

**SCOTTISH POLICE AND FINANCIAL SECTOR SECURITY GROUP ANNUAL CONFERENCE AND DINNER**

**Contents**

Scottish Police and Financial Sector Security Group Annual Conference and Dinner	Pg 1
Farewell	Pg 1
Welcome	Pg 1
Stirling University Pilot Identity Theft Initiative	Pg 2
Business Guided to Avoid Data Protection Pitfalls	Pg 2
New Memberships	Pg 2
Member Spotlight	Pg 2
Glenrothes Launches into Safe Towns and Safe Car Parks	Pg 3
New Appointments	Pg 3
Safety Initiative sees more Taxis for Stirling	Pg 4
Glasgow Launches Scotland's First Best Bar None Awards	Pg 4
Forthcoming Events	Pg 4

The Scottish Police and Financial Sector Security Group held its 2nd Annual Conference over 2 days at the Hilton Dunblane on the 1st and 2nd of September.



Building Societies, Local Authorities, Agencies and the wider Business Community.

Henry Harper of Strathclyde Police stated: "As the chair of the Scottish Police and Financial Sector Security Group I found the Security & Fraud - Joint Accountability Conference a very worthwhile event.



Henry Harper

The aim of the conference is to look to the future and through partnership working be proactive in Crime Prevention and Detection.

I was encouraged by the enthusiastic participation and commitment shown in the workshops, the outcomes were a positive indication that all sectors contributed.

The quality of the speakers and the networking opportunities provided added to the success. The excellent facilities at the Hilton Dunblane, augmented by the relaxed evening dinner and speaker, enhanced the conference and provided numerous opportunities to develop useful contacts and exchange ideas.

The immediate success and seamless flow of the conference is testimony to the pre-planning and organisation that preceded it. The organising committee has my sincere thanks for a job well done.

I would also like to take the opportunity to thank the sponsors and exhibitors whose help and financial support make the conference possible. It is very much appreciated.

The real challenge now is to make the workshop outcomes a reality; this will require the continued co-operation of all and the development of the Joint Management/Strategy Group. Together, we are people who can make things happen".

Following on from last year's successful event, the seminar continued with a workshop based format, addressing two fundamental elements of physical security and fraud, considering the following topics:

**Physical security workshops**

- Cash in transit related crime •
- Workplace violence •

**Fraud workshops**

- Account compromise •
- Card not present •

The conference brought together key stakeholders in order to address issues within these subject areas with the intention that they work together in partnership to identify sustainable crime prevention measures to address these issues.

Phil Walker, Senior Area Manager for Lloyds TSB Scotland said

"This proved to be a stimulating, rewarding and invaluable two days. The conference presented the opportunity for open discussion of key issues impacting on our business and our customers."

The event was deemed a great success for the SPFSSG and was attended by over one hundred key representatives from the Police, Banks,

**FAREWELL!!**



Jane Walker

In August 2005 Jane Walker, left the SBCC to take up her new position as School Resources Officer at St Modans Academy in Stirling.

Jane had been the Office Manager of the SBCC for the past two years and her vibrant personality will be greatly missed. The SBCC wish her all the very best in her new role.

**CONGRATULATIONS!!**



Sandra McNiven

The staff at the SBCC would like to congratulate Sandra McNiven, the Regional Development Officer for Secured by Design, on her recent marriage to Jim Reid.

Sandra tied the knot with Jim at a ceremony in Balloch on Friday 2nd September. We wish them every happiness for the future.

**Scottish Business Crime Centre**



## STIRLING UNIVERSITY PILOT IDENTITY THEFT INITIATIVE

The perpetrators of Fraud look like us - in fact, they are people like us. There have been several studies of the backgrounds and profiles of fraud perpetrators and their results are consistent. There is no way to predict in advance who will commit fraud.

Most of us believe that fraud is something that happens only to others - until they become a victim. That's the reason why the Scottish Business Crime Centre, APACS – the UK payments association, Stirling University Residential Services and the Stirling University Students Association joined forces to launch a pilot identity theft initiative at the University of Stirling (*Below*). The aim of the initiative was to raise awareness of how students and staff can help protect themselves.

