



Safer Business

for ethnic minorities initiative

Racist Attacks and Harassment Multi-Agency Strategy

Business Plan 2005/08

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Chair of RAHMAS



On behalf the RAHMAS Executive I wish to convey my thanks to everyone involved in the production of the first RAHMAS - Safer Business for Ethnic Minorities Initiative business plan.

The business plan is the result of a pilot project set up by the RAHMAS Executive aimed at identifying the true extent and nature of racist incidents at business premises in the Forth Valley area. Information obtained allowed measures to be taken to prevent and reduce similar incidents occurring.

On completion of the project, a full evaluation revealed that key aims had been achieved. Crime and the fear of crime had been reduced at premises involved, staff had increased confidence to report incidents to the police and communications had also improved with other public agencies. These positive outcomes led the RAHMAS Executive to take the decision to establish the Safer Business for Ethnic Minorities Initiative as a key part of RAHMAS.

A safer business environment is to the benefit of everyone. This business plan reflects the ongoing commitment of the RAHMAS Executive to tackle racism wherever it occurs, to provide re-assurance to the local communities and to support all victims of racist abuse.

Colin Mather
Chief Superintendent
Chair of RAHMAS Executive Group

Chair of Safer Business Group

As Chair of the Safer Business for Ethnic Minorities Group, it gives me great pleasure to present this business plan.

Many small businesses in the Forth Valley area are owned and managed by members of the minority ethnic community. Often these businesses are the only business in the area, providing a vital service to the community. They also bring with them a wealth of diversity, helping make the area a dynamic place in which to live and work.

Unfortunately, statistics show that such businesses are subject not only to retail crime such as shoplifting, but also that staff suffer from incidents of racist abuse resulting in a loss of confidence and raised fear of crime.

In response to these findings the RAHMAS partnership initiated the Safer Business initiative which, by providing a co-ordinated and robust approach to crime and the fear of crime, has been an invaluable support to staff at business premises.

Every one of us has a part to play in reducing crime and the fear of crime. The continued development of the initiative over the coming years, will I am sure also help provide a safe and secure environment for staff, customers and the wider community in general.



Seema Arshad
Chair of Safer Business Group



Introduction



The Safer Business project was initiated in 2001 as part of the Central Scotland Racist Attacks and Harassment Multi Agency Strategy (RAHMAS). This was in response to local crime statistics, which highlighted that between 60-70% of all racist incidents occurred at business premises owned or managed by members of minority ethnic communities.

The project aimed to identify the true extent of racist crime against businesses as well as the impact such criminal activity had on the business and staff. This would allow practical measures to be put in place through a multi-agency response to help prevent such incidents from happening. This involved:

- Consultation
- Provision of advice materials
- Information Roadshows
- Safety and Security advice
- Introduction of remedial measures, such as the installation of CCTV equipment
- Improved contact between agencies and the victim.

A full evaluation of the pilot project has now been carried out. This indicated that the first stage of the initiative has been successful in meeting its key objectives of reducing crime and fear of crime within the businesses involved. This was evidenced by crime statistics and comments made by business owners and staff.

The information and advice material distributed has raised the profile of the partnership. Feedback has also shown an increased confidence in contacting partner agencies and reporting incidents, including a clearer understanding of the legal process and criminal justice system. Safety and security advice and the introduction of CCTV equipment in businesses experiencing repeat victimisation has also proved effective.

The evaluation suggested the need for a Business Plan to widen the project further into the local community. This Business Plan details the aims and objectives of the initiative for the next 3 years. Continued support for the initiative was reiterated in the recently produced RAHMAS Strategy Document for 2005/08.

Membership



The Safer Business Group is a sub group of the Racist Attacks and Harassment Multi Agency Strategy (RAHMAS) Executive Group.

The Executive Group comprises the following partner agencies:

- Central Scotland Police
- Clackmannanshire Council
- Central Scotland Racial Equality Council
- Crown Office and Procurator Fiscal Service
- Forth Valley College of Further and Higher Education
- Falkirk Council
- NHS Forth Valley
- Scottish Children's Reporter Administration
- Stirling Council
- Victim Support.

There is also local minority ethnic community representation on the Executive Group.

Membership of the Safer Business Group currently consists of representation from the Crown Office and Procurator Fiscal Service, Central Scotland Police, Central Scotland Racial Equality Council, the three local authorities and Victim Support. The appropriateness of the membership will be reviewed on a regular basis, and amended where necessary.



