



# ANNUAL BUSINESS CONFERENCE 2024





**FESTUS AKINBUSOYE**

**Police and Crime  
Commissioner for Bedfordshire**

# John Murphy

Assistant Chief Constable



**Bedfordshire Police Force  
Strategic Oversight**

# Suzanna Austin

Development Manager – Beds,  
Cambs and Herts



**Federation of Small Business**



fsb<sup>co</sup>

**Britain's largest business support group. The voice of  
UK's 5.5 million small businesses and self-employed  
people since 1974**



# Who are we?

- **FSB is a powerful, positive voice to Governments at all levels – we engage in policy work, political engagement and campaigning**
- **We are a non-profit, committed to supporting small business owners and the self-employed in the UK**
- **We are (fiercely) independent, cross-party, evidence-based, solutions-oriented**
- **Our aim is to win changes for small businesses and the self-employed (and to stop bad policy ideas, too)**

# NATIONAL REPORTS

# FSB research/survey programme



DOCUMENT Wed, 23 November 2022

## FSB Report : Energy Bill Relief Scheme review

The UK Government should not let support for the smallest businesses end with a cliff-edge on 1 April 2023, when the current phase of EBRS comes to an end.



REPORT Fri, 30 December 2022

## Credit Where Credit's Due

Small businesses and the need for external finance for investment and growth



REPORT Thu, 09 March 2023

## Time is Money

The case for late payment reform. Thousands of small businesses are being held back not by a lack of ambition but by a systemic poor payment culture.



REPORT Tue, 28 March 2023

## Customs Clearance

The road to seamless trade for small businesses



REPORT Thu, 13 April 2023

## The Growth Belt

Supporting Rural Small Businesses

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# Our findings 2021-2023:

- **1.89m small businesses report experiencing fraud in the last 2 years**
- **81% of small businesses in England and Wales have experienced business crime in the last 2 years**
- **56% of small businesses report investing in increased anti-fraud and cyber security measures in the last 2 years**
- **20% of small businesses that did not report a crime cited lack of confidence in the police / action fraud as one of the reasons**
- **11% of SMEs in England and Wales report traditional crime has cost them over £10K in the last 2 years**

# Geographical distribution:



# The changing face of crime:

- **64% of UK businesses have experienced fraud, corruption or other economic/financial crime within the past 24 months second only to the rates seen in South Africa** <https://www.pwc.co.uk/services/forensic-services/insights/global-economic-crime-survey-2022-uk-findings.html>
- **Predictions for 2023 show that total organised retail crime is likely to cost businesses £7.9bn**
- **Organised shoplifting is expected to exceed £4.7bn**  
<https://www.thegrocer.co.uk/finance/city-snapshot-uk-retail-theft-to-cost-79bn-in-2023/685283.article>

# The future:

- **Many PCC's already include business crime within their Police and Crime Plans given the scale of the issue we would like to see business crime as a priority**
- **Closer working between local business and PCC's to help share local knowledge and ensure a diversity of views**
- **Clarification that there is no £200 threshold for investigating organised shoplifting offences to hopefully dispel the impression shoplifters will not be arrested if they steal less than £200 of goods**

# Help and Support:

# Support from fsb:

- **FSB Insurance Service** – As specialist insurers for small businesses they can ensure you are fully covered
- **FSB Legal Protection** – Providing 24/7 support in a range of situations
- **FSB Training** – with over 1000 CPD certified online course for you and your team
- **FSB PR and Crisis Management** – Helping protect your reputation with professional PR and crisis communications support as well as insurance
- **FSB Resources** – Articles, guides and a wealth of content keeping you up to date on latest business developments

# Other Support :

- Free small business tools to help protect against cyber-crime can be found <https://www.ecrcentre.co.uk/ncsc-tools>
- Keep abreast of new developments by learning ways to stay protected at <https://nbcc.police.uk/>
- Online fraud, cybercrime, and scams can be reported to Action Fraud with free resources located at <https://www.fsb.org.uk/resources-page/protect-against-email-phishing-scams.html>
- Tax crimes including include tax evasion, fraudulent schemes, and money laundering can be reported to HMRC <https://www.gov.uk/report-tax-fraud>
- Crimes related to consumer protection can be reported to local Trading Standards <https://www.gov.uk/find-local-trading-standards-office>
- Learn how to protect against invoice fraud here <https://www.fsb.org.uk/resources-page/how-to-avoid-invoice-fraud.html>
- Discover the practical security measures many insurers require here <https://fsb-insurance-service.com/fsb-insurance-service-blog/how-your-shop-security-could-save-you-money/>

# THANK YOU

Contact:

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<https://www.facebook.com/FSB.Bedfordshire.Cambs.Herts/>



[@fsbbedcambhert](https://twitter.com/fsbbedcambhert)

[www.fsb.org.uk](http://www.fsb.org.uk)

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THE  
**EASTERN  
CYBER  
RESILIENCE  
CENTRE**

# Cyber Fundamentals

Jim Stevenson, Head of Cyber and Innovation, ECRC

What are the current threats to small businesses?

