

NBAC

Nottingham Businesses Against Crime

Retail Crime Operation & Radio Link

Membership Application Pack

Introduction- What is NBAC?	Page 2
NBAC achievements	Page 3
NBAC application form	Page 4
Shop Watch user contract	Page 5
Radio link user application form	Page 6
Radio hire terms & conditions	Page 7 & 8
Radio link details	Page 9 & 10

Nottingham Businesses Against Crime (NBAC)

What is NBAC?

NBAC is the umbrella organisation incorporating daytime businesses (The Retail Crime Operation or RCO) and Night time Businesses (The Night-time Economy Operation or NEO). Both of these sub operations are closely managed together so that overlapping issues are dealt with in a joint fashion. Fundamentally NBAC is Neighbourhood Watch for businesses

The aim of NBAC is to ensure that by partnership working with the Police, City Council and any other relevant partner organisation as facilitated by the Nottingham Crime and Drugs Partnership all aspects of criminality that affect Businesses in Nottingham City can be highlighted addressed and reduced.

The RCO is a partnership between the Police, Nottingham City Council, and local Retailers who share information on the most persistent and professional retail offenders operating in and around the City. A computerised intelligence system (ACIS) helps identify those criminals involved in serious offences such as shoplifting, credit card fraud, handbag snatches and violence against staff, all of which affect businesses and their customers.

Why Join NBAC?

Several benefits accrue when you become a member of NBAC.

Where implemented, experience across the country shows that: -

- 👁️ → Losses caused by retail theft are reduced
- 👁️ → Retailers' resources are more efficiently used to combat crime
- 👁️ → More thieves are caught
- 👁️ → Retailers share more professional information
- 👁️ → There are more effective partnerships between the police and the local business communities
- 👁️ → The quality of intelligence data helps raise staff awareness of retail crime
- 👁️ → Known criminals are driven out of the City Centre
- 👁️ → Shared evidence can be used in the case of Exclusion Orders/ASBO'S

What Are Your Entitlements As A Member?

- 👁️ → Inclusive 'Security Awareness' training on request for you and your staff to help reduce all aspects of criminality. - Everything from effective radio use through to CCTV placement recommendations. All arranged around the training schedule of your business.
- 👁️ → Use of the NBAC radio system which links members to each other and CCTV, hire of a radio unit is £6 per week which includes wear and tear repair cover. You can be a member and not have a radio but not vice versa.
- 👁️ → Attendance at regular NBAC operational/intelligence meetings with photo sharing of frequent offenders, new MO details and Police information.
- 👁️ → A regular update on offenders in the city via an intelligence document.
- 👁️ → Regular seasonal newsletters
- 👁️ → Training workshops.
- 👁️ → Periodic visits from the NBAC coordinators
- 👁️ → Access to the NBAC board of management and the NBAC facilitated Partnership enforcement schemes.

What we expect from you

- 👁️ → To pass on any information regarding crime against your business by filling out an incident report form (provided) and making the coordinator aware that you have done so.
- 👁️ → Support the RCO practices, i.e. RCO Exclusion Notices, prolific offenders are issued an NBAC exclusion notice which bans them from all members premises, we would expect you to support this by refusing entry to excluded persons.
- 👁️ → If an NBAC radio is hired, to proactively use this radio for crime prevention purposes, and liaise with other members by passing information over the radio airwaves.
- 👁️ → To regularly attend the monthly intelligence meetings where information is disclosed by partner agencies such as the Police and documents are disseminated that are only available at these meetings.

What will membership cost?

£135 pro rata per financial year for NBAC membership.

£6 per week for radio hire (including wear and tear repair cover).

If you wish to join NBAC please complete the attached paperwork and return it.

If you would like further information, please contact:

Matt Etchells-Jones

Retail Crime Coordinator

☎ 0115 915 6388 / 📠 07903 822 620 / 📠 0115 915 6361

📧 nbac@nottinghamcity.gov.uk

- 2 -

What has NBAC achieved recently?

- In December 2008 Nottinghamshire Police reported a significant year on year reduction in incidents of theft from shop as a result of the successful partnership working of the NBAC coordination team, The Police overt Safer Neighbourhood's Teams, the covert "Street Team" and the NBAC members across the area.



