COVID-19 BEST PRACTICE:
MANAGING OFFENDERS & ANTI-SOCIAL BEHAVIOUR

Under current regulations, your business is legally required to act in a COVID secure manner, to ensure compliance you should have implemented measures to promote social distancing with your customers and your employees. However, what if people do not respect your policies or the regulations?

This best practice guide is for all staff and security teams and aims to help guide you in cases of anti-social behaviour (ASB) and breaches of COVID-19 regulations.

Your Local BCRP Team

If you have any questions or want to contact your local BCRP team, you can do so via the details below.

SAFERWESTEND
BUSINESS PARTNERSHIP
westend@saferbusiness.org.uk

SAFERLAMBETH
BUSINESS PARTNERSHIP
lambeth@saferbusiness.org.uk

SOUTHWARKSAFE
BUSINESS PARTNERSHIP
southwark@saferbusiness.org.uk

SAFERLEWISHAM
BUSINESS PARTNERSHIP
lewisham@saferbusiness.org.uk

SAFERTOTTENHAM
BUSINESS PARTNERSHIP
tottenham@saferbusiness.org.uk

SAFERSOUNDS
PARTNERSHIP
safersounds@saferbusiness.org.uk

Links

Safer Business Network COVID-19 Portal	www.saferbusiness.org.uk/covid-19-portal
Secure Intelligence System	Log into your local site at www.saferbusiness.org.uk/members
Metropolitan Police Service	www.met.police.uk/advice/advice-and-information/c19/coronavirus-covid-19/
Mayor of London's Website	www.london.gov.uk/coronavirus

NHS COVID-19 App

The NHS COVID-19 app, now available to download in England and Wales, it's the fastest way to see if you are at risk from coronavirus. The faster you know, the quicker you can alert and protect your loved ones and community.

The app has several tools to protect you, including contact tracing, local area alerts and venue check-in. It uses technology from Apple and Google, designed to protect every user's privacy.

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Breaches of COVID-19 Regulations

Social distancing, wearing a mask and washing your hands can play a major part in stopping the spread of the virus; we all have a responsibility to ensure these measures are respected. Staff and security teams should lead by example.
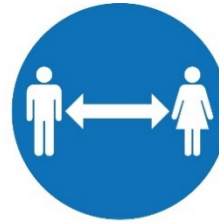
It is important to remember the Government's key messaging in this regard:

Metropolitan Police 4 E's - Engage, Explain, Encourage, Enforce

When dealing with breaches of COVID-19 regulations, the Police apply a stepped approach called the "4 E's" – these are:

- Engage
- Explain
- Encourage
- Enforce

This approach would be considered as best practice when dealing with a customer who has breached regulations or an offender.

You may wish to consider:

Asking questions to see if the customer is aware of breaches *(only ask questions relevant to your business type)*

- Are you aware of the safety measures in place to reduce the spread of the virus and keep people safe?
- Are you aware you are in breach of the regulations relating to protecting people from the virus?
- Are you aware that wearing a face covering is a legal requirement in this premises?
- Are you aware that you must provide our business with information for Test & Trace?

Stating what measures are in place and why they are important

- We have signage in place to assist you to socially distance and protect people from the virus
- We have a limited capacity in the premises, so would ask you wait outside until you are asked to enter
- To prevent the spread of the virus, we ask that you don't touch items unless you intend on purchasing them

Power of Because

If you help someone to understand the reasoning behind a safety measure, they are more likely to comply with it and this may result in a behaviour change. Some examples of things you could say to assist in compliance are:

It is important to ensure that you adhere to these procedures as they are in place to protect everyone from the virus.

These times are difficult for us all, but we all need to play our part so that we can defeat this virus.

The more people that manage to stick to the rules, the sooner this will be over.

What If the Customer Fails to Adhere After Your Intervention?

Share Intelligence	You may wish to share information on the offender with your BCRP via the secure intelligence system.
Call **101**	Report breaches by calling **101** if the behaviour of the individual does not change after your intervention.
Call **999**	If a serious crime has been committed or you the offender is abusive and/or aggressive call **999**.

Apprehension and Detention of Offenders

The standards of professionalism displayed by security officers should be the same as they usually are, however, some extra measures can be taken to protect customers and staff from the virus.

When engaging with an offender, it is perfectly acceptable to explain that to them and the severity of the situation in the context of COVID-19, but they should be dealt with for the substantive offence of theft/ASB only. Breaches can be referred as part of the overall circumstances of the primary offence.

If you need to identify an offender, you should consider how appropriate it is to ask them to remove a face covering. You may wish to consider asking for a secondary form of ID instead.

Personal Protective Equipment (PPE)

It is crucial your staff always wear protective equipment, especially when dealing with offenders.

The level of PPE used should be based on your COVID-19 risk assessment which your team should be aware of. Your team should also be aware of how to conduct a dynamic risk assessment to assess a rapidly developing incident.

You should consider the use of:

- Face coverings
- Disposable gloves
- Hand sanitiser or gel (at least 60% alcohol)

De-escalate Conflict Situations and Reduce the Need for Physical Intervention

Incidents with those exhibiting criminal behaviour or conducting anti-social behaviour should always be approached with caution and be dealt with by staff who are sufficiently trained and confident to do so.

Staff should always approach situations in a way that de-escalates a situation, which reduces risks to them and others.

- Always remain calm and professional
- Leave emotions aside
- Talk the person down and limit your language
- Do not raise your voice – speak slowly
- Listen carefully
- Control your body language – choose to be open, relaxed, and non-threatening
- Ensure you allow enough space between the other person and yourself
- Do not attack people personally or make comments about them which are negative
- If necessary, switch - remove yourself from the situation and let your colleagues to deal with it
- If you have a holding room, make sure it is at least 4 square metres to ensure your safety

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If a customer is acting aggressively, try and calm them down and if they situation escalates:

- Let them go – this is safer than putting yourself at risk
- Call the Police on **999**
- Use your BCRP radio to inform other businesses

Body Worn Cameras

Body Worn Cameras (or body worn video) are proven to:

- Protect staff
- Reduce conflict
- Provide good evidence of offences which can be used in prosecutions

In order for body worn cameras to be effective – they need to be used correctly. You may wish to consider the points below to in relation to the use of body worn cameras in your business:

- Make sure they are fully charged before the shift starts, if possible – have spare batteries for longer shifts
- Always set the camera to record from the moment you are called to an incident *(some cameras pre-record and will automatically record 30 seconds before you press record – which often helps if it cannot be turned on immediately)*
- Ensure you inform the offender that you are recording them using video and audio *unless it is not safe to do so*
- Keep the camera on until an incident is fully resolved and ensure the offender is always being recorded for continuity purposes
- You may choose to point out that the offender is breaching regulations/breaking the law

Reporting Crime

It is important now more than ever that we challenge and do not accept criminal behaviour. We should not accept exploitation of the vulnerabilities caused by COVID-19.

- If possible, make sure you use your internal radio to establish CCTV coverage during an incident
- Consider the use of your BCRP radio to alert neighbouring businesses of an offender
- Consider uploading offenders onto our secure intelligence system
- If a shoplifter is also behaving disrespectfully and not following guidance, make sure you report it as part of the offence. Social-distancing breaches will not be treated as a crime alone, but they can add weight to the offence.

IN AN EMERGENCY
DIAL 999 IMMEDIATELY

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