Over two days during the Freshers Fayre week, staff from the SBCC had an exhibition that provided advice to students on how to protect themselves from falling victim to this type of crime. The stand was interactive and visitors were invited to enter a free competition to win £250 in leisure vouchers.



Annicka Ericsson, one of the many students who took part in the competition



An article on identity theft incorporating a competition similar to that being run during the Freshers Fayre was printed in Stirling University's "The Brig" magazine (which maintains a readership of 3 – 4000) and also within the local Stirling Observer newspaper.

2500 "post-it" note pads, each bearing a "protect your identity" message were handed out to students as demonstrated by Willie Armstrong (*above*). This "freebie" potentially means that at least 125000 "protect your identity" messages may be seen throughout the University, serving as a gentle reminder.

Additionally, four industrial style shredders have been provided to the University for use by students, staff and visitors to the Campus. These are located in the main Halls of Residence under the control of the Residency Managers. A3 posters have also been created to advertise both the initiative and the location of the shredders.

As an added bonus to the University this Identity Theft initiative fits comfortably with their recently introduced waste collection, disposal and recycling service.

## BUSINESSES GUIDED TO AVOID DATA PROTECTION PITFALLS

The British Security Industry Association has produced a guide to the Data Protection Act which outlines the implications of the Data Protection Act for businesses. The guide is aimed at users of information destruction services and explains how the BSIA information destruction companies can assist in meeting end-users' legal obligations under the Act.

BSIA Information Destruction Section Chairman, Simon Pearce comments:

*"End-users are often unaware that their obligations under the Data Protection Act extend to ensuring that their Data Processor, i.e. the company they use to dispose of their confidential data, has the necessary security measures in*

*place to comply with the Act. BSIA members can of course provide such guarantees as they are inspected to a BSIA Security Shredding Standard, which is being developed into a British Standard.*

*"There are also other issues to consider: Have staff been trained to be aware of their data protection responsibilities? Is data maintained and stored correctly? Have the company directors set out a policy that demonstrates their commitment to information security? All these issues and more are outlined in the guide, which provides essential 'food for thought' for end-users."*

**To download your copy of the 'Guide to the Data Protection Act', visit [www.bsia.co.uk/download.html](http://www.bsia.co.uk/download.html)**

**NEW MEMBERSHIPS: The Scottish Business Crime Centre is very pleased to welcome new members: Dunfermline Building Society, Project Initiatives Ltd and Martin Security Smoke Ltd.**

## MEMBERS SPOTLIGHT

As Board Director, Jim represents the Committee of Scottish Clearing Bankers. He joined the Royal Bank of Scotland Group in February 2004 as Group Head of Financial Crime and is based in Edinburgh. His team provides the Group with expertise and support on financial crime and investigation issues.

Prior to moving to the RBS, Jim came from a law enforcement background. In 2000 he was appointed by Scottish Ministers as the first Director of The Scottish Drug Enforcement Agency which provided a multi-agency response to drug trafficking and other

forms of serious and organised crime in Scotland.

Before that, Jim held command positions in a number of roles in Strathclyde Police in key operational and specialist areas.

Interestingly, on behalf of the Association of Chief Police Officers in Scotland, Jim was a previous director of the SBCC.

Jim is glad to be back and acknowledges the real progress that the SBCC has made in recent years.



Jim Orr

## GLENROTHES LAUNCHES INTO SAFE TOWNS AND SAFE CAR PARKS

On Monday 19 September the Kingdom Shopping Centre, Glenrothes, in partnership with Fife Police, Fife Council and Scottish Business Crime Centre became one of the first in Scotland to officially launch its Safe Town Centre Initiative.

The launch took place within the Rothes Halls, Glenrothes and was attended by representatives of the partnership as well as a representative of the Mid Fife Community Safety and Crime Prevention Panel (right).