- Over Christmas 2008 a multi agency "Week of Action" was held in the city centre, NBAC's contribution to this was to hold two free retail crime awareness seminars. Attendance at these seminars was in excess of 100 delegates representing over forty businesses both large and small across the city.
- At the start of the 07/08 financial year a group of core offenders was identified by the Police covert street team. Through intelligence being provided by the NBAC members to the Street Team and then through reciprocal updates being provided at the monthly NBAC intelligence meetings by the Street Team and the Safer Neighbourhood Team the offenders were made to feel so unwelcome in the city that they were all forced to cease to frequent the city centre. Most of them even ceased to reside within the city.
- NBAC has established a successful partnership with the City Council's Economic Development unit providing reassurance to new businesses looking to invest or develop in the area.
- NBAC has been featured in print on several occasions over the last year in publications including the Nottingham Arrow and The Nottingham evening post.
- Through partnership working with Nottingham City Council's Community Protection department NBAC has been able to successfully participate in the application of Anti Social Behaviour Orders against core offenders in the City Centre.
- Through diligent collation of intelligence and statements NBAC has been able to assist in the successful jailing of prolific offenders for a significant period.
- The sharing of intelligence relating to bail conditions has resulted in NBAC members successfully aiding the Police in proving situations where an offender has breached their bail conditions.
- Similarly successful intelligence sharing has resulted in the detaining and subsequent custody of offenders wanted for a range of minor offences and warrants.
- NBAC is represented at and actively takes part in the Midlands Regional Crime Initiative (MRCI) sharing data and working in partnership with other similar groups and agencies across the midlands to reduce crime and the affect of travelling criminals throughout the midlands.

NOTTINGHAM BUSINESSES AGAINST CRIME APPLICATION FORM

Company Name:

Invoicing Address (including contact name and telephone number)

.....
.....
.....
.....

Purchase Order Number (if your business needs one to raise the order)

.....

I/We wish to become members of the Nottingham Businesses Against Crime

Please prepare an invoice for the following:

Cost of RCO Membership Per Store £135.00

Total Cost _____

Name:

Signature.....

Date:.....

Please FAX FAO Matt Etchells-Jones to 0115 915 6361, so your application can be processed or post to:

**Matt Etchells-Jones – Retail Crime Coordinator
CDP – 1st Floor
Barrasford House
Goldsmith Street
Nottingham
NG1 5JJ**

Please Note: Radio applications will not be processed, meaning your radio will not be sent out, until this form is received by the Retail Crime Coordinator

*****Radios are hired at extra cost to membership fee, membership gets you all the information we give out and the RIGHT to use the RCO airwaves*****



Shopwatch User Contract

This contract must be signed and completed before any use of the radio system commences.

User Name (Company Name):

Full Address:

.....

..... **Post Code:**

Tel No: **Fax No:**

I/We hereby agree to comply with the equipment operational requirements (a copy of which will be supplied with each radio) and the conditions of the radio licence issued by the Office of Communications – Ofcom.

I/We am/are aware that breach of the licence terms & conditions could result in the seizure of equipment, a fine being imposed and prosecution, should this be the case then we understand that we will be fully liable.

Signed:

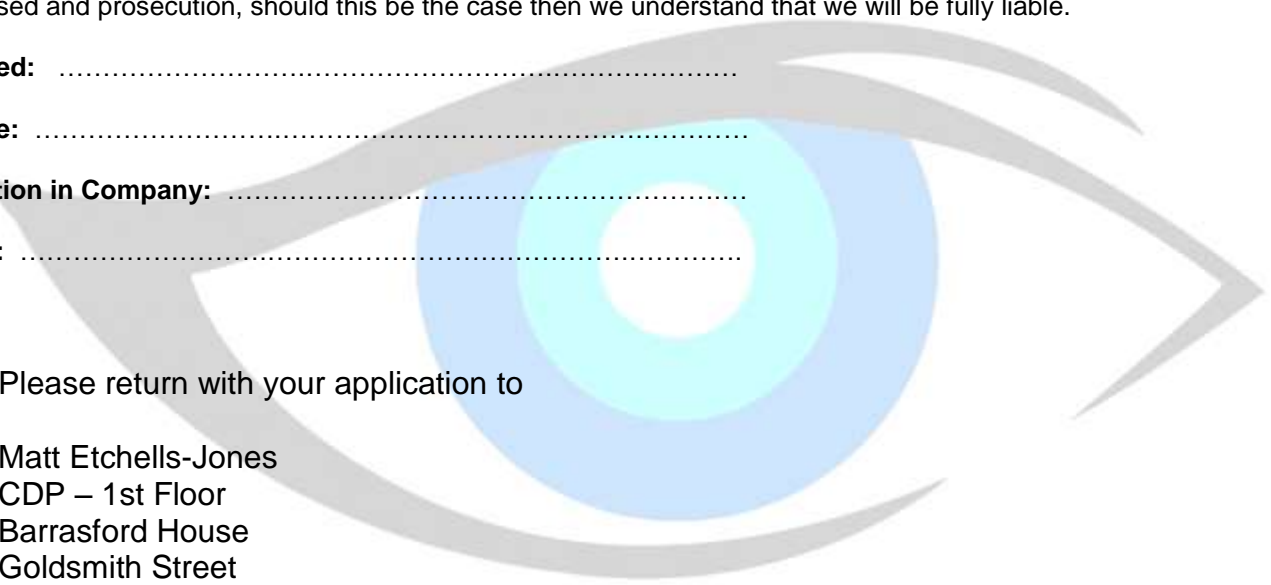
Name:

