

SAFER BUSINESS FOR ETHNIC MINORITIES

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SECTION ONE: THE PROJECT

ACKNOWLEDGEMENTS

The RAHMAS partners would like to acknowledge the support and assistance of several groups in the development of this project. This includes the Scottish Executive for the financial support as part of their Community Safety Challenge Competition and the Scottish Grocers Federation for allowing the partners to use materials from their publication "Operation Shopkeep — Guidelines for controlling crime in Convenience Stores". Particular thanks are extended to Scottish Amicable for their kind donation and support.

The partners would also like to acknowledge the support and guidance given in developing the project by a small number of business people from minority ethnic communities in particular Pete Cheema of Khalsa Consulting. Their support and guidance was appreciated. Finally, thanks are extended to the various businesses from throughout Central Scotland area who have supported the work of the project and co-operated with the partners throughout.

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Operation Shopkeep - Guidelines for controlling crime in Convenience Stores – Scottish Grocers Federation.

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CENTRAL SCOTLAND RACIST ATTACKS AND HARASSMENT MULTI- AGENCY STRATEGY (RAHMAS)

The effects of racist attacks and harassment can be particularly stressful and frightening for members of the scattered and dispersed minority ethnic communities throughout Central Scotland.

In the past few years the need for a co-ordinated approach to tackling this type of incident has been highlighted by a number of high profile incidents and widely publicised reports. Among these was the MacPherson Report into the death of London youth Stephen Lawrence. Whilst the report concentrated on the failures of the police service it is clear that the matters raised in this report are as applicable to any other publicly accountable body including local authorities and health authorities.

The impact of these reports on public agencies has been considerable and has led to a growth of partnerships aimed at tackling racist incidents. In the Central Scotland area however, our partnership pre-dated the MacPherson Report and was established in 1993 following a conference which aimed to increase awareness of the problem and to look at ways of improving and developing a co-ordinated approach to tackling

racist incidents and harassment. The result was the formation of the **Racist Attacks and Harassment Multi-Agency Strategy** and since that time the partnership has made significant strides in its commitment to tackle racist attacks and harassment, in agreeing on a common multi-agency strategy, and in monitoring racist incidents and reviewing agencies procedures in order to bring about changes in agencies response to racist attacks and harassment.

Since its inception RAHMAS has been held up as an example of good practice to other areas including a mention in the Scottish Executive's response to the MacPherson Report — An Action Plan for Scotland.

The RAHMAS Executive Group comprises the following partners:

Clackmannanshire Council
Falkirk Council
Stirling Council
Central Scotland Police
NHS Forth Valley
Forth Valley Acute Hospitals NHS Trust
Forth Valley Primary Care NHS Trust
Central Scotland Racial Equality Council
Victim Support

In addition, the partners receive excellent advice and guidance from representatives from the following local ethnic minority groups:-

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Central Scotland Chinese Association
Falkirk Asian Cultural and Education Project
Central Scotland Arab Community
Central Scotland Islamic Centre
Central Scotland Bahai Group



THE SAFER BUSINESSES FOR ETHNIC MINORITY PROJECT

What is this Project About ?

RAHMAS carried out a review of racist incidents last year. This revealed that between 60%-70% of all racist attacks occur in business premises, namely shops or take-aways.

As a result the partnership agreed to look at ways to tackle this problem. A bid for the project was submitted to the Scottish Executive Community Safety Challenge Competition and this was successful in obtaining £14,500 for a year. A similar sum was also obtained through in kind contributions from the partners and a kind donation of £5,000 from Scottish Amicable. The project was also assisted by Scottish Enterprise - Forth Valley

What will the Project do ?

The project aims to identify the true extent of racist crime against business, the impact of this crime on the business and on the individuals concerned and then try different measures which may help prevent such incidents from happening.

The project comprises 5 different phases:

a. Consultation

This section has already been completed and the results are detailed in a separate report. All ethnic minority businesses in the area were identified and asked to take part in a consultation exercise. A copy of the full report is available.

b. Advice Materials

It was recognised that the availability of advice materials targeted at the needs of ethnic minorities was lacking. This publications aims to address this issue by producing a book containing advice on safety and security, general information on the criminal justice system and useful contact numbers for the businesses.

c. Repeat Victimisation

The partners wanted to be able to illustrate what can be done to counter the problems facing businesses owned by members of minority ethnic communities. To this end the project will work with five businesses from throughout the area, each of which have a history of suffering serious racist crime problems. Each business will be subject to a co-ordinated programme by the partners including in depth interviews of management and staff and then an evaluation of the security of the premises and its environs, as well as advice offered by a

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business advisor from Scottish Enterprise — Forth Valley.

Based on this information the project will then pay for security measures to be introduced to these businesses. This may be a mobile CCTV system, or training for staff on dealing with aggression.

The measures will then be put in place and will be left for a set period of time. Ongoing assistance will continue, but the intention is to determine what works and what doesn't work in this area.

d. Workshops

It is important that the lessons from the project are passed to other businesses which have not been subject to the repeat victimisation phase. To this end, a series of workshops will be held throughout the area to inform business people of what they can do to reduce the chances of being a victim and the impact this has on themselves, their staff and the viability of their business.

e. Evaluation

The key role of this project is to learn lessons for the future. To know what the partner organisations can do, working with businesses, to reduce the impact which race crime has on the individual and the profits of a

business. Thus, it is hoped that an evaluation of the project will be carried out in the future in order that these lessons can be learned and disseminated both locally and nationally.

What About the Future ?