# “Why would I be a target”



Small doesn't mean safe when we're talking about cybercrime.

Online = target

**Cybercriminals target vulnerabilities not organisation size**

32% of small businesses fell victim to cybercrime in the last 12 months

The most common type of cyberattack was phishing attempts (79%)

A successful cyber security breach could result in costs of around £1000 for micro or small businesses

4 in 10 SMEs say they would struggle to recover from data loss

1 in 4 SMEs admit they wouldn't be able to recover any data

41% of UK consumers claim they will never return to a business after a data breach

# National Monitoring Centre Update

**UK was the second most targeted nation for ransomware attacks**

The United States, UK, Canada, Germany and Italy-based organisations accounted for 65% of total ransomware attacks.

**26,447 vulnerabilities**

This number is still increasing as more vulnerabilities discovered in 2023 are being disclosed.

**69 Zero-day vulnerabilities**

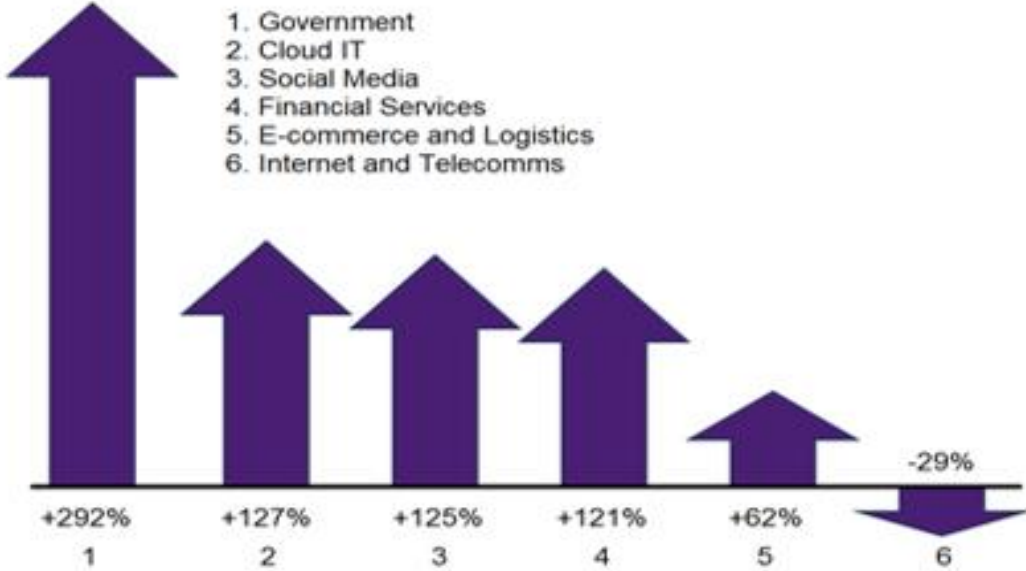
Most notable was affected MOVEit that impacted 60,144,069 individuals

**742% increase in software supply chain attacks**

It is easy to blame the vendors, but organisations can still proactively prepare

# National Monitoring Centre Update

*Percentage increase of phishing attacks across industries*



BEC Email Emails

**156,000**

Seen by Microsoft a day in 2023

# Ways to spot a phish

## Designed to get you to do something

- ▶ **Urgency** - “this has to be done NOW!”
- ▶ **Authority** - from CEO / senior member of staff
- ▶ **Mimicry** - impersonation of individual or organisation
- ▶ **Curiosity** - “OMG! Have you seen this?”

## Things to check for

- ▶ Grammar and spelling
- ▶ Email address
- ▶ Hypertext - review url before clicking
- ▶ Go to legitimate site and check information rather than clicking a link
- ▶ Confirm information with person using different communication method
- ▶ Is it too good to be true?

What can you do to protect your  
business?

The background features abstract, overlapping teal and green geometric shapes, primarily triangles and polygons, creating a modern, layered effect on the right side of the slide.

# Use Strong Passwords

First line of defence against criminals or unauthorised people accessing your accounts.

The stronger your password, the more protected your system will be.

## TIME IT TAKES A HACKER TO BRUTE FORCE YOUR PASSWORD IN 2023

Number of Characters	Numbers Only	Lowercase Letters	Upper and Lowercase Letters	Numbers, Upper and Lowercase Letters	Numbers, Upper and Lowercase Letters, Symbols
4	Instantly	Instantly	Instantly	Instantly	Instantly
5	Instantly	Instantly	Instantly	Instantly	Instantly
6	Instantly	Instantly	Instantly	Instantly	Instantly
7	Instantly	Instantly	1 sec	2 secs	4 secs
8	Instantly	Instantly	28 secs	2 mins	5 mins
9	Instantly	3 secs	24 mins	2 hours	6 hours
10	Instantly	1 min	21 hours	5 days	2 weeks
11	Instantly	32 mins	1 month	10 months	3 years
12	1 sec	14 hours	6 years	53 years	226 years
13	5 secs	2 weeks	332 years	3k years	15k years
14	52 secs	1 year	17k years	202k years	1m years
15	9 mins	27 years	898k years	12m years	77m years
16	1 hour	713 years	46m years	779m years	5bn years
17	14 hours	18k years	2bn years	48bn years	380bn years
18	6 days	481k years	126bn years	2tn years	26tn years