Position in Company:

Date:

Please return with your application to

Matt Etchells-Jones
CDP – 1st Floor
Barrasford House
Goldsmith Street
Nottingham
NG1 5JJ



NBAC RADIO LINK USER APPLICATION FORM

Venue/ Store Name and Address:.....

 **Contact Name:**

Telephone Number: **Fax Number:**

Invoice Name and Address (if different from above):

 **Contact Name:**

Telephone Number: **Fax Number:**

OFFICIAL PURCHASE ORDER NUMBER:

If you are part of a chain or a group of companies please advise us of the name and address.

.....

THE EQUIPMENT WILL BE USED ON (please tick)	Shopwatch <input type="checkbox"/>	Pubwatch <input type="checkbox"/>
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We Require: (Please Tick)	Hire Minimum Rental period - 12 months <input type="checkbox"/>
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Equipment Required: (i.e. Quantity, and type of equipment)

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Payment Terms

Please could you indicate whether you wish to be invoiced:	Quarterly <input type="checkbox"/>	Six Monthly <input type="checkbox"/>	Yearly <input type="checkbox"/>
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We agree that the equipment supplied to our store will be insured against loss, theft, or damage in accordance with DCRS Ltd Terms and Conditions of hire and that the signatory below confirms that they are authorised to enter into this agreement on behalf of the store named above.

Signed: **On behalf of:**

Print name: **Date:**

Please return to the fax number or address below along with a covering letter/official order:

Fax to: 01246 268886
Send to : Unit 3, Chatsworth Technology Park, Dunston Road, Whittington Moor
 Chesterfield S41 8XA



TERMS AND CONDITIONS OF RADIO HIRE

Terms & conditions of radio hire

In these conditions the "Owner" means Direct Communications Radio Services Limited, Registered Office at Edison Road, St. Ives, Huntingdon, Cambs, PE27 3LH and shall include its successors. The "Hirer" means the Hirer named on the advice note. "Equipment" means the equipment specified on the advice note and shall include all accessories, replacements, and renewals and additions.

The equipment shall remain the property of the Owners including all accessories, replacements, renewals and additions and nothing contained in the contract shall confer or be deemed to confer on the hirers any interest in the Equipment. The Hirer shall assist the Owner to re-possess the equipment if the Hirer has lost or otherwise relinquished possession thereof during the hire period in breach of these conditions. Even if the equipment is treated as lost, under these conditions it shall remain the property of the owner.

During the period of hire the Hirers shall:

Take all reasonable measures to ensure the safety of equipment. Full replacement, all risks insurance of the equipment must be in effect from the time of delivery, during the hire period to the point of removal by the Owners or Carriers on the Owners behalf.

In the event of any loss under the policy the Hirer shall prosecute at its own expense a claim against the insurers with due diligence and shall hold any proceeds for the benefit of the Owner who shall allow the Hirer such part of the proceeds as the Owner may in absolute discretion deem reasonable.