Funding for this project ends in 2002. However the RAHMAS partners are determined that the work of the project will not stop at this time. It is hoped that the project will help shape how the partners work together in dealing with the problems faced by minority ethnic businesses and look at opportunities for assisting businesses to develop their safety and security policies. An important element is to ensure that such businesses are not excluded from the support mechanisms which exist, and that the bridges built are sustained.



SECTION TWO: SAFETY & SECURITY

MANAGEMENT RESPONSIBILITIES

Management have a responsibility to ensure a safe working environment within business premises and this includes having in place a company policy for dealing with incidents of crime and a staff training programme on such matters.

There must be a definitive policy so that all staff are clear as to what actions they are expected to take in the event of any incident. The most common issues are:

- **Dealing with racist incidents**
- **Theft by Shoplifting**
- **Disorderly behaviour near the store**
- **Threatening behaviour by customers**
- **Robbery where violence or threats of violence exist**
- **Attempts to purchase age restricted goods**
- **Cheque and credit card fraud.**

A clear Policy Statement combined with training on how to handle such incidents will do much to enhance the ability of staff to deal effectively with these matters. The Policy Statement should make reference to the following:-

- **Police are to be informed of incidents**
- **Staff should take reasonable measures to protect the company**

interests and follow agreed procedures. Staff should NOT put themselves at risk when dealing with any incident.

The statement should also include details of management responsibilities within the store i.e. To ensure preventative measures including CCTV, counter caches, display of Warning Notices and that these measures are in working order and are followed.



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STAFF TRAINING

It is essential that an effective training programme is implemented. Staff should be trained regularly on all aspects of policy and procedure for dealing with incidents of crime, particularly racist incidents. The programme will include training on policies and procedures together with guidance on handling violent or abusive behaviour, dealing with suspects, recording/collating information including CCTV footage for use as evidence and reporting matters to the Police.

The importance of staff training cannot be over emphasised and will strengthen the confidence of staff to deal sensibly with incidents of crime.

PREMISES AND DESIGN

Much can be accomplished by businesses in the bid to reduce crime if at the outset proper consideration is given to the design and layout of premises to eliminate blind spots and ensure higher value goods are displayed in areas easily viewed by members of staff.

Planning the layout of the premises and the merchandising of goods on sale is vital to avoid creating future "problem areas". Time spent on planning the layout with the reduction of crime in mind will provide dividends and will aid staff in the store in their efforts to reduce all aspects of crime within their workplace.

Advice on internal and external security measures is widely available from a number of sources, including:

- ***Community Safety Officers operate in every force area and provide free advice in relation to physical security and crime and criminal profiles. They are also able to supply crime prevention literature relative to the retail industry.***
- ***Police architectural liaison officers can provide assistance and expertise in new build stores and major refurbishment projects with a view to designing in crime prevention at the planning stage.***
- ***Insurance companies employ risk assessment surveyors who can advise on the various measures and equipment required to bring premises up to acceptable levels of security, particularly for periods outwith trading hours.***

The above are experts in their own fields and their knowledge should be utilized in an effort to protect our businesses, its contents and your staff.

Some fundamental measures in improving security within your business include:

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EXTERNAL

- Consideration of external shuttering
- Efficient intruder alarm system with burglar proof telephone links.
- Good quality locks on windows and doors.

INTERNAL

- Open, uncluttered layout internally.
- Low level displays.
- Good overall view of the shop floor.
- Clear vision between shop and street.
- Quality lighting.
- Security hardware, e.g. mirrors, tagging, CCTV etc.
- High value items behind counters or in easy view.



ROBBERY

Thankfully robbery where violence or the threat of violence is used against shop staff is still relatively rare but regrettably such instances do occur in the retail trading environment. The ability of staff to recognise their particular vulnerability and take steps to reduce the risks involved is critical for everyone concerned.

Robbery often occurs as a result of an earlier survey of the premises by the perpetrators in order to assess:

- a. **The ease and speed of a potential robbery.**
- b. **The likelihood of capture.**
- c. **The location of the premises for a safe departure.**

Not much can be done about c) but in the case of a) steps should be taken to ensure:

- **All cash is safely locked away.**
- **Keys are not left on premises.**
- **Cash procedures are seen to be rigorous.**

In the case of a) and b) above, the premises should be designed to ensure:

- **No easy access/egress when closed i.e. Double bars on rear premises windows, safes bolted and cemented to floors, security bolts fitted to doors, red care alarm**

system installed.

- **CCTV systems must be seen by the public to be operational and effective.**
- **Staff must be seen to be adhering to "good practice" cash handling procedures.**
- **Cash in tills should be always at minimum levels.**

Measures to reduce these risks include those already mentioned such as :

- **The use of CCTV and Warning Notices.**
- **Limiting the amount of money in tills and displaying notices to this effect in association with the proper use of counter caches and till guards and drop safes.**
- **Training in the use of silent alert personal attack buttons.**
- **Staff awareness in handling aggressive behaviour .**
- **Security guards.**
- **Retail radio links and early warning systems.**
- **Crime prevention advice available from the police.**
- **Physical counter design to make staff more protected.**

Correct operating procedures can prevent crime and areas considered most important are:

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OPENING AND CLOSING TIMES:

Ensure two people are present and they should be aware of anything suspicious or out of the ordinary.

BANKING PROCEDURES:

Avoid being conspicuous, change route and times, be accompanied where possible, keep amounts to a minimum and carry the bag away from traffic, do not stop to speak to anyone, particularly drivers who stop to ask directions.

