

April 2024

YOUR BROMLEY BUSINESS CRIME & STAFF SAFETY SURVEY



Bromley Business Crime and Staff Safety Survey

Executive Summary

- Your Bromley Business Improvement District (BID) has taken proactive steps to counter the reported surge in crime and anti-social behaviour that is adversely affecting their business community. The BID has appointed Safer Business Network to support the delivering of their safe and secure portfolio.
- As part of this work, a survey has been conducted on behalf of the BID with the business community to better understand their perception of crime and anti-social behaviour and identify the businesses' priorities concerning these. Shoplifting, ASB involving but not limited to young people, and abuse towards staff are of high concern.
- Staff safety after dark is an issue for businesses.
- Results reveal businesses lack awareness of crime reporting procedures and the support available to assist them.
- The BID will now use this data to guide the delivery of the project and the implementation of targeted strategies and initiatives to address the specific needs and concerns of the businesses.

Recommendations

With such a high number of responses from local businesses, the survey was able to really highlight the concerns of local businesses and their staff in Bromley, please see some of the recommendations below:

- A significant number of businesses expressed the need for more visible police officers and security teams to act as a deterrent, especially at peak hours. Your Bromley will work with local officers to arrange regular joint patrols to visit businesses.
- Complete at least two community engagement initiatives to address the identified concerns and improve confidence.
- Work may need to be done with the Met Safer Neighbourhood Team to push out information on Op Retail to help encourage businesses to report to the police.
- Visit businesses regularly to assist with Shop Safe radio training and use of Alert!
- Lobby for design out crime actions from Council and Police e.g. cutting back vegetation, enhance lighting and surveillance systems, particularly at bus stops and other areas identified as vulnerable.
- Provide a minimum of two engagement initiatives annually to address identified concerns and increase confidence.
- Provide additional training sessions covering best practice in using Shop Safe radio and address other identified crime reduction training needs.
- Communicate regularly drop-in sessions covering best practice in using Alert!
- Remind businesses regularly to report incidents on Alert! and to police, promptly and effectively.
- Encourage Evening and Nighttime businesses and others located near bus stops to provide Safe Havens.
- Encourage Council, Police and Voluntary Sector partners to provide space for diversionary activities for young people.

Survey Details:

The survey was conducted in March 2024 with 85 respondents from the participating businesses. The breakdown of these responses according to the location of businesses is as follows:

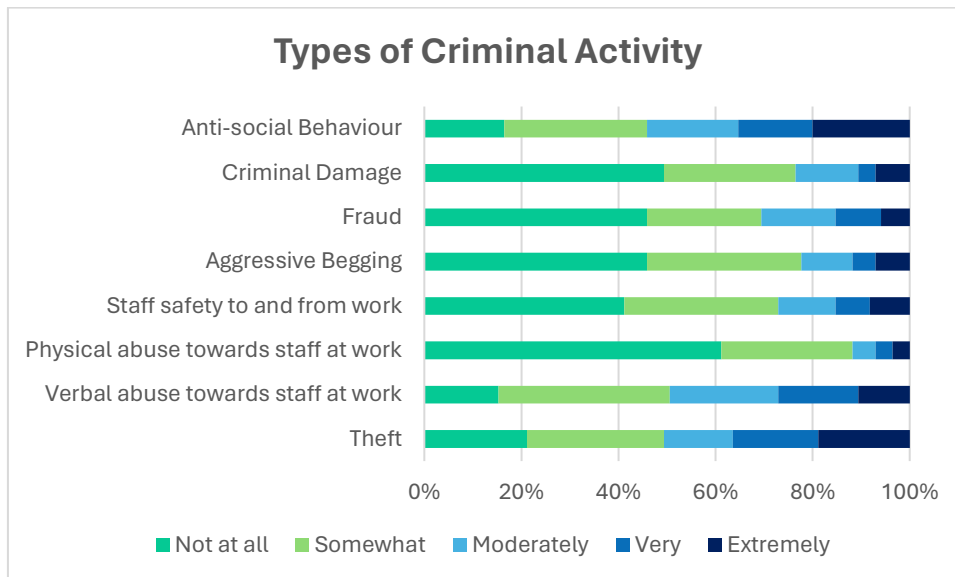
Location	Responses
Bromley North	17
Bromley South	21
Pedestrianised Area	22
The Glades	25

Out of the 85 businesses that participated in the survey, 71% belonged to the retail sector followed by hospitality, leisure, and others at 14%, 6%, and 9%, respectively.