Keep the equipment in their possession at all times and not remove same from the agreed site, except for return if suspect or the termination of hire, when the item(s) will only be returned to:-

Direct Communications Radio Services Limited
Edison Road,
St Ives,
Huntingdon,
Cambs,
PE27 3LH
Tel: 01480 466300

OR

Unit 3
Chatsworth Tech Pk
Dunston Road
Whittington Moor
Chesterfield
S41 8XA
Tel : 01246 268600

Not tamper with, attempt to repair or to adjust any component part, nor to allow any persons other than the Owners or their appointed agents so to do. The Owner is expressly excluded from any liability in respect of any defect or inadequate performance of the equipment caused by accident, misuse, neglect, tampering with or modifications to the equipment or by any attempt at internal adjustments or repair by any person other than the authorised representative of the Owner.

The Hirer agrees not to sell, assign, let share, pledge, mortgage, charge, encumber or part with possession of or otherwise deal with the equipment or any interest therein or create or allow to be created any lien on the equipment and in the event of a breach of this clause by the Hirer the Owner shall be entitled (but not bound) to pay to any third party all such sums as may be necessary to procure the release of the equipment from any charge, encumbrance or lien, and to recover such sum from the Hirer forthwith.

The owners will terminate the hire immediately and without notice, if the Hirers allow any breaches of Clause 3. If the hire is so terminated by the Owners, the Hirers shall be liable to pay the remaining hire period at the agreed rate also for any legal costs incurred in the recovery of the equipment. The Hirer shall permit or arrange for the Owner access to where part or all of the equipment is located for the purpose of its recovery.

All equipment leaves the Owners premises in the good working order. The Owner will deliver the equipment to the Hirer at the hirer's expense. The Hirers acceptance of delivery of the equipment shall be conclusive evidence that the Hirer has examined the equipment and found it to be complete, in good condition fit for any purpose for which it may be required and in every way satisfactory, unless any discrepancy is reported to us in writing within 24 hours of receipt of the consignment.

It is the responsibility of the Hirers to inform the Owners immediately of any need for repair during the hire. Repairs are free of charge, with the exception of faults and damage incurred under Clause 3. If, however the Hirers request a site visit by the Owners engineer, this will be chargeable and an official order should be placed to cover the same.

If the equipment or any part thereof is returned by the Hirer to the Owner in a damaged or dirty condition, the Owner shall be entitled to repair, clean or replace the equipment or any part thereof at the Hirers expense. In such case the

- 7 -

hire period shall be extended until completion of the repair, cleaning or until a replacement is effected providing that the amount of additional hire charge payable under this clause shall not exceed the hire charge payable under this agreement for a hire period of 13 weeks.

The hire charge for the estimated hire period shall normally be payable by the Hirer in advance unless otherwise agreed in writing by a Director of the Owner. Any further hire charges or other sums payable under this agreement shall be paid forthwith by the Hirer on demand.

The Owner may without prejudice to any other right or remedy determine the contract forthwith by giving the Hirer notice in writing if the hirer has failed to pay any charges due or to comply with any other obligations on his part and to recover our goods.

The Owner may at his discretion charge interest on accounts overdue by at least 30 days at 8% over bank base rate. Any expenses incurred in charges for a 3rd party collection of the debt or recovery of our goods will also be added to the outstanding account.

Hirers may request an extension to the hire period and, subject to availability the Owners agree to consider the request providing all clauses have been adhered to, at terms to be mutually agreed.

At the termination of the hire period, it is the Hirers responsibility to ensure the safe return of all equipment. Hire charges will accrue on a daily basis. Approved carriers are to be utilised for this purpose and the proof of delivery attained. If the equipment or part thereof is not returned, due to theft, damage beyond repair, destruction or any other reason the Owners reserve the right to charge the Hirers, by invoicing the replacement of the item(s). Due to the limitations of the channels available in the United Kingdom, by the DTI it is impossible to guarantee freedom from the interference from other users, but the Owners will attempt by means of privacy features to minimise to the best of their abilities any outside interference. If you receive notification that you are causing interference from or to another user please inform us at once with as much information as possible about the third party. We shall then do our utmost to resolve the problem. If the Hirers operate the equipment on hire using their own licence(s) they are wholly liable for conforming to all acts, statutory instruments and regulations as to the location, use and operation of the equipment from time to time being in force. The Owner shall not be liable in any way for any costs or charges arising from the breach of any statutory or other regulations or from any alteration there in.

If as a result of any breach the equipment is confiscated or otherwise delayed in its return to the Owners, hire charges at the rate previously agreed will be levied until the equipment is returned to the Owner.

Hirers can cancel the dispatch of the equipment by giving five working days notice. Shorter notice of cancellation could result in five days charge if an alternative hiring cannot be found.

