



PROTECTING YOUR BUSINESS

BUSINESS NEEDS SURVEY RESULTS JULY 2008



CONTENTS

1.	SUMMARY OF FINDINGS	3
2.	SUMMARY OF RECOMMENDATIONS	5
3.	BACKGROUND TO THE SURVEY	7
4.	RESEARCH OBJECTIVES	7
5.	METHODOLOGY	8
6.	RESPONSE RATE	8
7.	ANALYSIS OF RESPONDENTS	9
8.	CRIMINAL THREATS	10
8.1	ANALYSIS OF PERCEPTIONS	10
8.2	ANALYSIS OF ACTUAL VICTIMISATION	12
8.3	PERCEPTION VERSUS REALITY	12
8.4	ACTUAL VICTIMISATION BY GEOGRAPHIC AREA AND BUSINESS LOCATION	14
8.5	CRIMINAL ACTIVITY – ADDITIONAL CONCERNS	16
9.	CRIME PREVENTION ADVICE	17
9.1	ADVICE ALREADY RECEIVED	17
9.2	DESIRED TOPICS OF CRIME PREVENTION ADVICE	19
10.	BUSINESS DISRUPTION	22
11.	LOTHIAN AND BORDERS POLICE WEBSITE	23
	CONCLUSION	24
	DISTRIBUTION LIST	25
	APPENDIX A	26
	APPENDIX B	30
	APPENDIX C	33
	APPENDIX D	35
	APPENDIX E	38
	APPENDIX F	39
	APPENDIX G	45

1. SUMMARY OF FINDINGS

- 1.1 Lothian and Borders Police, in partnership with the Edinburgh Chamber of Commerce and supported by the East and Mid Lothian, West Lothian and Scottish Borders Chambers of Commerce and the Federation of Small Businesses carried out this survey. The purpose of this survey is to assist Lothian and Borders Police to gain a better understanding of the priorities that businesses believe are key to protecting their assets and to determine if there is a need to provide a more tailored service to the business community.
- 1.2 Irrespective of business size, sector or location vandalism and anti-social behaviour cause the highest level of concern and also feature as the most common types of criminal activity experienced by businesses. Whilst this is not necessarily borne out by officially recorded crime figures, anecdotal information suggests that this type of crime frequently goes unreported by the business community. Nonetheless, business hours are lost and financial loss is incurred dealing with the aftermath. Businesses consider regular engagement with local officers would aid, not only in combating this type of criminal activity, but also to encourage reporting of incidents.
- 1.3 In terms of perceived threats and fear of crime the following areas feature strongly:
- **Break-in to Premises**
 - **Internal Theft/Fraud by employee**
 - **Fraud**
 - **E-Crime**
 - **Intellectual Property Theft**

In all instances, previous victims have a higher level of threat perception and also a heightened fear of becoming repeat victims.

- 1.4 The survey results indicate that the majority of crime prevention advice offered to businesses deals with building security and information on CCTV installation. 81% of respondents received this advice by means of a personal visit to their premises. Anecdotal information suggests that there is widespread understanding that police resources would not allow for personal visits on a large scale and other methods of delivery need to be explored. Respondents also indicated that their preferred method of delivery for preventative advice would be via a police hosted website, also regular surgeries hosted at Chambers of Commerce was mentioned. Of those who indicated interest in attending training/information seminars, 91% said they would be willing to pay up to £30 per person to attend such an event. There were also areas in the survey where correspondents were encouraged to give their views on other types of preventative advice that the police might offer. Comments were made that businesses were often unaware of certain risks and therefore not in a position to ask for advice. Therefore, it remains incumbent upon the police to alert businesses to current risks and crime trends and to provide