Survey Findings:

1. Crime Impact and Security Assessment:

Based on the findings, it has been observed that the most significant problem in the area is Anti-social behaviour with 54% of the respondents suggesting it ranges from an average to an extreme problem followed by shoplifting at 51% and verbal abuse towards staff at 49%, respectively. These occurrences have been reported to have happened within a week before the survey was completed, indicating the high frequency and regularity of these incidents being a major concern within the business community.



When asked about additional concerns not mentioned previously, a large proportion of businesses highlighted incidents involving young, school-going children causing disruption, engaging in anti-social behaviour, and, in some cases, committing crimes. This emerging issue is greatly concerning for businesses as they struggle to address this problem effectively, given the perceived lack of consequences for the criminal behaviour displayed by young people.

This issue emphasises the crucial role of stakeholders, including law enforcement agencies, businesses, Safer Business Network, the BID and local schools, working collaboratively to address the problem. It is essential to develop specific strategies that target the underlying causes of this behaviour and provide appropriate support and intervention for at-risk youth.

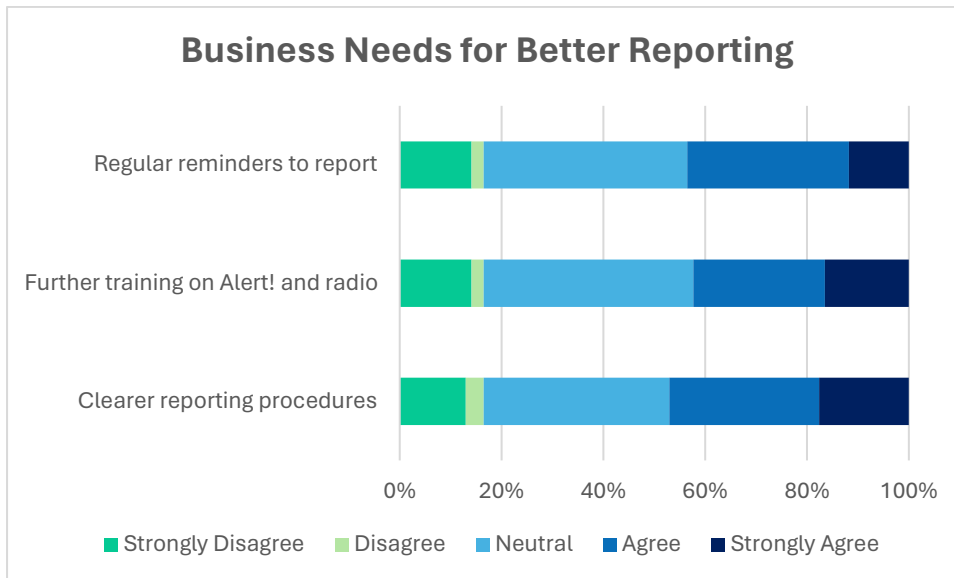
Another concern raised by businesses regarding anti-social behaviour involving drunk and disorderly individuals is indicative of a broader issue impacting the safety and well-being of both customers and employees within the business community. This type of behaviour can manifest in various forms, including public disturbances, verbal abuse, aggressive behaviour, and criminal damage, among others. Such behaviour not only poses immediate safety risks but can also deter customers, negatively impact the reputation of businesses, and create an unwelcoming atmosphere that undermines the overall attractiveness of the area.

The survey results further indicate that a significant portion of businesses, approximately 34%, identified the High Street and Glades as areas requiring extra attention in relation to crime and disorder. This finding suggests that these commercial hubs are perceived as particularly vulnerable or in need of additional security measures to address existing concerns or prevent potential issues. The high concentration of businesses in these areas, coupled with high foot traffic from customers and employees, likely increases the importance of ensuring safety and security for all stakeholders. Implementing targeted interventions such as increased police patrols, enhanced lighting, surveillance systems, and community engagement initiatives could be crucial in addressing the identified concerns.

2. Security Measures and Community Engagement:

2.1 Business Needs for Better Reporting

The next set of questions aimed to understand the needs of the businesses to enable them to be more responsive and motivated to report incidents through the use of ShopSafe Radio and ShopSafe Alert.



The survey results highlight key areas where businesses are seeking support to improve their reporting protocols. 47% of businesses emphasised the need for clearer reporting procedures, while 42% expressed a desire for further training on Alert and radio usage. Additionally, 44% of businesses indicated the necessity for regular reminders to report incidents effectively.

In response to these findings, Your Bromley BID is committed to addressing these concerns and providing enhanced support to businesses. To meet the demand for clearer reporting procedures we recognise the importance of training and will look into avenues of organising additional training sessions focused on the use of Shop Safe radio, empowering businesses with the necessary skills and knowledge to utilise the system efficiently.