CASH CONTROL IN SHOP:

Keep cash in the till to a minimum and let customers know what limits are by displaying notices to this effect. Be discreet when moving cash from the till to the office. Never leave the cash drawer open with cash on view, nor leave the till unattended with a key therein.

OFFICE & BACK DOOR SECURITY:

Ensure money is counted out of public view and the office door is locked. Always keep cash in the safe other than when counting it. Do not open doors unless sure of the identity of the person seeking admittance.

CONTROL ACCESS:

Do not allow unauthorised persons in the back store or office area unless identification and authorisation is produced. Install a security key pad in the cash office door.

Alarm Call Outs: Be alert if called to attend an alarm activation – it may be a hoax. Return the call to the Police or Alarm Company before attending to ensure it is genuine. Avoid attending alone if possible.

Additional consideration in case of Robbery include:

- Try and alert another member of staff as soon as possible.
- Take no unnecessary risks. **DO NOT RISK PERSONAL INJURY.**
- Try to remain calm.
- Co-operate and do as the robber demands.
- Do whatever possible to minimise the time the robber remains on the premises.
- Do not make sudden movements, argue, resist, antagonise or chase the robber.
- Only activate the panic buttons or other security devices if you are confident this will not endanger you or anyone else.

- Regard the robber as dangerous and do nothing to startle or aggravate him/them.
- Try to be observant and note a description using the action sheet to help you.
- As the robber leaves, note his direction of travel and if a vehicle is involved, the description of the vehicle.

After the incident:

Dial 999 immediately and give the Police Control Room as much information as possible including a description of the robber, any vehicle involved and any known direction of travel. Make a note of these features as soon as possible to aid memory.

Secure the premises.

Do not allow anyone to touch anything, especially in the area where the robber was as he may have touched something and left trace evidence such as fingerprints, fibres, etc.

Encourage witnesses to remain at the scene until the arrival of the Police.

Notify senior management.



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SHOPLIFTING

Like all crime it is always preferable to deter the thief rather than to “catch” someone. It’s better for staff, its better for the customer and its better for the business. Provided shop staff are alert and aware of the action they are expected to take when encountering criminal acts, they can do much to deter the most determined thieves. Deterrence is also much less time consuming than capture.

The efforts of staff to deter crime and their reaction when a crime has been committed is of critical importance. Staff should be aware that a shop is private property and they are entitled to refuse entry to the premises or ask anyone to leave, particularly where the person concerned has in the past behaved in an unacceptable manner either by shoplifting or otherwise.

Managers and staff should be trained in identifying potential shoplifters and recognising suspicious behaviour.

Some of the behaviour might include:

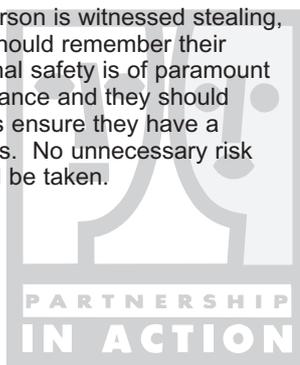
- **Loitering behind displays.**
- **Wearing inappropriate clothing.**
- **Carrying large holdalls.**
- **Concealing goods in pushchairs.**
- **Distracting staff attention.**

- **Large groups entering the store,**
- **Hesitant behaviour - not shopping but “surveying”.**
- **Generally, individuals with sallow complexions and inactive eye movement can indicate drug abuse.**

If there is concern staff should:

- **Be alert**
- **Always attract attention of other staff by pre-arranged method e.g. double ring on the counter bell or other means.**
- **Speak to customer by offering assistance.**
- **Immediately advise Manager/Supervisor.**
- **Observe actions of the individual.**
- **Ensure the CCTV system is covering the relevant area of the shop.**

If a person is witnessed stealing, staff should remember their personal safety is of paramount importance and they should always ensure they have a witness. No unnecessary risk should be taken.



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PERSONAL SAFETY ISSUES

It is important that a policy is in place to ensure the personal safety of staff and customers. This is especially important in businesses owned or operated by members of ethnic minority communities where the risk of a racist assault or verbal abuse is only too real.

Personal safety issues within business premises can manifest itself through aggression, abuse, threatening behaviour and violence and you must never, nor be expected to, do anything which could place yourself at risk.

Of violent incidents, approximately:

- **60% occur when staff attempt to prevent thieves from stealing.**
- **25% when dealing with drunks, drug addicts, or the mentally ill.**
- **10% when staff are involved during a robbery or till snatch (see Robbery)**
- **5% when staff are assaulted by angry and aggressive customers dissatisfied with service or goods.**

ANGRY CUSTOMERS

The most likely scenario is the angry customer making complaint of poor service, unsatisfactory

products etc. In such a situation you should:

- **Never attempt to argue.**
- **Never raise your voice.**
- **Acknowledge and show an understanding of the customer's problem.**
- **Sympathise with the customer's concerns.**
 - **Listen attentively to their complaint.**
 - **Call for assistance from a Supervisor/Manager.**
 - **Ask the customer how best the situation can be resolved.**
- **Try to reach a compromise acceptable to both parties.**
- **Try to ensure that the customer leaves satisfied.**

Few customers will be able to sustain their anger if treated in the above fashion. Always bear in mind that the anger is normally directed at the company and seldom against you personally. Your responsibility is to provide for your customers interests, while protecting the good name of your company.