- suitable preventative advice. Advice on the current terrorist threat falls into this area as businesses are often unaware of the far-reaching consequences of a terrorist attack and the effects this could have on their supply chain.
- 1.5 The survey also sought to identify how often businesses had been disrupted as a result of police activity, irrespective of whether or not that activity was directly related to their individual businesses and whether the disruption could have been minimised or avoided. The responses in this section highlighted that there is often considerable misunderstanding of who is actually responsible for the disruption, especially when it comes to road closures and diversions. In terms of minimizing disruption to daily activities, businesses would appreciate more information on why road closures, for example in respect of attempted suicides, road crashes and crime scenes, are necessary. Also, an up-to-date alert/information page on the Lothian and Borders website of ongoing incidents that might impact on businesses was a common request.
 - 1.6 Finally, the survey sought to illicit views on what the business community would like to be able to access via the Lothian and Borders Police website. Useful information was forthcoming, not only in terms of content for the website, but also to encourage adequate marketing of its existence, as many respondents and other businesses, who provided anecdotal information, were unaware of the existence of the site. The need for up-to-date information on all aspects of risk awareness and suggested management was highlighted as well as the strong desire for it to be presented in a short, sharp format negating the need to scroll through pages of information in order to find answers to questions or access specific types of advice.
 - 1.7 In conclusion, the survey has given a snapshot of the type of service the business community both desires and needs from Lothian and Borders Police. Although the response rate was not high, anecdotal information strongly supports the findings and indicates there is a need to develop a more tailored approach to police engagement with the business community in general. Additionally, with assistance from other agencies, there is a need for the police to promote preventative advice and offer support to businesses to lessen the risk and impact of criminal activity on their enterprises.

2. SUMMARY OF RECOMMENDATIONS

- 2.1 The aim of making the following recommendations is to ensure a shift in focus, in terms of police engagement with the business community, from being primarily as a consequence of criminal activity to one where there is greater emphasis on prevention and deterrence of criminal behaviour. It is hoped that by providing appropriate information and support to businesses, delivered in a manner that makes it easily accessible, this will not only serve to assist businesses in protecting their assets and to reduce crime, but also to reduce the fear of crime.

Recommendation 1

Local Community Beat Officers to be encouraged to regularly engage with businesses in their areas on an informal basis to build trust, give reassurance and provide a familiar point of contact.

Recommendation 2

Business Protection Liaison Officer to arrange a series of events to advise businesses on how to protect themselves against the following:

- Intellectual Property Theft (with assistance from Trading Standards)
- Break-in to Premises
- Internal Theft/Fraud by employee
- Fraud
- E-Crime

Recommendation 3

Business Protection Liaison Officer to continue to promote Project Argus to the business community

Recommendation 4

Business Protection Liaison Officer to host a series of drop-in surgeries to allow businesses the chance to seek advice or table concerns.

Recommendation 5

Local Community Beat Officers to host community engagement meetings with local businesses and advise of local crime trends. Consideration to be given to doing this via an e-newsletter emailed to interested participants and posted on the Lothian and Borders and relevant Chambers of Commerce websites.

Recommendation 6

Business Protection Liaison Officer, in conjunction with the Force Communications Centre, to explore possibilities of developing an 'Alert' field on the Lothian and Borders Police website to give timeous updates on police related activities that might have a disruptive impact on businesses. If this becomes a feasible option, to then market its existence via Chambers of Commerce and the Federation of Small Businesses

Recommendation 7

In conjunction with the Safer Communities Department, the Business Protection Liaison Officer to assist in developing a crime prevention webpage geared towards the business community and to actively market the existence of such a site via Chambers of Commerce and the Federation of Small Businesses.

3. BACKGROUND TO THE SURVEY

- 3.1 In July 2007, Chief Inspector Amanda McGrath commenced a 12 month period of secondment with the Edinburgh Chamber of Commerce in order to listen to businesses - not just those who are members of the Chamber - to establish their needs and expectations in terms of police service.
- 3.2 During the first half of the secondment period, she met with several businesses, of varying size and across a wide variety of sectors and became increasingly aware that much of the interaction between the police and the business community took place after someone had fallen victim to crime. As an increasing amount of anecdotal information was gathered, common threads started to emerge;
- Businesses want a local officer that they can contact for advice
 - Businesses only routinely engaged with the police having already fallen victim to crime
 - Crime prevention advice was primarily sought in relation to building security only
 - Businesses believed they were often disrupted as a result of police activity to which they were not directly linked
 - The perception and fear of crime did not directly correlate to the reality
 - Businesses do not have time to proactively seek crime prevention advice during the working day
 - Risk awareness (in terms of criminal activity) and subsequent management was often lacking
- 3.3 This survey was instigated and conducted by Chief Inspector McGrath in order to capture this anecdotal information in a more evidence based format. She was supported in this venture by the Scottish Institute for Police Research and special acknowledgement is accorded to Susan McVie, Senior Research Fellow at the School of Law at Edinburgh University and leader for the CJ-Quest network of the Scottish Centre for Crime and Justice Research, The CJ-Quest network has particular responsibility for conducting and facilitating high quality quantitative criminological research in Scotland, and developing statistical analysis and data modeling and their assistance in this project was invaluable.

