



Station To Station Crime and Anti-Social Behaviour Meeting
The Old Library
10th April 2024

Present:

John Price	Portico Gallery
Bronwen Rice	S2S
Charlotte Ashworth	S2S
Helen Hayes	MP for Dulwich and West Norwood
PC Will Luck	SPOC Safer Neighbourhood Team
PC Jack Jones Pace	Safer Neighbourhood Team
Ethan Desouza	Sainsburys Manager
Tashin Kucuk	Kebab Hut
Greg Brown	Mitie Security Team for Sainsburys
Martina Sutharsan	Co-Op Tulse Hill Manager
Harsha ?	Co-Op West Norwood

Apologies: Carolina Fox - Sweet Carolina (submitted questions via email)

Item	Notes	Action
1.0	Matters Arising	
	<p>It is apparent that there are huge issues with shoplifting locally, combined with a historical lack of reporting of this crime by businesses. S2S brought in TMEye to provide a Shoplifting Prevention Scheme in October 2022, who twice monthly visit the neighbourhood with undercover operatives and who bring private prosecutions on behalf of the businesses against identified prolific perpetrators. Alongside this, the S2S Patrol Whatsapp group was created which operates like a crime sharing network, where members can share photos and warn other businesses of criminals in the area. As S2S has a small levy revenue compared to other BIDs, we are unable to bring high cost 'boots on the ground' or radio controlled security services. But using these undercover and whatsapp systems has helped, and has fostered a sense of community by sharing information and experiences. Through this system CA & TMEye have shared intelligence with local police and this resulted in bans and arrests. However</p>	<p>Action: Email addresses of local police officers to be share in order to follow up on reported crimes.</p>

		shoplifting has become worse both nationally and within London, and we need to find other ways of working collaboratively. The meeting was part of the process of developing these relationships.	
	Agenda Items		
2.0	<p>Introduction to our 'Shoplifting SPOC' PC Will Luck</p> <p>Local police team & progress with prolific shoplifters/ASB</p>	<p>CA introduced PC Will Luck who has been recently assigned the role of Shoplifting SPOC (Specific Point of Contact) for the local area. As a member of the Safer Neighbourhood Team (SNT), he will be the main point of contact for businesses to report crimes and anti-social behaviour. The SNT are given 10 active shoplifting cases at a time, and once each case/individual criminal is resolved they can then bring more onto the system. Businesses should report using either the online system or via 999/101 depending on the incident. They can then follow up with PC Luck & PC Jones-Pace via email to discuss the progress of the report and prosecution procedures.</p> <p>William.LUCK@met.police.uk Jack.Jones-Pace@met.police.uk</p> <p>Reporting Crimes: WL explained that there is a new Met computer system 'Connect' which should be very good, but there are some issues. The 3 Safer Neighbourhood Teams for the area are supposed to take on all shoplifting issues, but currently they aren't hearing about many crimes, they are not sure if businesses aren't reporting, they are reporting but it is not coming through or if they are being closed before they reach the SNT.</p> <p>CA reported there is currently no data collected on the Met's crime mapping system for Feb & March of 2024. Only 28 shoplifting crimes were reported between Nov-Jan, CA thinks that crimes are being underreported?</p> <p>ED - Sainsbury's Manager explained that they do report crimes. There was concern that the new system isn't registering the crime reporting as he has reported several crimes. ED explained that the referencing system and following up to the cases is a very complicated system and set of procedures, it would help if this was made simpler, but that businesses will do their best to provide relevant evidence.</p> <p>The shop managers explained that the Whatsapp group has gone quieter because of restrictions for them relating to GDPR. S2S have identified a platform that in theory we are all allowed to use, Alert from Shopsafe. We have had some information on this, and</p>	<p>Email contact details to be shared for WL with the local businesses</p> <p>Businesses to continue to report all incidents</p> <p>WL and SNT to check that the system is working and CA to report back to businesses</p>