If however, you believe yourself to be in danger of being physically assaulted you should:

- **Keep at a safe distance.**
- **Place some obstacle between yourself and the customer, e.g. freezer cabinet etc.**
- **Maintain a means of escape.**

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- Call for assistance from a Supervisor/Manager.
- As a last resort activate the premises panic attack alarm/personal attack alarm, if available.

PEOPLE UNDER THE INFLUENCE OF DRINK AND DRUGS

Great care should be taken in dealing with those under the influence of drugs given the dangers poised, for example, unprotected needles which they may have in their possession and the possibility that they may be affected by infectious medical conditions.

Tell-tale signs that a person is under the influence of drugs may include:

- Fixed staring eyes.
- Pale, sallow complexion.
- Slow speech.
- Deliberate walk.

Initially, people under the influence of alcohol/drugs should be handled in a similar fashion to angry customers. Frequently, however, they will be less willing to listen to you.

If you are unable to diffuse the situation through reasoning, you should:

- Ask them to leave the premises forthwith.
- Warn them that if they fail to do so, they leave you with no option but to

call the police.

- If they persist in arguing, call the Police.
- If considered appropriate, ban them from returning to your store and make it clear to them that this is the case.
- Advise all staff on the ban and instruct them to refuse re-entry at any future date.

Shops are private places and as such owners/management can ban anyone they wish from entering the premises.

Whilst you may attempt to usher customers from your premises, you must not handle them or use force to eject them. Only the police have such powers, although, clearly if you are being physically assaulted you may use reasonable force to defend yourself.

This is a difficult area which needs to be specifically defined through discussion with staff. In most cases they should be instructed not to "approach the space" of a customer.

If faced with an aggressive person where there is real danger of a physical attack, there are three options available:

RUN - if there is imminent danger from attack, and it is possible under the circumstances, you may decide to run away, outside the shop, to a busier area where there are other people, into another

shop etc.

DEFEND YOURSELF - it is important to remember your most important priority is your personal safety. Do not put yourself in greater danger. Do not meet violence with violence unless to restrain or escape attack. Only use minimum force necessary.

DO NOTHING - if presented with a knife or other weapon do nothing to aggravate the situation.

It is important that you try to remain calm, co-operate, do what you are asked, do not show any hostility to try to overcome the aggressor. The aggressor/robber may be even more nervous and sudden movement may provoke him or be misinterpreted. Do not attempt to disarm or grab any weapon. Only activate the alarm if it is safe to do so (if the robber/aggressor has left) or if it is a silent alarm and can be activated.



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A GUIDE TO CCTV

Closed circuit television (CCTV) surveillance systems are in widespread use as a means of protecting the premises, stock and staff of a business. Although it has proved its worth, CCTV must be used to complement other, more conventional security measures, and should not be seen as a panacea for business security.

The first issue to consider is what is the purpose behind your CCTV system? Do you wish the system to detect offenders or do you wish to simply deter offenders? If the system is detect offenders then the equipment must be of a high enough standard to allow for facial recognition.

There are nine key areas to be considered in developing a CCTV system. These are:

SYSTEM COVERAGE

Decide on the areas to be covered by CCTV. This must be approached in the context of an overall security plan. Do you wish internal CCTV only or a combination of internal CCTV with external perimeter CCTV?

It is also important to take cognisance of the field of vision of each camera. Ensure that the cameras gives maximum coverage of the shop aisles and that the vision is not obscured by boxes or other items.

COVERAGE FOOTPRINTS

With the overall area to be covered decided, the next question is what does each camera cover?

This raises the questions of where the cameras will be sited, at what height and what angle of view? These all affect each camera's coverage or footprint and links directly to the number of cameras needed and the third question, the desired image?

Care should be exercised in locating cameras to ensure that they are high enough away from the reach of customers who may wish to tamper or damage the camera to cover any future criminal activity.

DESIRED IMAGE SIZE

As the area covered by each camera gets larger, so the screen image of an intruder at the limits of the camera's coverage shrinks. This provides overall coverage at a lower cost, but less effectively. Blowing up recorded images afterwards will not give additional detail.

It is of great importance that you agree with the system designer on the coverage to be provided by each part of the system. How big an intruder will appear on the monitor screen for each camera and therefore the location and number of cameras is needed to meet the operational requirement. This will ensure that in

considering suppliers, like can be compared with like.

FIXED OR PAN, TILT OR ZOOM CAMERAS

This approach of defining the area to be covered and allocating cameras accordingly will dictate the best type of camera for application.

The benefit of a fixed camera is that, once a position is carefully chosen, the camera "sees" any action within the area of coverage. However it is often not possible to obtain identification from fixed cameras due to their lack of a zoom facility.

The use of a properly positioned camera fitted with a Pan, Tilt and Zoom (PTZ) facility means that a single camera can cover a wider area, and on detecting an intruder, the image can be magnified by "zooming in", thereby increasing the chances of recognition and detection.

MONITORING

With the desired images from the well placed cameras sorted out, consideration should now be given to monitoring. All CCTV systems must be monitored and recorded to some extent, otherwise the effectiveness of the system is minimal.

In the retail sector the most popular method of monitoring is by constant recording of the images from the cameras onto a video cassette recorder (VCR). There are a wide range of these

available, providing differing facilities. Some require tapes to be changed every 8 hours if real time is required, whereas others can record for a full 24 hour period. Another method to consider, where multiple cameras are used, is sequential recording. This facility records an image from each camera on a rotational basis which means that images are recorded from each camera in turn. The downside of this approach is that some recording time will be lost.