4. RESEARCH OBJECTIVES

- 4.1 The overarching objective of this research is to seek better understanding of how businesses would like to interact with the police in order to encourage the focus of future engagement to shift from being primarily as a consequence of criminal activity to one where there is greater emphasis on prevention. The desired outcome is to provide a more tailored service, coordinated by the Business Protection Liaison Officer, who will continue to be based at Edinburgh Chamber

of Commerce, to the business community in terms of provision and delivery of crime prevention advice and any other recognised and appropriate support. To achieve this it was necessary to identify and establish:

- Types of criminal activity that cause the highest levels of concern to businesses
- Whether the business community believes there is a need for greater engagement with Lothian and Borders Police in order to reduce crime against businesses
- The priorities business believe are key to protecting their assets
- How to minimise disruption to businesses caused by police activity
- The most appropriate, and mutually beneficial, means of delivering a police service tailored to the needs and desires of the business community

5. METHODOLOGY

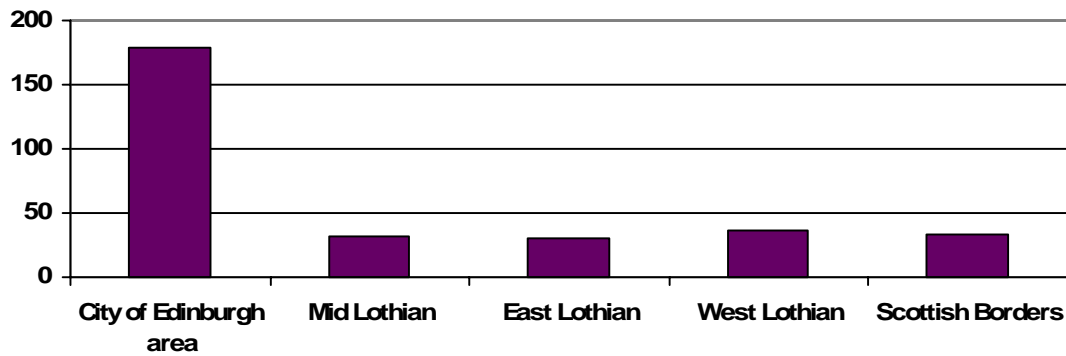
- 5.1 The survey was conducted through a web based questionnaire (a full list of the questions can be seen at Appendix A), with business members invited to participate by email. The questionnaire was circulated to the 2000 members of the Edinburgh Chamber of Commerce and forwarded to the managers of West Lothian, Scottish Borders and East and Mid Lothian Chambers for onward circulation to their members. An exact figure of these numbers is not available. Members of the Federation of Small Businesses, who have in excess of 5000 members in the Lothian and Borders area, were also invited to participate.