> Learn how we made this table at [hivesystems.io/password](https://hivesystems.io/password)



# Three Random Words

Take a memory and reduce it to three words

- The **tree** fell down, **smashed** the fence and the dog **escaped**

Combine them in a random order

- escapedsmashedtree

Add upper case letters

- ESCAPEDsmashedTREE

Add special characters and numbers

- ESCAPED100smashed!TREE

# Enable Multi-Factor Authentication

**Two Factor Authentication / Two Step Verification** - you provide two pieces of information to prove who you are

**Multi-Factor Authentication** - you provide two or more pieces of information

## Types of 2SV/MFA Information

### Knowledge

Something you know

E.g. Password

### Possession

Something you have

E.g. Authenticator code

### Inherence

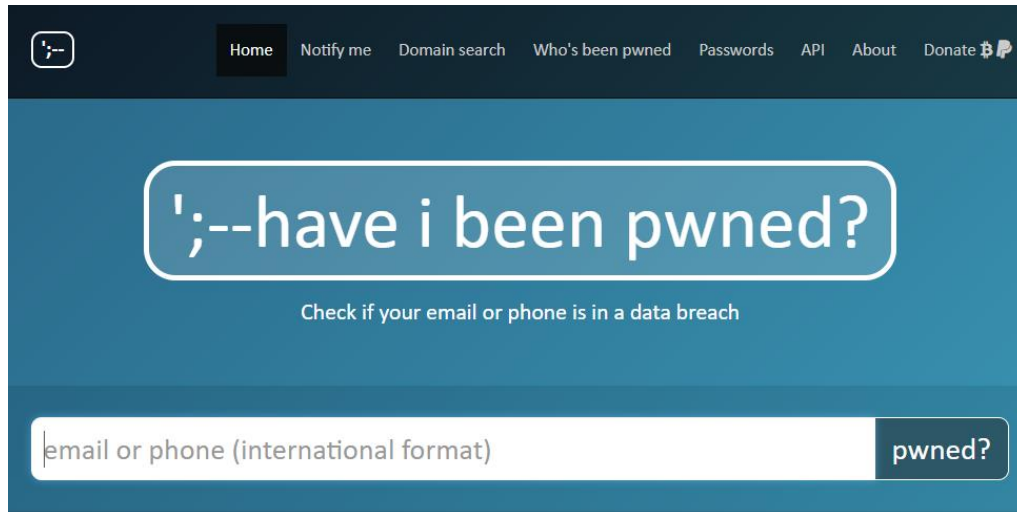
Something you are

E.g. Biometrics



- ▶ Cyber Resilience  
Free Tools

# Understanding your current cyber resilience



**haveibeenpwned.com**  
Free to use database of publicly  
available data breaches



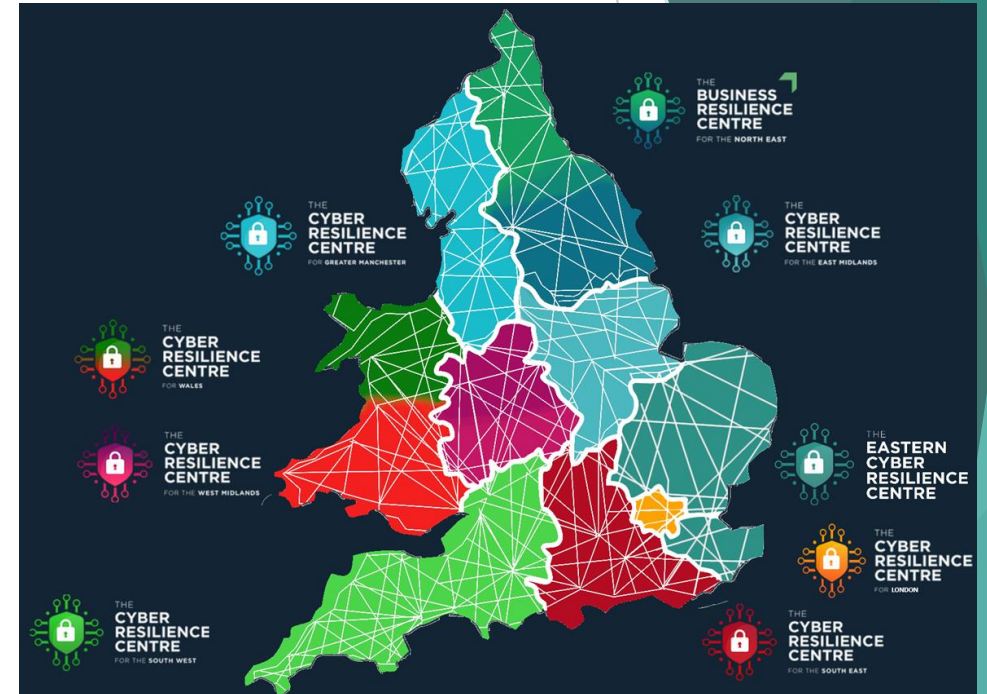
**Get your Cyber Action Plan**  
Answer a few questions and get a personalised list of actions to help you or your business improve your cyber security.