On larger multiple camera systems multiplex recording can be used. This is where snap shots from each camera are recorded onto the same tape. Each camera can be selected on replay mode with the images being presented as time lapse recording. The images can be shown on a monitor in real time either as a selected camera or as a sequencing switcher. On smaller multiple camera systems consideration should be given to multiple screen displays. This is where all the images from the cameras are displayed at the same time and what you see is what you record.

As well as the recording of the image it is beneficial to consider the placement of a monitor in your place of business, possibly behind the counter. This allows for casual observation of customers by staff as well as acting as a deterrent by clearly indicating that CCTV is effective and is used on the premises.

An important part of a CCTV system, often overlooked is the changing and storage of tapes. All staff must be trained on the operation of the CCTV system and a clear policy should be developed and enforced on when and how to change tapes, their storage and replenishment. Records should be kept of when tapes are changed, removed from circulation and replenished.

Sufficient tapes must be held by the business. These should be stored in a secure cupboard in order to prevent unauthorised access. Failure to do so will constitute a contravention under Data Protection legislation. The VCR must also be secured to prevent unauthorised access.

In addition it must be recognised that the quality of the recorded image will be notably affected by the standard and age of the video tapes you use. It is therefore sensible to use high quality tapes. Generally speaking tapes must be replaced every year with the minimum number of tapes in use being equivalent 28 days supply. If a system changes tapes every 8 hours and the system is in use every day then there must be 248 tapes in the system for a 31day rotation. It is prudent to have spares in case of extractions.

LIGHTING

The camera chosen must be capable of good performance across the range of conditions. One of the most important

considerations is lighting, especially if the system is to be effective after dark.

Variables include the light levels from overall lighting on the premises and whether there are any distinct shadow areas or brightly lit areas creating blind spots. If so, changes or additions to the lighting may be necessary.

LOCAL PHYSICAL CONDITIONS

Still on local conditions, account must be taken of the effect on the cameras of car headlights or other lights. The effect of snow lying on distant hills may be a consideration and the privacy of neighbouring housing must be respected.

REQUIRED ALARM RESPONSE.

When there is an incident staff must be in no doubt as to what action to take place. Proper staff briefing and the existence of a clear policy is essential.

DATA PROTECTION

The Data Protection Act 1998 came into effect in October 2001 and has implications for owners of CCTV systems which cover areas where members of the public have access.

Further advice from your local police CCTV Projects Officer and from the Data Protection Registrar, but there are 12 key points to be considered. You must....

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- Appointed a “Data Controller” to monitor files and deal with applications to access files.
- Notify the Data Protection Commissioner that you are processing data.
- Use appropriate signage to notify individuals that CCTV is in operation.
- Only disclose information for a compatible purpose,
- Ensure that unauthorised access to tapes and monitors is prevented.
- Permit an individual subject to stored images, access to these images on payment of a sum.
- Not disclose third party details without their authorisation.
- Train staff on Data Protection principles.
- Be aware that a breach of Data Protection legislation may constitute an offence.
- Information should be processed lawfully and fairly with a recommended tape retention time of 31 days.
- Keep tapes stored in a secure place.
- Only use covert cameras where the criminal activity is specifically identified.

A leaflet on Data Protection legislation can be obtained by contacting the CCTV Projects Officer.

HOW DO I HAVE CCTV INSTALLED IN MY BUSINESS ?

There is no national approval system for CCTV systems. However it is worth using a reputable company. Speak to colleagues and find out which companies they may have used. Whilst using a “friend of a friend” may be cheaper, you must consider the ongoing monitoring of the system. A reputable company will offer you a competitive price for a maintenance package for your system which will help to ensure that your system remains effective.

It is then worth developing a plan for your system. Consider each of the sections above and sketch out what you want from your system. These notes will help the system designers develop the system according to your needs. It is worth shopping around to compare the prices and services offered by different companies. Seek quotations from three different companies and then compare the written reports they provide. Beware !!! the cheapest may not necessarily be the best.

Remember that once your CCTV system is installed you must not sit back and relax. Ensure that staff are trained, that you comply with Data Protection legislation and that the system is maintained to the highest standard. It is

worth remembering that a CCTV gains a reputation. That reputation may be enough to deter criminals, or alternatively, could attract them if the system is poorly maintained and managed.

Further information on CCTV can be obtained by contacting your local Community Officer via your local Police Office, or the CCTV Project Officer of Central Scotland Police.



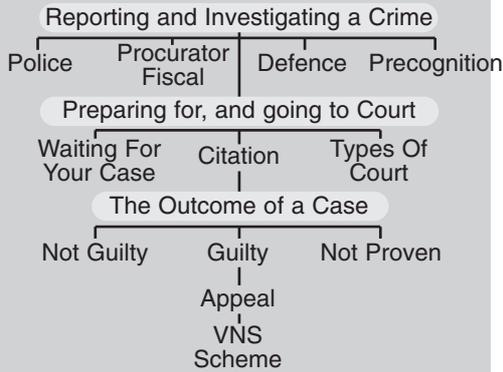
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SECTION THREE: GENERAL INFORMATION

THE SCOTTISH CRIMINAL JUSTICE SYSTEM

If you have never been to court before you may want to find out more about what will happen. The table shown below shows the range of agencies involved in our criminal justice system and the stages for which they are responsible. More on the individual role of these agencies is shown below.



THE POLICE

Investigate the crime, collect the evidence and, if there is enough evidence, will send a report to the Procurator Fiscal. Tell the police everything you can think of, including any worries or concerns you may have, especially crime prevention concerns.