To address the need for regular reminders, Your Bromley BID will send out regular prompts to businesses to report incidents more consistently. This may involve periodic reminders through bulletins on Alert, emails, newsletters, or engagement visits by our dedicated engagement officer.

To enhance familiarity with the Alert system, on behalf of Your Bromley BID, Safer Business Network facilitates weekly online drop-in sessions every Friday where Bromley businesses can learn and engage with the system in an informal setting. Any businesses are welcome to join the session.

Interesting to note was that out of the total businesses surveyed, 85% of the businesses have not hired any security staff.

2.2 Business Perceptions about Safe Havens

Businesses were asked regarding their awareness and perceptions of Safe Havens.

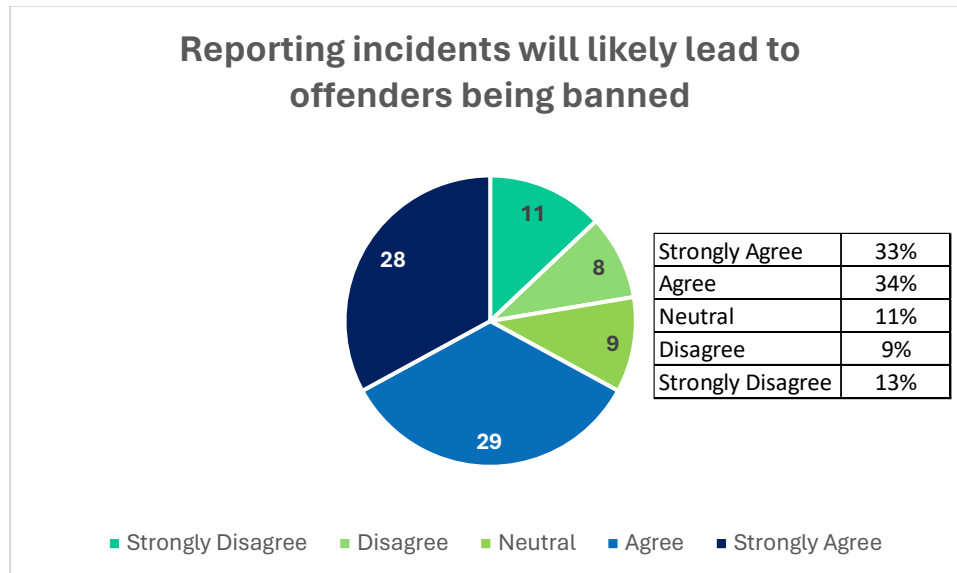
Safe Havens are a practical way for businesses to let members of the public know that a form of support is easily available if they need help. Premises such as shops, cafes, pubs, libraries, and other places of interest can register to be officially known as a Safe Haven.

The survey revealed mixed perceptions among businesses regarding Safe Haven services, with 53% of businesses indicating awareness of the service while 47% expressing no prior knowledge of it. Despite this, interest in signing up for Safe Haven participation among businesses was moderate, with 36% expressing interest, while the majority, constituting 64%, showed reluctance to enrol their business as a Safe Haven.

These findings highlight the importance of increasing awareness and understanding of Safe Havens among businesses. Initiatives aimed at promoting the benefits and advantages of participating in Safe Haven programs could help address misconceptions and potentially encourage more businesses to consider enrolment. Additionally, understanding the reasons behind the reluctance to sign up can provide valuable insights for tailoring outreach efforts and addressing potential concerns or barriers to participation.

2.3 Business Perceptions around Crime Reporting

Your Bromley BID sought to gain insight into businesses' perception on crime reporting. Specifically, the survey inquired whether businesses believed that reporting incidents could result in the banning of the most prolific shoplifters from the town centre. The responses revealed a diverse range of opinions, providing valuable insights into stakeholders' perceptions of the effectiveness of reporting.



The data indicates that a substantial portion of businesses (67%) either agree or strongly agree with the notion that reporting incidents could lead to the banning of prolific offenders. However, 33% expressed disagreement, strong disagreement, or remained neutral. This highlights that 22% of the businesses are either doubtful or have reservations with reporting incidents while 11% of

businesses need further clarification or reassurance regarding the potential outcomes of reporting incidents.