**NCSC Cyber Action Plan**  
Free questionnaire to  
highlight key areas of cyber  
resilience you need to  
consider



# How can the ECRC help?

- Home Office supported project
- Collaboration between Policing, Industry Experts and Academia
- Not for Profit Limited company
- Membership focussed - with free of charge membership



Aim:

To increase the cyber resilience of small and medium businesses



# CRC Membership

## Free community for small businesses

Provides members with:

- ▶ **Free Little Steps training programme:** Bite-sized practical information to help businesses understand and build cyber resilience
- ▶ **Regional and National threat alerts**
- ▶ **Signposting to free tools and resources** from both policing and the NCSC
- ▶ **Discussion area** to meet and discuss with other companies in the region and our partners
- ▶ The option to **speak to a member of the ECRC Team** to discuss your current cyber resilience





# Remember



**MAKE YOUR  
PASSWORDS  
COMPLEX**

USE 3 RANDOM  
WORDS OR A  
PASSWORD MANAGER



**DON'T USE THE  
SAME PASSWORD  
ACROSS MULTIPLE  
ACCOUNTS**



**ENABLE MFA ON  
ANY IMPORTANT  
ACCOUNT**

*ESPECIALLY EMAIL  
AND SOCIAL MEDIA*



**VISIT**

[HAVEIBEENPWNERD.COM](https://haveibeenpwned.com)

&

THE NCSC CYBER ACTION  
PLAN



**JOIN THE ECRC AS  
A FREE MEMBER!**

# Links

**Reporting a suspicious website** - <https://www.ncsc.gov.uk/section/about-this-website/report-scam-website>.

**Reporting a suspicious email** – forward to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

**Reporting a suspicious text message** – send to 7726

**Check your compromise** – [www.haveibeenpwned.com](http://www.haveibeenpwned.com)

**Cyber Action Plan** - [www.ncsc.gov.uk/cyberaware/actionplan](http://www.ncsc.gov.uk/cyberaware/actionplan)

## The ECRC

[www.ecrcentre.co.uk](http://www.ecrcentre.co.uk)

<https://www.linkedin.com/company/the-eastern-cyber-resilience-centre/>



# Thank you for listening

## Any questions?

Jim Stevenson - [jim.stevenson@ecrcentre.co.uk](mailto:jim.stevenson@ecrcentre.co.uk)

<https://www.ecrcentre.co.uk>

Facebook | Twitter: @EasternCRC

Instagram: @\_EasternCRC

LinkedIn: The Eastern Cyber Resilience Centre

**Jessica Hart**

Senior Crown Prosecutor

**Criminal Justice - Sentencing and  
new legislation**

# Crown Prosecution Service

*Delivering Justice through Fair  
and Independent Prosecutions*



Jessica Hart

SDCP- Thames & Chiltern MCT

# Introduction

The role of the Police and CPS in the context of retail crime

The decision to charge

Diversion or charge?

How sentencing works- the “Sentencing Guidelines”

Criminal Behaviour Orders

# Police vs CPS

## Police

1. Receive reports of crimes
2. Investigate Crime including:
  - i. Taking statements from victims and witnesses
  - ii. Seizing physical evidence (ie CCTV)
  - iii. Interviewing suspects
3. **Decide whether or not to charge.**
4. Administer and manage diversions.

## CPS

1. Provide advice to the police during the investigation (in serious or complex cases.)
2. **Decide whether or not to charge.**
3. Prepare cases for court including
4. Present cases at court, including at trial and sentencing.

NOTE: Sentence is determined by the Court not by the Police or CPS

# Code for Crown Prosecutors

## ***Is there enough evidence against the defendant?***

When deciding whether there is enough evidence to charge, Crown Prosecutors must consider whether evidence can be used in court and is reliable and credible, and there is no other material that might affect the sufficiency of evidence. Crown Prosecutors must be satisfied there is enough evidence to provide a "realistic prospect of conviction" against each defendant.

## ***Is it in the public interest for the CPS to bring the case to court?***

A prosecution will usually take place unless the prosecutor is sure that the public interest factors tending against prosecution outweigh those tending in favour.

# Diversion or Charge?

1. The decision to offer a diversion is usually one for the police.
2. The following are pre-requisites:
  - i. The offender has admitted the offence;
  - ii. The offender is willing to accept the caution;
  - iii. There must be sufficient evidence to provide a realistic prospect of a conviction if the offender were to be prosecuted;
  - iv. The offence is not one where a prosecution is required in the public interest.
3. Part 6 of the Police, Crime, Sentencing and Courts Act 2022 amends the caution scheme.