Vision and Aims



Vision

To provide, through a multi agency approach, a safe working environment that meets the needs of staff and customers of local businesses as well as the wider community of the Forth Valley area.

Aims

The key aims of the initiative are:

- Reduce crime and the fear of crime suffered by the owners and employees of minority ethnic businesses, with particular emphasis on racist crime
- Tackle repeat victimisation suffered by minority ethnic businesses
- Continue to provide relevant and cost effective security and safety advice
- Update information on the victimisation of minority ethnic businesses for agencies and communities
- Raise awareness of RAHMAS and the Safer Business Initiative amongst small businesses and the wider community, including practical support available
- Share information under an agreed protocol which meets the needs of the initiative whilst taking account of Data Protection, Human Rights and Freedom of Information issues
- Be aware of and use best practice
- Continue to improve co-ordination and links between minority ethnic businesses and other agencies.

Objectives and Proposals

The following have been identified as priority areas to meet the aims and objectives of the Safer Business Initiative:

Identification of premises suffering repeat victimisation

Objective

Premises suffering repeat victimisation require to be identified through the sharing of relevant information through protocols agreed by the RAHMAS Executive and Safer Business group.

Proposal

In order to identify premises suitable for assistance from the Safer Business Initiative, the partnership will share agreed information including information from police statistics and reports, Racist Incident Monitoring Forms, Case Conferences, as well as information from Victim Support. Such information will take into account Data Protection legislation, the Human Rights Act and the Freedom of Information Act.

Plan of Action

Objective

A Plan of Action is necessary in order to provide structure and standardisation of measures required to meet the aims of the Safer Business Initiative.

Proposal

A generic Safer Business Plan of Action will be produced by the Group. This will include:

- The method for identifying premises suitable for assistance from the Safer Business Initiative
- The provision of a Safety and Security Survey and report
- The provision and display of relevant posters within the premises and elsewhere
- The provision of relevant advice and contact details for premises



- The possible installation of CCTV Equipment and/or implementation of other practical measures
- The provision of Dealing with Aggression Training
- The provision of the Safer Business for Ethnic Minorities Information Booklet
- The provision of support from Victim Support
- The monitoring and evaluation of measures taken
- The nomination of a person to act as a liaison with the business involved
- The consideration of continued support where necessary.

Raising awareness of the Safer Business Initiative

Objective

The need to raise awareness of the Safer Business Initiative within the business and wider community was identified following the evaluation of the pilot project.

Proposal

The Safer Business Group will produce and display a multi-lingual poster and leaflets highlighting the initiative. Particular attention will be given to targeting 'Hard to Reach' Groups in the community.

Information on the initiative will also be prepared for inclusion in the RAHMAS web-site as well as web-sites of partner agencies.

Reduction of Racist Incidents

Objective

To reduce racist incidents within business premises a poster targeted at potential perpetrators of racist abuse should be produced for display at relevant areas.

Proposal

The Safer Business Group will develop, produce and display a poster that contains a message targeted at the potential perpetrator of racial abuse.

Case Conferences

Objective

Stronger links are necessary between the Safer Business Initiative and Case Conferences in order that necessary support is provided.

Proposal

The Safer Business Group will support RAHMAS multi-agency Case Conferences through the provision as required of relevant measures at identified business premises. This should include the attendance of a member of the Safer Business Group at a Case Conference, when necessary.



Training

Objective

The need to raise awareness among staff on how to deal with incidents of aggression within business premises has been identified.

Proposal

A 'Dealing with Aggression' training package will be produced to raise awareness among staff on how to deal with such incidents. Presentations will also be provided to the wider business community on personal safety and security at business premises.

CCTV Equipment

Objective

Following completion of the pilot project, it is necessary to remove security equipment, such as CCTV systems, from premises involved. There is also a need to establish the continued effectiveness of equipment for use at other premises identified as suitable for the initiative.

The pilot project identified the need to consider the use of CCTV equipment externally at premises.



Proposal

CCTV equipment will be removed from premises involved in the pilot project, whilst continuing to provide alternative support and advice to the business.

The current effectiveness and safety of CCTV equipment used in the pilot project will be established and an inventory of equipment will be produced.

The purchase of new CCTV and audio equipment for use by the initiative, including equipment for outdoor use will be considered. Compatibility for police and court use will also be considered.