6. RESPONSE RATE

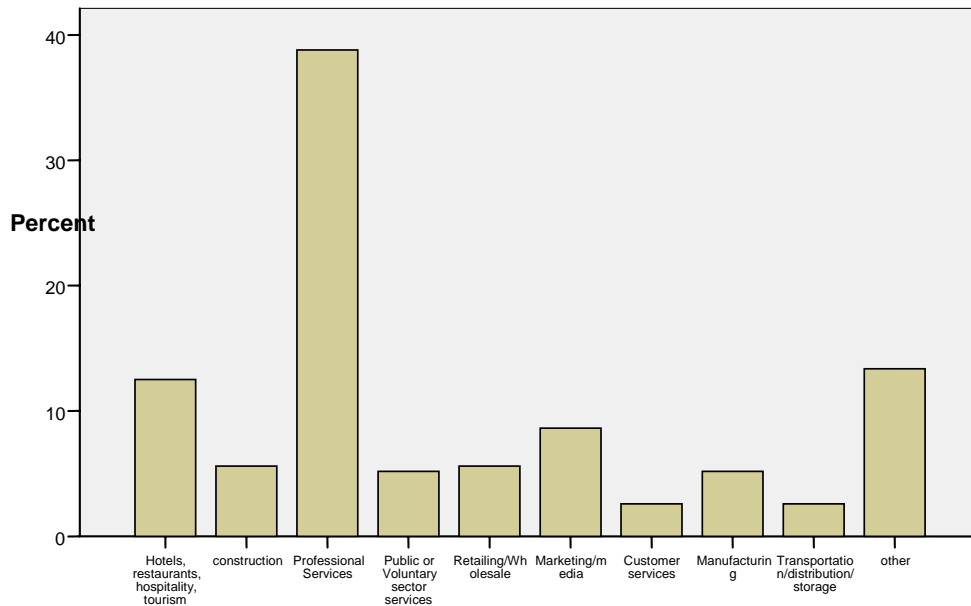
- 6.1 A total of 232 businesses responded to this survey. Due to the comparatively small number of respondents, it is not possible to say that the survey represents the views of the entire business community or even a sample of that population; however, the findings are relevant in terms of those businesses that did elect to respond. Discussions with individual businesses and with business membership organisations indicate that this low level of response to questionnaires circulated within the business community is common. It is not possible to surmise whether this is due to lack of interest in the subject area or simply due to the fact that businesses do not have the time to take part in such a survey. The original anecdotal information indicated that businesses would not proactively seek engagement with the police, primarily due to other commitments, but might engage if suitable services were offered at appropriate times.

7. ANALYSIS OF RESPONDENTS

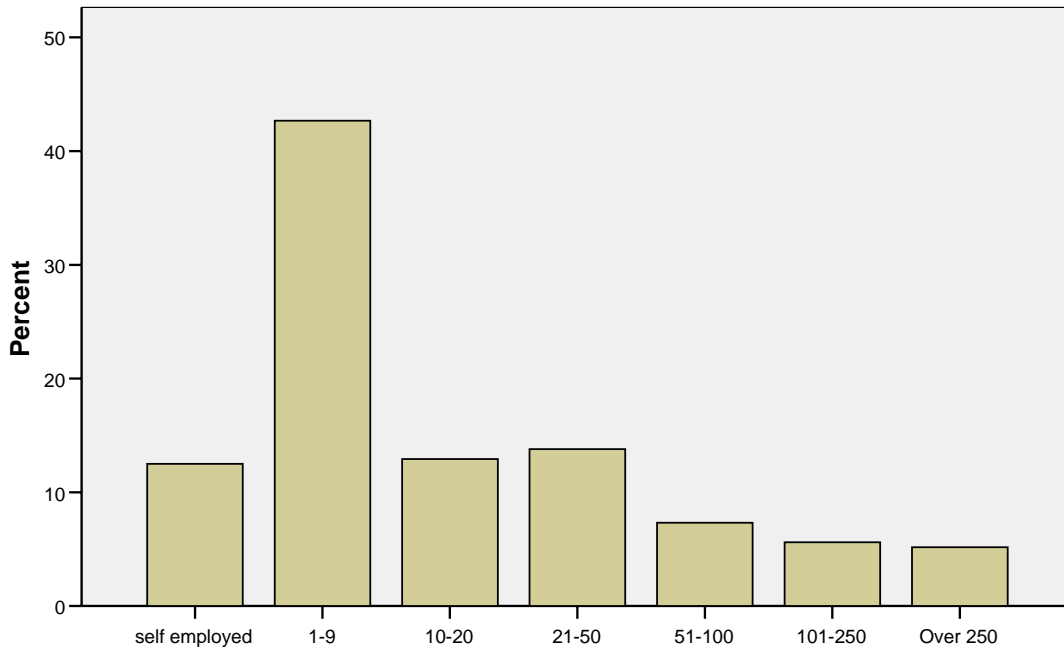
7.2 As stated previously, the entire Lothian and Borders Police area was sampled and the majority of replies were received from businesses based in the Edinburgh area. Replies from the other areas, namely East, Mid and West Lothian and the Scottish Borders were almost identical in proportion. The majority of respondents to the questionnaire were from the professional services sector. In terms of size, the majority were small businesses with 1-9 employees.