One of the driving forces behind the initiative, P.C. Matt Ronan, Glenrothes Town Centre Community Officer said, "This will be a partnership approach covering day and night time economies with information/membership packs being distributed in October to all businesses in the town centre. The Police will be working closely with the Kingdom Shopping Centre, Fife Council and S.B.C.C. in an effort to make Glenrothes Town Centre a safer place."

During the launch the Centre was also awarded the park mark safe parking award which is only the second time it has been awarded in Fife. It is the first shopping centre in Fife to have been awarded this award and covers the multi-storey car park as well as the nine other car parks around the Town centre.

The basic principal behind this award is that customers can park their cars safely in any of the centre car parks due to the layout of the car parks, its CCTV systems, lighting and regular patrols. All of these measure help to deter any criminal activity in the area.

Andrew Forrester, Kingdom Shopping Centre Manager said: "We are very pleased to be awarded the Park Mark safer parking award and are proud to be an integral part of the Safe Town Centre Initiative as they both reinforce our aim of providing a clean, safe, secure environment, to ensure that people enjoy, and continue to enjoy, visiting and working in Glenrothes Town Centre. The multi-agency approach provided by the Safe Town Centre Initiative has also helped to

*strengthen our local links, and enhances the Kingdom Shopping Centre's positive contribution to community life in Glenrothes".*



The award was presented to Andy Forrester by Chief Inspector Ian Bease, Fife Police Community Partnership.

Executive Director of the Scottish Business Crime Centre Centre, Alan Dobie stated:

*"I am delighted that the partnership in Glenrothes has taken a very positive step in helping to reduce crime in Glenrothes town centre. In launching their Safe Town Initiative and taking ownership of community safety the partnership have recognised that it's in all our interests to ensure that businesses continue to thrive and bring many benefits to the area.*

*Sharing good practice and making people feel safer plays an important part in improving the quality of life for those who live, work and visit the town centre for both the daytime and night-time economy. Importantly, making people feel safe brings business to the town, helps the area to flourish and offers stakeholders the opportunity to provide an effective and sustainable town centre that may bring investment.*

*By working with key agencies to reduce crime and disorder the partnership has created an effective tool to deal with troublesome issues such as retail crime and anti-social behaviour."*

## NEW APPOINTMENTS

### Edinburgh

John Hughes took over as the Programme Manager with Edinburgh Safe City Centre Initiative on 11th July. John was a Police Officer for 30 years in Fife and during his service has been involved with Community Policing and Community Groups. He was also involved with the Retail Crime Team that worked in Dunfermline, and has since worked for Citizens Advice Scotland and for Fife Federation of Tenants and Residents Associations. Problem Solving and Partnership Working were the principal methods John used and he hopes to continue his approach in his new role.

Since starting in Edinburgh John is involved in a number of wide ranging initiatives designed to target the issues facing Edinburgh City Centre to make it safer for all those using the area whether for work or pleasure.



John Hughes

John can be contacted by telephone on 0131 652 5945 or e-mail [johnhughes@edinburghcc.com](mailto:johnhughes@edinburghcc.com)

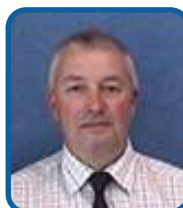
### Perth

Perth City Centre Management is pleased to announce the appointment of Ian Campbell as Perth's new Safer Cities Programme Manager.

Ian comes to the post with thirty years police experience, the majority of them spent with Tayside Police, latterly as Community Safety/Crime Reduction Officer at Western Division.

Working to the Perth Safer City Centre Forum, Ian will be developing a number of initiatives which will contribute to reducing criminal and anti-social behaviour in Perth City Centre as well as working closely with businesses in establishing their needs in relation to crime and safety issues.

Ian is looking forward to the new challenge but says, "I'll miss the camaraderie and 'craic' of the police life."



Ian Campbell

Retail businesses wishing further information on the retail crime network system can contact him by telephone on 01738 477929, mobile 07881 952236 or email [iccampbell@pkc.gov.uk](mailto:iccampbell@pkc.gov.uk).