# Sentencing

1. Sentences are imposed by the court- not recommended by the prosecution.
2. The court will use the Sentencing Guidelines to determine the appropriate sentence.
3. The Sentencing Guidelines consider:
  - i. The culpability of the offender, and
  - ii. The harm caused by the crime,to determine the starting point and range of appropriate sentences.
4. The court can also order forfeiture of any equipment used in the course of the offence and compensation in relation to any loss suffered or harm caused by the offending.



# Criminal Behaviour Orders

1. Orders can be made on conviction as part of the sentencing exercise.
2. They are imposed at the discretion of the court.
3. The court has to be satisfied that:
  - i. The offender has engaged in behaviour that caused or was likely to cause harassment, alarm or distress to any person.
  - ii. Making the order will help in preventing the offender from engaging in such behaviour.
4. Terms can prohibit or mandate conduct with the aim of curtailing the undesirable conduct.



# Jenny Massie

Security Advisor Manager



**Eastern Region Special  
Operations Unit - Counter  
Terrorism**

# ACT

ACTION  
COUNTERS  
TERRORISM

## Eastern Region Special Operations Unit Counter Terrorism

**NaCTSO**  
National Counter Terrorism Security Office



**COUNTER  
TERRORISM  
POLICING**

# ProtectUK

platform



## **E-LEARNING**

The award winning ACT Awareness e-Learning is hosted on the ProtectUK platform. It can be accessed and completed by ProtectUK registered users. After successfully completing the 45 minute security course, they receive a personalised certificate located on their user profile which can be downloaded straight from the platform.



## **ADVICE AND GUIDANCE**

ProtectUK users who visit the site have access to Government approved advice and guidance. This access is available to all users, registered or just visiting.



## **NEWS UPDATES**

The ProtectUK content team upload frequent news articles onto the platform so that our users can receive the latest counter terrorism and security updates. Users can receive a push notification to their registered email address and mobile number to receive these updates instantly.



## **WEBINARS AND FORUMS**

Registered ProtectUK users have the opportunity to participate in webinars and start discussions on forums. The capabilities for both of these features are being constantly developed to improve user accessibility.

# ACT

ACTION  
COUNTERS  
TERRORISM

# Thank You For Listening

**NaCTSO**  
National Counter Terrorism Security Office



**COUNTER  
TERRORISM  
POLICING**

# Rachael Glendenning

Superintendent



**Bedfordshire Police Force - Male  
Violence Against Women and  
Girls in the workplace**

# EVERYONE'S BUSINESS

CREATING A SAFE SPACE FOR  
WOMEN IN THE WORKPLACE



**Bedfordshire Police**

Compassionate | Courageous | Inclusive | Professional | Proud



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# WHAT IS VAWG

Violence Against Women and Girls (VAWG) is the national approach set by the UK Government to tackle acts of violence or abuse we know disproportionately affect women and girls.

Crimes which disproportionally affect females include rape and sexual offences, stalking and domestic abuse. But we know that there are other behaviours which affect women and girls, too - cat-calling, inappropriate contact, misogyny, explicit messaging and groping, to name a few.

At Bedfordshire we chose to use Male Violence Against Women and Girls (MVAWG), as the vast majority of these offences are committed by male perpetrators.



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Male Violence Against Women & Girls

# WHAT IS BEDFORDSHIRE POLICE DOING?

We have been working internally to create a culture empowering our workforce to call out inappropriate behaviour.

Our internal Blue Bell network provides a safe space for people to address sexual misconduct and inappropriate behaviour.

Through this group, we support victims and witnesses through the process of reporting misconduct, and in turn root out individuals who do not reflect our standards.

As we tackle MVAWG, we are looking to educate and support businesses where we can share our learnings, and help you to create a safe workplace for women and girls in Bedfordshire.



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# POLICE PROJECTS



Project Firefly focuses on sexual harassment in the night time economy in places such as pubs and clubs, with dedicated patrols, training to partners and materials.



Be Heard aims to break down the barriers for women of colour when it comes to reporting domestic violence, highlighting the support available to victims and helpful partner agencies.



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Our approach to tackling MVAWG focuses on pursuing perpetrators, supporting victims and working with support groups, communities and partner agencies to raise awareness



# HOW OTHERS ARE SUPPORTING

The three local authorities in Bedfordshire will have dedicated people who will work with businesses to promote a safer working environment.

Beds Fire and Rescue have opted to follow out internal Blue Bell initiative and create their own Red Bell, which aims to create an internal support system.

What changes will you make?



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# WHY YOU SHOULD SUPPORT?

## **SAFETY**

This training will provide you with the tools and confidence to ensure staff safety and improve staff wellbeing.

## **CONFIDENCE**

Educating yourself on MVAWG and acknowledging that the workplace needs to be a safe space is a key step to employees feeling confident in their employer.

## **NOT FACILITATING CRIMINAL BEHAVIOUR**

Actively working to root out individuals ensures that you are not allowing these perpetrators to be in your workplace and use the work environment for their gain.

## **COMMUNITY SAFETY AND PRECEPTION**

Depending on whether your business is public facing, by actively supporting safe spaces and the pursuit of perpetrators, you are helping to create a safer wider community



# YOUR RESPONSIBILITY

You have a duty to do all you can to protect your employees from anyone making your workplace an unsafe place to work.