1: Which ONE of the following best describes your business sector?



2: Approximately how many full-time equivalent staff do you have based in the EDINBURGH, LOTHIAN and BORDERS areas?



2: Approximately how many full-time equivalent staff do you have based in the EDINBURGH, LOTHIAN and BORDERS areas?

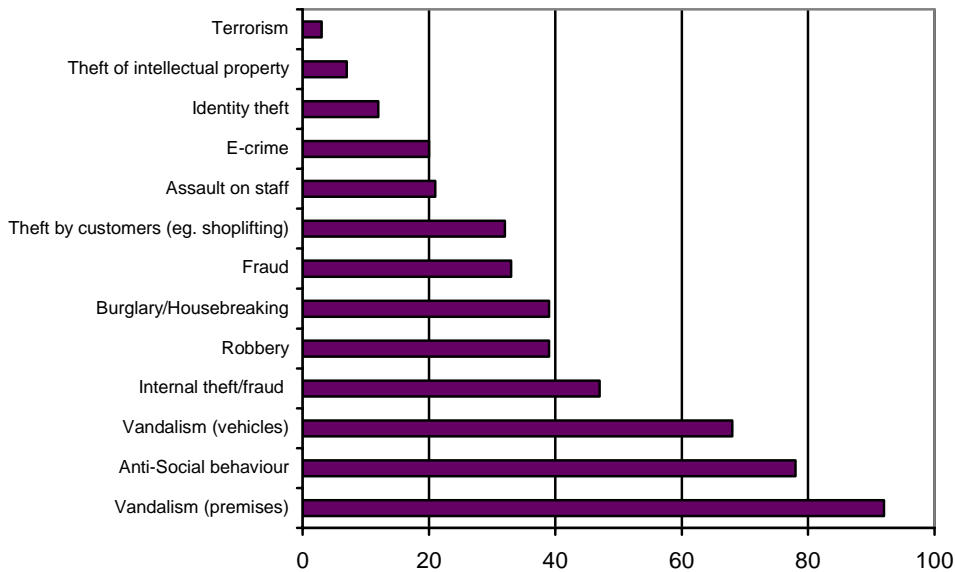
8. CRIMINAL THREATS

8.1 ANALYSIS OF PERCEPTIONS

8.1.1 The majority of respondents considered the following to be the top five areas where they believe businesses, as a whole, are most vulnerable in terms of criminal activity:

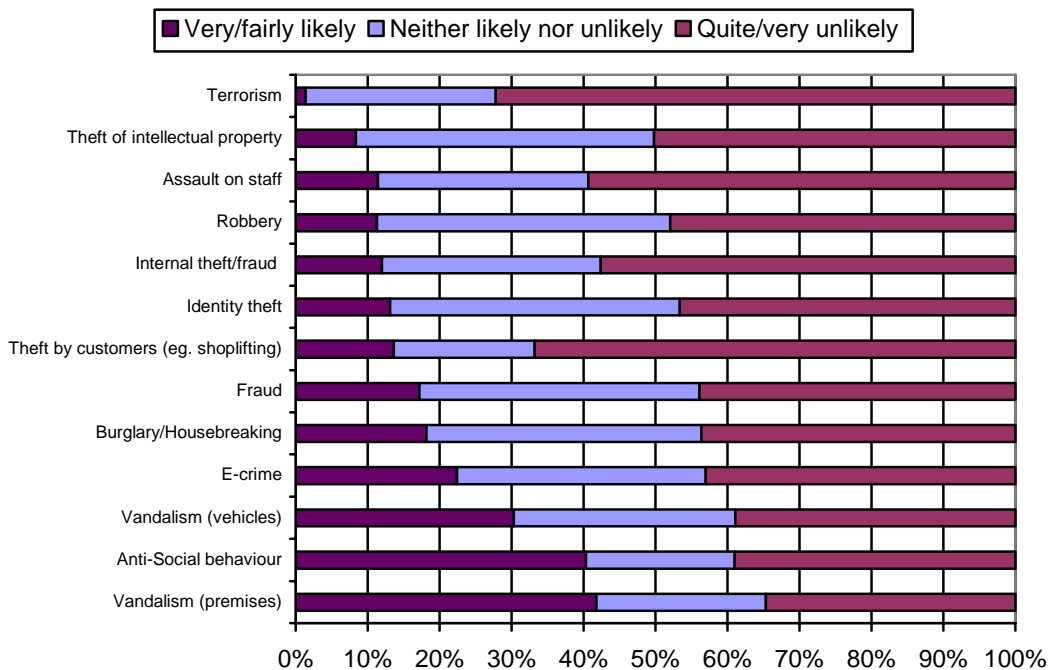
- Vandalism to premises
- Anti-social behaviour
- Vandalism to vehicles
- Internal theft/fraud
- Robbery and Break-in to premises