## SAFETY INITIATIVE SEES MORE TAXIS FOR STIRLING'S STREETS

Last winter, a pilot project took place in Stirling City Centre over 9 weeks which revealed that additional taxis on the streets reduced taxi queue waiting times as well as having an impact on crime rates. In a follow-up to this pilot, the Council's Regulatory Functions Panel decided to award an additional 10 taxi licence plates.

The panel heard from Central Scotland Police, the Safer Cities Initiative and the Stirling Taxi Association before reaching their decision. It was reported that during the period of the pilot project a 66% decrease in assaults and a 20% decrease in incidents of breach of the peace took place in the vicinity of the taxi rank.

The pilot involved researching the demand at peak times then demonstrating that using additional vehicles could take city centre visitors home more quickly.



Speaking on the decision, Peter Walker, Safer Cities Co-ordinator said *"The night-time economy in Stirling's city centre is growing and will continue to grow. In order to make sure it is a welcoming and safe place to visit it is essential that more taxis are available to take people home after they leave city centre bars, restaurants and night-clubs. The pilot project showed that by putting additional taxis on the streets we could reduce the wait time from over one hour to a maximum of 25 minutes. Taxi stances are known flashpoints for violence and anti-social behaviour and this decision will help to reduce the amount of time people spend in taxi queues."*

The decision to grant the 10 additional taxi licenses will be reviewed in a year, and a forthcoming review of the location of taxi stances in the city centre will also take place.

This is the first major increase in taxi licence plates in Stirling since 1985.

## GLASGOW LAUNCHES SCOTLAND'S FIRST 'BEST BAR NONE' AWARD SCHEME

On Friday 24th June 2005 Glasgow's 'Safer City Centre' Initiative, in partnership with Strathclyde Police, Glasgow City Centre Alcohol Action Group, BEDA Scotland and Scottish Licensed Trade Association, launched Scotland's first 'Best Bar None' Award Scheme at a ceremony in the Corinthian Bar, Ingram Street, Glasgow.



The pilot scheme, sponsored by DIAGEO, is based on a similar initiative running in Manchester since 2003 and focuses on public safety and customer care, giving each licensed venue an opportunity to prove that it meets a certain standard of operation. The scheme will include three different categories, namely, Pub, Bar and Night Club.

### Bronze Award

Issued to safe and well managed pubs, bars and night clubs which can show a minimum standard within the scheme.

### Silver Award

Issued to the best 5 pubs, bars and night clubs demonstrating a higher degree of action to reduce crime and focus on customer care.

### Gold Award

Issued to best pub, bar and night club.

Glasgow's night time economy is likely to benefit in a number of ways from the introduction of such a scheme.

- Improved monitoring of licence condition compliance
- Reduction of irresponsible drinks promotions thereby reducing binge drinking and antisocial behaviour
- Setting of minimum standards of management within licensed premises
- Encouragement of interaction between the licensing sector and Strathclyde Police to identify and rectify issues of concern
- Reduction of crime and the fear of crime within licensed premises within Glasgow City Centre
- Improvement of customer and staff safety within licensed premises
- Enhancement of Glasgow's reputation as the entertainment capital of the West of Scotland

Each applicant premises is expected to answer a number of key questions about the operation of the premises in respect of a variety of topics including

- Prevention of crime and disorder
- Public safety
- Prevention of public nuisance
- Protection of children from harm, and
- Any other general information they may wish to submit in support of their application.

At the conclusion of the application and inspection process an awards ceremony will be held to recognise successful applications. All applicant premises will be invited to attend the ceremony where successful premises will be presented with a certificate and a plaque for display outside their business.

To date more than 50 pubs, bars and night clubs have applied for an award. The awards ceremony is planned for 15th November 2005 at one of the hotels in the city.

### Forthcoming Events

<b>Personal Safety Awareness Training Seminar</b>	11/10/05
<b>Retail Crime Prevention Seminar</b>	25/10/05
<b>ATCM Good Practice Awards</b>	25/10/05
<b>ACPOS Fraud Action Group Seminar</b>	02/03/06

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