An employer is responsible for any harassment done by any colleagues if the discrimination happens at:

- work
- work-related events or business trips - like an office away day
- social events organised by them - like an office Christmas party or a work-related dinner



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# NO COMPANY IS IMMUNE

Not even us...

In Bedfordshire, we have had a number of officers who have been found guilty of gross misconduct relating to inappropriate behaviour. As a force we are transparent and robust in rooting out these behaviours and understand the level of scrutiny when it comes to trust and confidence.

A former Superintendent was found to have committed gross misconduct by repeatedly lying about a relationship with a member of staff. When questioned, he denied his involvement despite evidence to the contrary, and an investigation into his abuse of powers was carried out.

Rooting out this kind of behaviour is important in all business areas, and everyone has a role to play.

## NEWS

Home | Cost of Living | War in Ukraine | Coronavirus | Climate | UK | World | Business | Politics

England | Local News | Regions | Beds, Herts & Bucks

### Bedfordshire Police: Nick Lyall's affair cost 'trust' of colleagues

14 December 2020



The misconduct panel heard former Supt Nick Lyall also engaged in sexualised text messaging on a work phone



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# HOW WOULD YOU ACT?

A colleague indecently exposed himself and made sexual gestures to woman A.

She told her manager who laughed it off and told her to get back in the kitchen.

**How should this have been dealt with?**

During a workplace meeting in 2021, woman B was told to stand up and turn around by a male manager, who proceeded to slap her on the bottom with a ruler, and everyone laughed.

**Is this just office banter?**

Woman C said she experienced near daily cat calls, inappropriate touching as well as male colleagues staring at her breasts and being generally misogynistic.

**Is this behaviour acceptable?**



# DEFINITIONS

## HARASSMENT

is defined under the Equality Act 2010 as unwanted physical, verbal, or non-verbal conduct that has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment

## SEXUAL HARASSMENT

is unwanted behaviour of a sexual nature. Sexual harassment is a form of unlawful discrimination under the Equality Act 2010.

## WORK PLACE HARASSMENT

Like harassment, it is recognised under multiple international agreements and laws as sex discrimination and must be eliminated in creating gender equal societies and workplaces.

## IT MAY BE PERPETRATED BY

- Someone you work with
- A manager, supervisor, or someone else in a position of authority.
- Someone high profile or influential.
- A customer, client, or members of the public.



# BEHAVIOUR EXAMPLES

- Inappropriate nicknames
- Unwanted physical conduct or "horseplay", including touching, pinching, pushing, grabbing and inappropriate jokes
- Making promises in return for sexual favours
- Unwelcome sexual advances or suggestive behaviour
- Sending or displaying material that is pornographic or that some people may find offensive
- Unwelcome sexual advances or suggestive behaviour
- Suggestive looks, staring or leering
- Intrusive questions about a person's private or sex life and discussing your own sex life
- Criminal behaviour, including sexual assault, stalking, grooming, indecent exposure and sending offensive communications.



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# HARASSMENT OR ASSAULT

When does harassment become assault?

By definition sexual assault is: any type of sexual activity or contact that you do not consent to. Sexual assault can happen through physical force or threats of force or if the attacker gave the victim drugs or alcohol as part of the assault.

It is important when supporting victims and pursuing perpetrators that you are clear on what exactly has happened to ensure you have all the information to take the right course of action.

Remember it is never too late to report.



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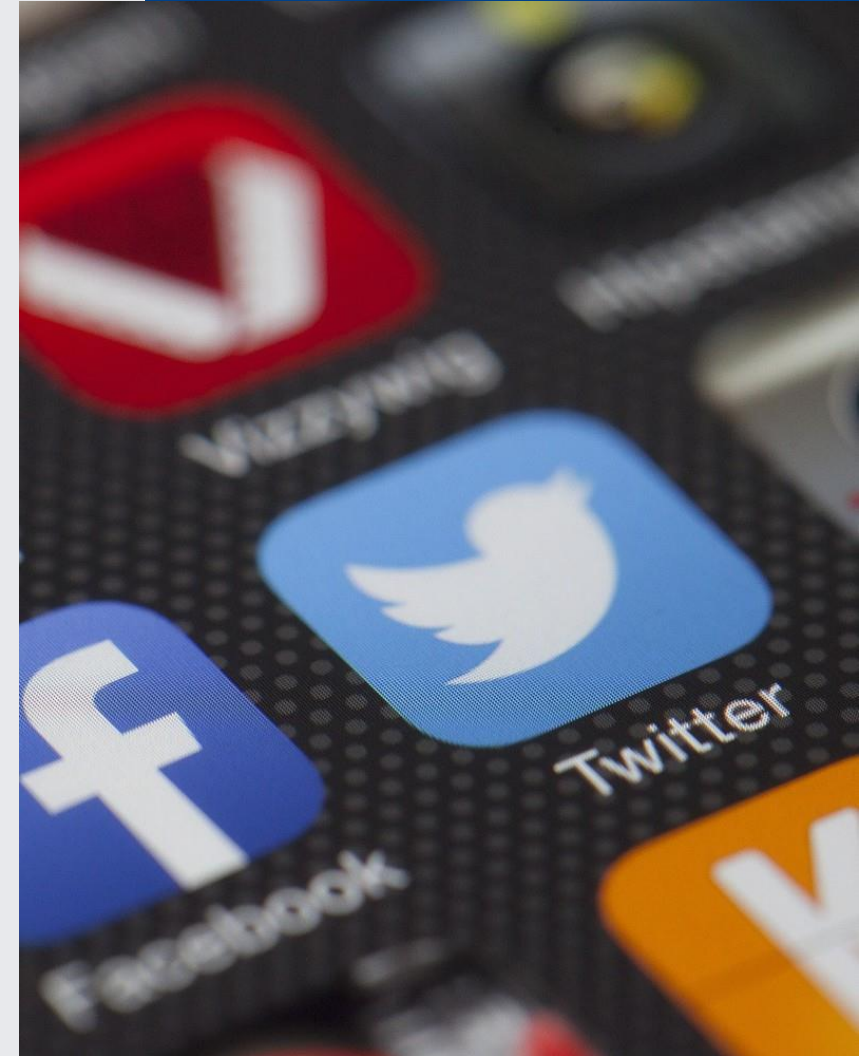
# SOCIAL MEDIA