If someone is arrested for the crime, the police may keep him or her in custody until the next court day. When they appear in court they are usually given bail, unless

the Procurator Fiscal can argue that there are good reasons why the person should not be given bail they will be told not to interfere with you, or any other witnesses in any way. Sometimes other conditions will be given to their bail. **If the person does approach you or bother you, you must tell the police straight away.**

THE PROCURATOR FISCAL

This is the public official responsible for prosecuting crimes. He or she will look at the evidence and decide whether to prosecute. He or she will consider which out of a number of options is appropriate. The options include mediation and reparation, and social work diversion where such schemes exist, fixed penalties, warning letters, and proceedings in court on a summary complaint, or on petition in advance of proceedings on indictment. The Procurator Fiscal can also take no proceedings in a case.

The Fiscal might also want to investigate the case further before deciding about prosecution and may want to interview you, or other people before making a final decision.

THE DEFENCE

If someone is accused of a crime, they will usually get a lawyer to help them. This lawyer will act on their behalf in connection with the

court proceedings. The defence lawyer might also want to interview you. This will be before a case goes to court, but after someone has been charged.

PRECOGNITION

This is just a legal word which means that someone on behalf of the Procurator Fiscal or the defence lawyer might want to interview you about the crime and about the evidence you will give. The interview with you is called a precognition interview. It may be possible to be accompanied when you are interviewed by the defence, and any defence interview can be arranged for a time and a place of your choosing.

WAITING FOR YOUR CASE

Getting a case ready for court can take some time. This is because it is important for everyone that the case has been properly prepared and that all the information is accurate. You can get information from the Fiscal about how your case is progressing.

CITATION

If you are going to give evidence in court you will be sent a letter from the Procurator Fiscal letting you know when you should come to court to give evidence. This letter, which is called a citation, tells you the date to go to court, which court to go to and what time you should be there. It is important to follow the instructions

in this letter. The letter also tells you about time off work and claiming expenses. If the trial cannot go ahead on the expected date, the citation is cancelled and you will be sent another citation for another court date.

TYPES OF COURT

There are different kinds of court used for crimes of different types. A **District Court** will usually be quite local to where the crime was committed and usually will just involve a trial judge, but no jury. There are also **Sheriff Courts** and the **High Court**. Sheriff Courts have **summary** and **solumn** criminal proceedings and the High Court hears **solumn** proceedings only. Summary proceedings are where the trial judge sits alone and decides on whether the accused is guilty or not after all the evidence has been presented. In solumn proceedings, although there is a judge, it is a jury who decides whether the accused is guilty or not guilty.

THE OUTCOME OF A CASE

If a person is found **not guilty**, or the case is **not proven** then the accused is free to go, and cannot be prosecuted again on that charge.

If someone is found **guilty** the Judge will decide on the most appropriate sentence having regard to a wide range of options, including an absolute discharge, an admonition, a fine, probation, imprisonment, or compensation,

where the law allows it.

APPEALS

The right to appeal against a sentence or conviction is subject to the granting of leave to appeal by the High Court. If given, then the offender can challenge either the verdict of guilty and/or the sentence. If a convicted person is in custody, occasionally, the High Court may agree that they can be released from custody on bail until the appeal is decided.



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REPORTING RACIST INCIDENTS

WE WANT TO HELP YOU

The RAHMAS partners recognise that racist harassment is a serious incident and all partners are committed to working together to tackle this problem and to provide a professional and caring service to those persons who are subject to such incidents.

The definition of a racist incident is ***“any incident which is perceived to be racist by any person”***. This means that you do not have to be the victim to report an incident. You can report an incident you perceived to be racist if you witnessed the incident or if the victim was a member of your family or a friend.

HOW TO ASK THE RAHMAS PARTNERS FOR HELP ?

If you believe the incident is of a criminal nature:

- **Telephone your local police station.**
- **Call into your local police station (bring a friend for support with you if you wish)**

If the incident is not of a criminal nature, but involves one of the RAHMAS partners:

- **Telephone the agencies main contact number e.g. Housing Office, school, hospital etc.**
- **Call into the main**

office/location concerned to report the incident.

You may wish to report an incident to the police, but for a number of reasons do not wish to report the matter direct to them. In this case you can report the incident to one of the other partners such as the Central Scotland Racial Equality Council. The partner agency can direct your report to the police on your behalf, or can simply record the incident for information. This process is known as Third Party Reporting.

WHAT ACTION WILL THE PARTNERS TAKE ?

- **The partners will record what you tell them on a special RAHMAS form.**
- **If the incident is of a criminal nature, you may be asked to make a statement to the police about what happened. This statement may be used in evidence.**
- **The partner will then explain to you what action they can take depending on the circumstances.**
- **If appropriate the partners may call a Case Conference. This will be called where there is a history of incidents and is an opportunity to review action taken by partners to tackle your problem and to identify a**

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multi-agency response to overcoming the problems you face.

HAVE YOU BEEN THE VICTIM OF:

- Written Abuse**
- Verbal Abuse**
- Physical Abuse**
- Damage to Property**

The partners will take action against the perpetrators of racist attacks and harassment. Where evidence exists the police will submit a report to the Procurators Fiscal or Reporter to the Children's Panel. Other agencies will take whatever action is appropriate to the service which they provide. If you wish, the partners can pass your details to a local Victim Support agency which offers help and support to victims of crime.

WHAT ACTION WILL BE TAKEN TO PROTECT YOU IF YOU COMPLAIN ?