Best Practice

Objective

The Group require to be aware of best practice elsewhere that is relevant to the Initiative.

Proposal

Members will source and where applicable implement examples of best practice from all areas, locally, nationally and internationally.

This will include improved links and two way communication with Community Planning Groups within each local authority area.



Monitoring and Evaluation



Objective The Safer Business Group require to contribute to the planned RAHMAS Annual Report.

Proposal When required, a sub-group will be established in order that a contribution is made to the RAHMAS Annual Report.

Performance Indicators/ Measurements

The following have been identified as suitable performance indicators for the Initiative:

Indicator no 1

Measure the number of premises referred to the Safer Business Initiative against the number of premises that participated in the initiative.

Aim To narrow the gap.

- How**
- Criteria for involvement of businesses within the Initiative to be developed
 - All referrals to be made through a single point, eg Chair of Safer Business Group

- Referrals will be submitted to other members of the Group for final decision
- A pro-forma will be developed to record the required information.

- When**
- Information recorded continually
 - Report as required and at least annually to the RAHMAS Executive
 - Report as required for purpose of Annual Reports.

Who Victim Support and Safer Business Group.



Indicator no 2

Measure the number of safety/security surveys carried out at business premises annually.

Aim To increase the number of surveys.

- How**
- Raise awareness of Safer Business Initiative among the business community as well as partner agencies, including Community Police Officers
 - Development of local 'Management of Racist Incident' pro-forma to allow the recording of required information by Central Scotland Police. This will allow the information to be obtained as and when required.

When Report as required and at least annually to RAHMAS Executive and Safer Business Group.

Who Central Scotland Police Local Area Command and Diversity Strategy Officer.

Indicator no 3

Measure the number of staff provided with personal safety advice, to include 'Dealing with Aggression' advice.

Aim To increase this number.

How Each partner agency records the number of personal safety talks provided and the number of staff in attendance and forwards this information to the Diversity Strategy Officer for collation.

- When**
- Advice provided as required
 - Information forwarded by Diversity Strategy Officer to RAHMAS Executive as required, and at least annually for the purpose of Annual Reports and other publications.

Who Each partner agency.

Indicator no 4

Measure the number of incidents recorded at premises 6 months prior to involvement in the Safer Business Initiative against the number of incidents recorded during the 6 month period of participation.

Aim To reduce the number of incidents.

How Monitoring of information obtained from Central Scotland Police Crimefile and Racist Incident Monitoring Forms.

When As and when the required information becomes available (each business involved will have a different profile with various dates when involvement in the Safer Business Initiative was instigated).

Who Central Scotland Police, Diversity Strategy Officer.



Method

Each identified task has been allocated to a named individual(s) as Lead Officer(s) for that task. The Lead Officer is responsible for ensuring progress within each task allocated.

The Lead Officer will be responsible for implementing performance measurements where applicable for their individual task. The Lead Officer will also monitor progress of their task to identify and deal with any matters that may limit such progress. Performance indicators will be developed as appropriate.

Central Scotland Police Diversity Strategy Officer will make contact with each business involved in the initiative on a monthly basis to monitor the effectiveness of measures taken. The Diversity Strategy Officer will report findings to the Safer Business Group.

The Safer Business Group, and ultimately the RAHMAS Executive Group, will oversee this to ensure progress of each task to completion. A full update on progress will be provided to the RAHMAS Executive Group on a 6 monthly basis.

A full evaluation of this phase of the initiative will be carried out in the Autumn of 2007.

Alternative Formats



This document is available in community languages and alternative formats on request.
Please contact the RAHMAS Secretary for further information at:

Human Resources Policy Team
Falkirk Council
Municipal Buildings
Falkirk
FK1 5RS
Tel: 01324 506012

The document can also be accessed via the RAHMAS website at www.rahmas.org.uk

هذه الوثيقة متاحة عند الطلب
في اللغات الأخرى في المجتمع.

ਇਹ ਪਰਚਾ ਸਮਾਜ ਦੀਆਂ ਹੋਰ
ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਪੁੱਛਣ ਤੇ ਮਿਲਦਾ ਹੈ।

此文件設有其他
語文，請向有關
方面索取。

یہ دستاویز دوسری کمیونٹی زبانوں میں مطالبے پر دستیاب ہے۔