With more people using social media it is vital that you and your staff are aware of how to be appropriate both personally and professionally.

Create clear boundaries on how to engage with colleagues on social media. It is okay to befriend colleagues on social media as long as both sides consent to this.

An example of appropriate use of social media is asking before adding, and accepting boundaries if someone doesn't want to share.

An example of inappropriate use includes sending unwanted images or finding a colleague on numerous social media platforms and consistently adding or messaging them. Another example is creating a WhatsApp group between colleagues on a work phone to discuss fellow colleagues in an inappropriate or diminishing manner.



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# MANAGEMENT ACTION

Management should have clear direction and support when tackling sexual harassment. There should be clear lines and boundaries with colleagues on how to act within the work place, including social media.

Managers could set up the following:

- employee and managerial training
- sexual harassment policies
- an internal reporting mechanism for victims/witness of misconduct
- safe spaces for victims/witnesses to discuss what they have experienced, alongside consistent efforts to make your whole work environment a safe space, free from violence



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# MANAGEMENT CONSIDERATIONS

- The monitoring of staff 1-2-1s – creating a space for your employees to feel comfortable in the work environment
- Management should consider that if employees have access to the public or vulnerable individuals that they are acting in an appropriate manner
- If there are any reports of inappropriate behaviour, that there is a policy in place, which should look at things such as suspension, reporting and an investigation where appropriate
- Management should prioritise staff wellbeing and look out for signs of possible abuse, including domestic abuse. Some signs include insulating themselves, physical signs such as bruising, agitation, anxiety, or constant apprehension.



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# SUPERVISOR LED CONVERSATION

- Use staff 1-2-1s as an opportunity to raise concerns about safety and issues that are affecting them, for example work place culture or harassment. These should be arranged at regular intervals
- It is important to be tuned into the morale of your staff and act appropriately and timely in response.
- Ask staff and colleagues if they are okay or if anything is wrong. It is important to always be open to these conversations and make time for your staff's wellbeing.
- It is important not to be fearful of having male to female 1-2-1s, as long as both people are behaving appropriately there is nothing to be concerned about.



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# BE AN UPSTANDER

Victims of sexual harassment can feel isolated and alone because of their experiences. They may feel as though they have sole responsibility to report and challenge the behaviour they have experienced. We want everyone to have the knowledge and tools to call out unacceptable behaviour.

By doing this, we can prevent harassment and support victims by taking the sole burden of challenging and reporting off their shoulders. This is why we are promoting the concept of upstanders.

The upstander is someone who sees wrongdoing and acts to combat it. An upstander challenges offensive comments or jokes, even if no one within earshot might be offended or hurt



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# HOW TO BE AN UPSTANDER

THE RESPONSIBILITY IS ON THE PERPETRATOR. HOWEVER, THERE ARE ACTIONS WE CAN ALL WORK ON TOGETHER TO HELP BREAK DOWN THEIR CONFIDENCE AND THEIR ABILITY TO OFFEND

- If you witness something, check in on the victim, and see if they require any support
- If you think someone is in a vulnerable situation, do not leave them alone
- Think about your body language. If you witness something, you could use your body language or facial expressions, such as a disapproving look for example, to intervene and stop the behaviour
- If you feel comfortable enough to challenge unacceptable behaviour directly, you should try and do it when you have support and you are not alone



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# SUPPORTIVE LANGUAGE

Some helpful phrases you can use to help support victims of sexual harassment

YOU ARE NOT  
ALONE

I BELIEVE YOU

HOW CAN I  
HELP?