If you fear that there is a danger that something else is going to happen tell the police or the partner to whom you reported the incident. There are a number of options that can be taken and the partner will discuss these with you.

WHY IS IT IMPORTANT TO ASK FOR HELP ?

- If the RAHMAS partners don't know about these types of

incidents we can't do anything about them.

- We want to know where the incidents are occurring and what is happening.
- We want people to feel safe in their homes, on the street or at school.
- We want you to feel confident that you can report an incident to the partners and that action will be taken where evidence exists.

HOW CAN YOU HELP THE RAHMAS PARTNERS TO HELP YOU ?

Write down, as accurately as you can,

- What happened
- The time and date
- Where.
- Describe the people responsible

Report the incident as early as possible.

REMEMBER: IF YOU, A MEMBER OF YOUR FAMILY OR A FRIEND HAS BEEN A VICTIM, REPORT IT!!

- The RAHMAS partners are committed to deal sensitively and thoroughly with any incident which is perceived to be racist.
- We will do all we can to prevent this type of harassment. We will

investigate any incident reported to us and do our best to tackle the problem according to the powers of the partners involved.

- **We will endeavour to provide an interpreter if we are in contact with someone whose first language is not English.**

- **We recognise that we service a multi-cultural community and intend to ensure we provide ALL minority groups with a fair and non-discriminatory quality of service.**



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EVIDENCE

If a decision in line with company policy has been taken to inform the Police and provided the evidence is sufficient, staff are entitled to detain a suspect until the arrival of the Police but this should only be attempted when the suspect shows no sign of aggression and appears willing to co-operate. Remember **WRONGFUL ARREST OR DETENTION CAN HAVE SERIOUS CONSEQUENCES AND STAFF MUST BE CONFIDENT THEY HAVE SUFFICIENT EVIDENCE.** Staff must be alert to the fact that the suspect may try to discreetly dispose of any articles. Any comments by the suspect should be noted.

If the Police are to be involved please remember they will require evidence and details of all actions taken. Details to be noted include:

- Description of suspect including clothing, height, build, age group, hair colour, distinctive features, glasses, facial hair, scars, tattoos or accents.
- Details of property stolen and where recovered.
- Names and contact numbers of witnesses.
- Date and time of incident.
- Direction of departure of the suspect, whether on foot or in a vehicle (make, colour, registration number etc.)

WHAT EVIDENCE IS REQUIRED?

Scots Law is explicit that the evidence of a single witness, no matter how credible, is not sufficient to prove a charge. To prove a charge the law requires that there must be:

- **Evidence of two or more credible witnesses whose evidence coincides or,**
- **One credible witness and sufficient circumstantial evidence or.**
- **Sufficient circumstantial evidence on its own e.g. DNA, fingerprints etc.**

The need for more than one witness is known as **corroboration** and is an important element which the Police will look for when an incident is reported to them. It is therefore important to preserve any physical evidence and to record the name of any witnesses. Without some evidence which corroborates your story the police will be unable to report the offender to the authorities.

COUNTER ALLEGATIONS

The Police are required to investigate any allegation of a crime made to them. On some occasions an allegation may be made by a person who you have made an allegation against. They may claim that you verbally abused them or that you

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assaulted them. This type of occurrence is known as a counter allegation.

In such circumstances the police have no choice. They must investigate the allegation thoroughly and identify any evidence which supports what the person is claiming e.g. evidence of another witness, before taking any further action. It is however, worth noting that false allegations are treated seriously and can lead to a charge being levelled against the person making an allegation.

It is therefore important to remember that the Police operate under strict legal rules, and must carry out their duties with impartiality in all cases.



FALKIRK COUNCIL

Falkirk Council is committed to working with all groups within local communities to promote the inclusion of young people, older people, homeless people, people with disabilities and people from ethnic minority communities.. We will only achieve our vision for our area if everyone feels part of it. We will therefore target action towards people who may not normally be included in the usual aspects of society, or whose circumstances may make it more difficult for them to take advantage of Council facilities and services. We will try through this theme to provide equal opportunities for everyone and to make sure that no one person or group of people has a poorer standard of service and opportunity than any other.

Falkirk Council is very active partner in RAHMAS Strategy and is committed to racial attacks and harassment multi-agency strategy, the implementation of racial incident monitoring and the training of staff in dealing with racial incidents.

BUSINESS SUPPORT

The Council delivers support to Businesses via Business Gateway. In Forth Valley a broad range of public sector assistance is available for business start ups and established companies wishing to improve competitiveness and expand their operations.

For further information please contact Stewart Cameron, Community Services (Economic Development) 01324 50 4493

Website - www.falkirk.gov.uk

STIRLING COUNCIL

Stirling Council's vision for the Stirling area:

- a good place to live, work or visit, with a clean, safe environment.
- an area with a range of good jobs for everyone who wants one and with equal opportunities in housing and other services.
- a caring, compassionate community where people are treated with dignity and respect and are provided with services that meet their needs an area in which people have control and influence over their lives.

Clearly, racially motivated crime, including verbal abuse is not compatible with that vision. Stirling Council will not tolerate and will seek to challenge racial discrimination at every level. As a member of the RAHMAS partnership, Stirling Council is actively working to monitor and tackle racist crime and seeks to promote racial equality.

SUPPORT TO BUSINESSES

Stirling Council has a range of financial support services that it can offer to local businesses seeking to grow and expand. Typically, the sectors covered relate to manufacturing and tend to exclude sectors such as primary industries and retail. However, at this time, Stirling Council is developing interventions for the retail sector as an outcome of the current Independent Retail Review.