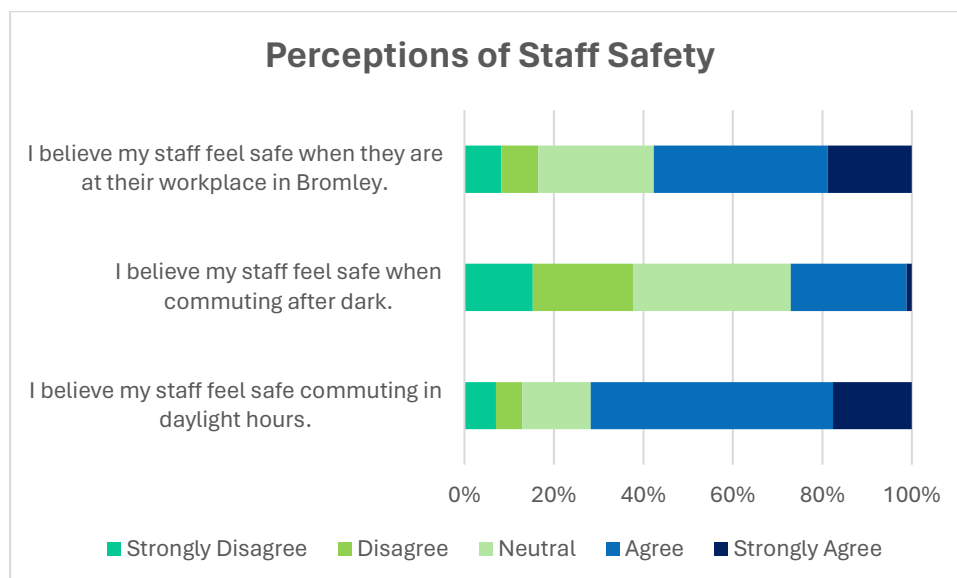
Businesses were asked if there was any additional support required to address business crime, The responses showed a similar pattern of needs with a significant majority emphasising the necessity for increased police and security visibility, particularly through enhanced police patrols, especially during peak hours. 8

3. Staff Safety

3.1 Perceptions of Staff Safety

Inquiring about businesses' perceptions of their staff's sense of safety, the survey revealed that 73% of respondents expressed confidence in their staff feeling secure. However, a concerning 27% of participants indicated otherwise, highlighting a significant portion of businesses where staff may not feel entirely safe.

It was important to identify the times of day and the areas where staff feel unsafe.

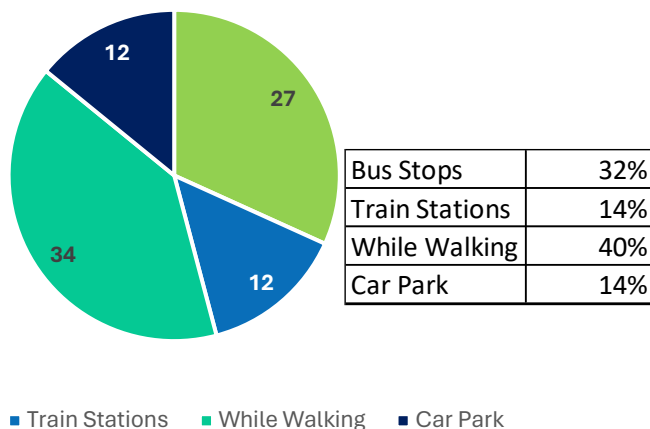


For daytime commuting, a majority 72% of respondents agree that their staff feel safe. However, a notable proportion of 21% expressed either neutral or negative sentiments, suggesting room for improvement in addressing safety concerns during daylight hours.

Conversely, when it comes to commuting after dark, the responses indicate more uncertainty and concern. While 26% agree and 1% strongly agree that their staff feel safe, a substantial portion 37% either disagree or strongly disagree with 35% being indifferent. This highlights significant apprehensions about safety during nighttime commuting.

Regarding safety in the workplace, the majority 58% agree that their staff feel safe. However, 16% express either neutral or negative perceptions, indicating potential areas for enhancing safety measures within the workplace environment.

Areas where staff reported feeling unsafe



The survey highlighted significant concerns among staff regarding safety while walking back from work in the high street, particularly near bus stops. Specifically, 40% of respondents reported feeling unsafe while walking in this area, indicating a sense of vulnerability. Additionally, 32% of respondents expressed feelings of unsafety specifically at bus stops, suggesting specific locations where safety concerns are heightened. The businesses also highlighted that street lighting could improve in areas that are not well lit, specifically near bus stops.

4. Trainings for Staff

Your Bromley businesses has access to a variety of training offers through their partnership with Safer Business Network, and we were eager to identify some key areas where businesses want their staff to be trained.

Training	Businesses
Shop Safe Radio	44
Fraud and Fraud Prevention	34
Mental Health and Wellbeing Awareness	27
Welfare and Vulnerability training/Ask for Angela	24
Alert intelligence platform	24
Conflict management	24
Lone Working	17
Safeguarding children	14
GDPR	13
Responsible Retail/Hospitality sales	11
Health and Safety level 1	11
Bribery Awareness	10
Equality and Diversity	6
eLearning Personal Licensing	5