Every effort will be made by the Owners to facilitate delivery of the equipment on the due date. However, if for any reason beyond the control, of the Owners, this is impossible they cannot accept liability for any loss however caused.

Any notices required to be given under the provisions of this agreement shall be deemed to be sufficiently served if such notices are sent by prepaid recorded delivery post, addressed to the Hirer at its last known address and in case of the Owner at its registered office.

The Hirer shall be solely responsible for and hold the Owners and its servants or agents fully indemnified against any loss, damage, injury, death or expense caused directly or indirectly to the Hirer or any third party by the equipment or the use thereof or by any failure lack or repair faulty installation or other defect of the equipment from whatever cause.

As required of the Health and Safety at Work 1974, the Hirer is required to ensure that the following information is brought to the attention of all personnel involved in the use of the equipment. In general terms the equipment may be classified as electrical and electronic and in most cases is accompanied by instruction sheets. Each item of equipment is checked and supplied in accordance with manufacturers published specifications and when used in normal and prescribed applications and within the parameters set for electrical performance will not cause danger or hazard to health or safety as long as normal engineering and safety practices are observed.

This agreement shall be construed and governed and enforced according to English Law.

Dear Sir/Madam,

RE: Nottingham Businesses Against Crime (NBAC) RadioLink Information Pack

I have please in enclosing for your consideration our quotation for the products and services in which you have expressed an interest.

What the RadioLink Scheme Offers:

When you join the NBAC RadioLink Scheme you can have the peace of mind that a large number of other retailers and licensees in your area already enjoy, knowing that you are no longer alone. You will be in immediate contact, via a state of the art two way radio system, supported and maintained by DCRS, with other retailers or licensees on the Scheme to help you identify potential criminals, prevent actual crime and increase staff confidence and security.

The Motorola Pro-Series radios are robust and easy to use, proving the ideal answer to all of your security concerns....

- All our systems incorporate numerous security features such as: individual ID, stun/unstun and emergency signalling giving you the reassurance you need to know you are protecting your staff as well as your business.
- End staff members isolation and reduce the fear or crime.
- A highly effective tool and a visual deterrent!
- No Hidden costs – licensing is all included in the pricing.
- Next day delivery on most items – no waiting, no hassle.
- Flexible – Accessorise, customise and maximise with our comprehensive range of accessories.
- Inexpensive and reliable – Full DCRS 24/7 support service included in the price.

What do I do now?

Please read the enclosed literature to help you make an informed decision, then, simply complete the attached NBAC RadioLink Application Form and with a covering letter either post or fax it back to us and your radio(s) will be delivered, where possible, the same working day. It's that simple!

I still have some questions...




If you have any queries or questions or just need a little more information before you go ahead, then please call me on the numbers listed below or send me an email and I will get back to you straight away.

I trust the enclosed information meets with your approval, however, please do not hesitate to contact me for further information.

Yours sincerely



Dan Faulkner
ACCOUNT MANAGER

 01246 268600
 07970 571546
 dan.faulkner@dcrs.co.uk

Our quote no: DF/RM/L

Quote Prepared for: NBAC

Delivery Date: TBC

Collection Date: TBC

HIRE OPTION

Description	Cost Per	Qty	Total Cost
Motorola GP640 Professional Series radio c/w Aerial, battery, belt clip and single charger (price per quarter for the hire of the radio, licence, service and part share of the infrastructure)	£6.00 per week	1	£78 per quarter £312 per annum

Additional Information

Service - Hiring	In the unlikely event that your equipment does become faulty a replacement please contact one of your NBAC Co-ordinators first who will endeavour to send a replacement unit to you within 24 working hours (subject to fair wear and tear) Further options to suit individuals needs can be discussed.
Insurance -Hiring	All equipment whilst on hire is the responsibility of the hirer. Should a radio be lost, damaged or stolen during the hire period then a full repair or replacement cost would be charged.
Payment Terms	Strictly 30 days from date of invoice, subject to a satisfactory credit assessment.
Validity	This quotation has been compiled using information provided by NBAC Radio System This quotation will be valid for 45 days from the printed date.

All prices quoted are excluding VAT charged at the prevailing rate



NBAC is a self-funded organisation and charges for all services that it provides.

**It is however a non-profit making organisation.
All excess monies are re-invested into the partnership on agreement with elected members**