For further information, or for signposting to other agencies who can help, please contact Hugh Lightbody in Environmental Services, on 01786 458017.

Website - www.stirling.gov.uk

CLACKMANNANSHIRE COUNCIL

Clackmannanshire Council is a key member of RAHMAS and is committed to the promotion of equal opportunities including the enhancement of Race Equality issues. The Council is an active partner in the RAHMAS strategy and carries out regular training and information sessions for services and partners.

The Council is also there to help the development of businesses, including Business Development Assistance for companies considering growth, development and change. The business development schemes available

include:

**Business Development
Finance
Enterprise Training
Accounts
E-commerce Initiative
Innovation & Intellectual
Property Service
Start-up Advice &
Support
Trade & Export
Assistance**

For further information contact:
Business Gateway 0845 6050345
Website — www.clacks.gov.uk

NB Retail enterprises may not be eligible for all forms of support.

The Clackmannanshire Business Forum can also provide support & advice to local companies. Contact Robert Anderson on 01259 722725

CENTRAL SCOTLAND POLICE

In May 2001, Central Scotland Police launched its Diversity Strategy. The aim of the strategy is to

“increase confidence in policing within our communities and in particular the minority ethnic communities by providing effective protection from racial and violent crime and demonstrate fairness in every aspect of policing.”

This aim will be achieved across four broad areas:

- **Operational**
- **Professional Standards**
- **Recruitment**
- **Community Safety**

Amongst many of the measures being introduced by the force are training for all staff in Equal Opportunities issues, guidance on dealing with Racist Incidents and guidance on the use of Interpreters and Translators. The Chief Constable has also established an Ethnic Minority Lay Advisors Group which will allow members of communities to advise the Chief Constable on the work the force is doing in this field. A key role will also be played by the force's Community Officers who will be in an ideal position to be aware of local needs and to liaise with local minority ethnic organisations. Further information about the Diversity Strategy can be obtained from The Diversity Strategy Officer on 01786 456000.

Website - www.centralscotland.police.uk

CENTRAL SCOTLAND RACIAL EQUALITY COUNCIL LIMITED

Central Scotland Racial Equality Council Ltd (CSRECL) is an autonomous voluntary organisation which brings together representatives from the statutory authorities, voluntary organisations and individuals who support the aim of CSRECL. We:

- **Work towards the elimination of racial discrimination;**
- **Promote equality of opportunity and good relations between persons of different racial groups without distinction on grounds of colour, race, nationality, ethnic or national origin, gender, marital status, disability, sexual orientation, age and creed; and**
- **promote and organise co-operation in the achievement of our aims by bringing together representatives of the statutory authorities, voluntary organisations and other relevant agencies.**

HOW CSRECL CAN HELP YOU ?

CSRECL provide a confidential service and can help or refer you to a more appropriate agency if:

- You have been harassed verbally or physically because of your ethnic origin, beliefs or nationality.
- You feel that you have been victimised or discriminated against because of your ethnic origin, beliefs or nationality.
- You require information and advice on race related issues.
- You require advice on

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anti-racist and equal opportunities training.

Central Scotland Racial Equality Council Ltd, Community Education Centre, Park Street, Falkirk FK1 1RE. Tel: 01324 610950 Fax: 01324 610955 E-mail: CSRECL@aol.com

VICTIM SUPPORT

Victim Support is a charitable, voluntary organisation with the interests of people affected by crime at the heart of our work.

There are three Victim Support services in Central Scotland coterminous with local authority boundaries. Each service provides a free and confidential service which is delivered through selected, trained and supervised volunteers and staff who provide emotional support and practical assistance for people affected by the impact of crime. We can allow an opportunity for people to talk to someone in confidence, to off load feelings of anger, distress or fear. We can provide information about criminal injuries compensation, criminal justice procedures and arrange court support if the case comes to trial.

Most referrals come from the Police with the victim's consent. Anyone who has been affected by crime, reported to the police or unreported can access our service. We can provide home visits where this is appropriate to the individual, office based appointments, telephone support and court support before, during

and after going to court.

To contact your local Victim Support service in Central Scotland telephone:

Falkirk Victim Support on 01324 633433
Stirling Victim Support on 01786 445782
Clackmannanshire Victim Support on 01259 219171

Website - www.victimsupportstirling.org.uk

SCOTTISH ENTERPRISE – FORTH VALLEY

Scottish Enterprise — Forth Valley is committed to create a successful and sustainable economy in Forth Valley that gives all our people a better quality of life by:

- creating wealth and jobs in tomorrow's industries
- establishing learning as the route to personal and organisational success
- helping all of our people to play a part in our economy
- improving the physical and environmental benefits of the Forth Valley
- working in partnership that will deliver great results.

Further information on Business Support is available by contacting The Scottish Enterprise Network Helpline on 0845 607 8787

THE SCOTTISH GROCERS FEDERATION

Founded in 1918, the Scottish Grocers' Federation (SGF) represents over 800 convenience stores (via direct membership) and over 2,000 associate or affiliated members through organisations such as Spar, Mace, Costcutter, Nisa and other symbol trading groups, including wholesalers, throughout Scotland.

It's aims in relation to crime are as follows:-

- **To maintain a central body representative of all independent retail grocers and convenience stores in Scotland.**
- **To confer with and advise local and national authorities on all matters affecting the convenience store trade.**

Contact: Scottish Grocers Federation, 222 Queensferry Road, Edinburgh, EH4 2BN.



NOTES

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