	<p>are pursuing its implementation, as long as our local SNT can use it too.</p> <p>GB - Mitie Security - explained that they have data sharing agreements between Co-op, Sainsburys and B&Q, as they work for all of these companies and so they are able to share the details legally between these businesses. They work with the security in these businesses to track offenders and ban them from stores. GB explained the Shopwatch system which is a walkie talkie system. It is a tighter way to share data because of GDPR. They give the offender a nickname and the information is able to be shared more quickly, with stores and also with police. This is run by BIDs in specific areas. CA explained that Station to Station cannot afford the cost of the Shopwatch service. It was suggested that perhaps we could get contributions from the nationals. However some reports of difficulties with this system were also shared as radios can have some issues. Businesses would call on the radios, but then no one would come.</p> <p>Interim plan: while there is the current IT issue with the Met's new reporting system, CA will share in the whatsapp group the contact details for Will and Jack.</p> <p>Criminal Behaviour Orders (CBOs) and banning notices The strategy to exclude local prolific shoplifters from the area is via the issuing of CBOs and banning notices.</p> <p>When a local prolific offender was issued a CBO last year via collaboration with S2S, the SNT & TMEye, he was repeatedly arrested for being in the area until he eventually moved elsewhere. This had a knock on effect as word got around and other criminals were less active as a result.</p> <p>WL explained that breaching a banning notice is an easier and more serious crime to prosecute than shoplifting, because entering a shop and stealing once you have been banned is classified as burglary.</p> <p>WL said the SNT don't really get any support from Lambeth, HH said she would try and help with this.</p> <p>WL explained that the SNT are spread very thin at the moment and there is only so much they can do. However, if the new system Connect works, it should make it easier to get CBOs on certain prolific local offenders.</p> <p>WL requested any crime numbers from businesses present to get a CBO on one specific prolific shoplifter in the area.</p>	<p>CA and Mitie to meet to discuss.</p>
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Other support the SNT can offer:

WL explained that there is a face to face presentation that the police can provide. This would offer advice on how to deal with different situations including abuse and theft. If you would like to access this, email PC Will Luck, address above.

Discussion on the situation locally:

HH - There has been an ongoing situation in WN & TH for a long time, she is concerned that this behaviour becomes normalised. It is not acceptable that this type of behaviour and experience becomes part of people's work day. There has been some action, however, there isn't a conclusive result where things are permanently changed. The problems and what is holding back the solution to solving these problems needs to be identified. We are aware that this isn't only happening in WN & TH, also in Brixton and West Dulwich.

HH - asked how many criminals are there in the area? CA - there are about 10-15 prolific offenders.

MS - Co-op Tulse Hill explained that although there are multiple shoplifting incidents per day, the Co-op's policy is not to challenge the perpetrators. Security guards aren't allowed to approach criminals. Intel was shared within the meeting and a plan was made to target one individual.

CA - shared that there are reports of young children shoplifting 'with menaces' and this is very worrying. ED explained that there is an attitude where the young people think they are untouchable. There are reports that there have been street robberies that are connected with the young people who attacked the security guard at Sainsbury's.

HH offered to help the business community get a contact with Trading Standards or Lambeth Licensing or Lambeth Public Protection team to help identify and prosecute businesses who were selling on stolen goods. CA had requested this multiple times but emails went unanswered.

Active drug dealing, begging and homelessness in WN & TH is also part of the spiral of crime; offenders can steal, then buy drugs and it's all very quick to create a cycle of crime. HH says this needs Central Criminal Investigation. It would still fall on the local police officers to address this, but the resources are so low currently, that it may be ineffectual. To resolve these problems we need to tackle the causes of the theft crimes. However, there aren't the resources to do this.

		<p>WL explained that the SNT recently did an event in Streatham where they worked alongside the Drug and Alcohol team and then criminals were referred to services. We want to be able to see more convictions and more referrals of our prolific offenders to these services.</p> <p>HH suggested that Thamesreach and maybe Lambeth have some services that can help to provide these individuals with the support they need to remove them from rough sleeping etc.</p> <p>AOB: Safe Havens - S2S have been working on trying to get safe places on the high street where young people or people who feel at risk can go into to get support and help. Since the death of Filipe Olivera last year, S2S have been working with Rathbone Society to try and establish a network of Safe Havens in the area. Safe haven locations are where workers could be trained in how to deal with intimidating incidents and where people at risk could charge phones and get help etc.</p> <p>CF - Sweet Carolina asked if businesses could be given more support for when homeless people visit her business so she could provide them with better signposting information.</p> <p>HH - Keen to see better joined up working on these issues and she is available to offer support, including putting the right agencies in touch with S2S so that they can help the community. She said the police need to be better resourced to be able to do the jobs that are needed to prevent crime, people need to be supported to prevent people getting into trouble and committing crime.</p> <p>West Norwood Sainsbury's is the number one store that is most affected by crime in London and both the West Norwood and Tulse Hill Co-op are the most affected Co-op stores in London too. Prolific persistent offenders need to be punished and challenged.</p>	<p>S2S to find out if we can get Thamesreach or other organisations to visit the area to offer support for homeless</p> <p>S2S to continue to investigate developing a Safe Haven network</p> <p>Paul Harper and Trevor Virtue to be chased at Lambeth on public protection issues etc.</p>
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