THIS IS NOT  
YOUR FAULT

I AM HERE WHEN  
YOU ARE READY TO  
TALK

I AM HERE IF YOU  
EVER WANT TO  
TALK

I AM SO SORRY  
THIS HAS  
HAPPENED TO YOU



**M·V·A·W·G**  
Male Violence Against Women & Girls

# SUPPORT



You can refer yourself to these services and access information for different crime types and services.



You can also speak to the Equality Advisory and Support Service for independent advice. They are contactable through their website and are able to give advice on discriminatory behaviour in the workplace.



If you need support with mental health, you can always call Samaritans. They are available 24/7 on 116 123



Citizens Advice have in-depth advice on their website as well links to speak to an advisor to determine the best course of action.



Bedfordshire Domestic Abuse partnership has safe hubs across the county. These can be found on their website.



# REPORTING TOOLS

It is daunting coming forward but it is never too late to report something.  
We have a number of trained specialists who can help you through the process

Reports can be made online via [www.beds.police.uk/ro/report](http://www.beds.police.uk/ro/report) or you can call 101.

In an emergency, always call 999

## CrimeStoppers.

If you have information but you want to remain anonymous you can speak up by calling Crimestoppers on 0800 555 111.

StreetSafe is a service for anyone to anonymously tell us about public places where you have felt or feel unsafe.  
[www.police.uk/streetsafe](http://www.police.uk/streetsafe)



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# WHAT CHANGES WILL YOU MAKE?



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**EVERYONE'S  
BUSINESS**

CREATING A SAFE SPACE FOR  
WOMEN IN THE WORKPLACE

# Jacqueline Whittred

Chief Superintendent Local Policing



**Bedfordshire Police Force - Focus  
on Business Crime & New  
Technology**



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# National Retail Crime Action Plan

October 2023, the NPCC published the national Retail Crime Action Plan  
The RCAP provides expectations on the following subjects;

- Attendance at scene
- Reasonable lines of enquiry
- Prolific or repeat offenders
- Hot spot patrolling
- Problem solving





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# National Retail Crime Action Plan

- Specific focus on serious and organised retail theft.
- To support this, a new Organised Retail Crime (ORC) capability will be formed
- This team will be centrally governed but will support Police Forces in identifying the OCG's operating in their area so they can be effectively targeted locally.



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# National Retail Crime Action Plan

- The final part of the RCAP provides expectations for retailers which includes crime reporting guidelines, responsibility for applying security measures, effective CCTV and provision of witness statements.



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# National Retail Crime Action Plan

College of Policing and the National Business Crime Centre have created a set of strategic objectives to progress this work:

- Explore evidence-based opportunities to tackle theft from shop, including a focus on enablers and drivers
- Consider technological innovation (including facial recognition)
- Include strategies to prevent re-offending
- Collaborate with retailers to deliver the guidelines with the RCAP



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# Operation Belleville

- Localised response to the national RCAP – delivered by Neighbourhood Officers
- Intention to do targeted approach focus on those who are causing us the most harm and work with retailer to target harden locations.
- Top Ten Locations – In terms of prevention per CSP area (Retailers)
- The Top Ten Offenders per CSP location – Longer term i.e. CBO
- The operation is being imbedded countywide (Jan 2024)



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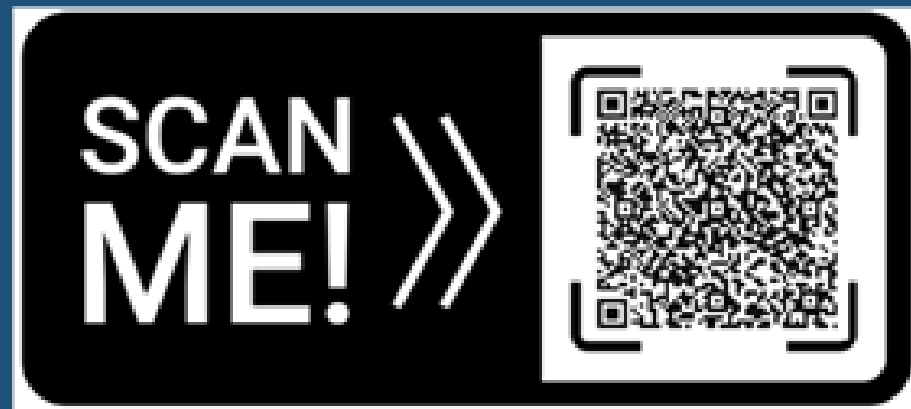
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# New Technology Opportunities

- Integration of FR cameras into a data base of offenders on watch schemes, automating alerts to premises when a known person has entered who may be banned.
- Supporting the use of AI to completed documentations in crime recording / investigations (there could be other front facing apps in the market that could support the reporting element)
- Using AI to analyse the patterns of offenders / locations build documentation for criminal and civil procedures
- Support local policing in the management of geographical areas through information alerts intelligence analysis and informed policing

# Q & A

**PLEASE SCAN THE QR CODE ON YOUR  
AGENDA TO SUBMIT YOUR QUESTIONS TO  
THE PANEL**



# THANK YOU

**QR CODE – SCAN TO TELL  
US HOW YOU FOUND THE  
EVENT!**

