems must be in place to allow for good communication with lone workers and to enable response to any incidents (e.g. pre-agreed contact from the supervisor at regular intervals). Risks to lone workers should be included in the general risk assessment, and findings should inform the level of supervision needed. Procedures must be put in place to ensure the safety of lone working employees. The HSE identifies the key violence risks to lone workers as alcohol and drug use by members of the public, certain geographical locations (e.g. inner cities), late evenings or early mornings when there are less people around, a job role that involves travelling, visiting homes, or carrying money. Contact details for the Suzy Lamplugh Trust: - Web: https://www.suzylamplugh.org/ - National stalking helpline, advice for victims - Tel: 0808 802 0300 - General enquiries - Tel: 020 7091 0041, Email: info@suzylamplugh.org