Criminal Activity that poses greatest threat to businesses in general:



8.1.2 Individual perceptions, in terms of the likelihood of their business becoming a victim of a specific type of crime in the future, correlate almost exactly to the generalized perceptions with the exception of robbery, which falls further down the scale.

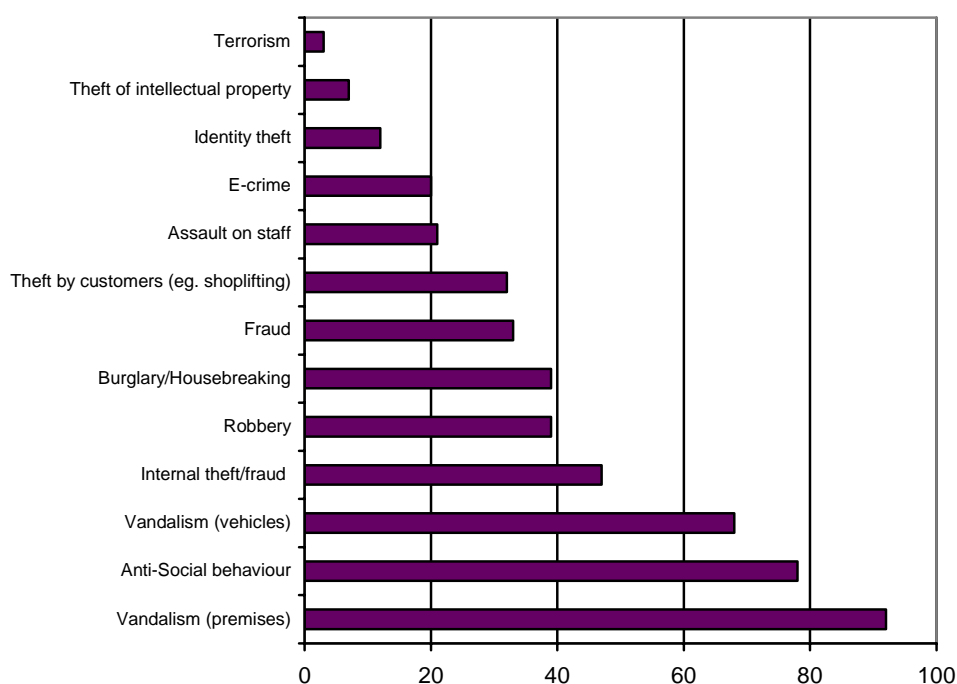
Perceived likelihood of falling victim to crime:



8.2 ANALYSIS OF ACTUAL VICTIMISATION

8.2.1 The top five areas of criminal activity that respondents say they have actually experienced are:

- Vandalism to premises
- Anti-Social Behaviour
- Vandalism to Vehicles
- Internal theft/fraud
- Break-in to premises



8.3 PERCEPTION VERSUS REALITY

8.3.1 Further analysis was carried out to determine whether there was a marked difference in threat perceptions amongst those who had been previous victims of particular types of criminality as opposed to those who had not. It can be seen from the data that in all instances, previous victims have a higher level of threat perception and also a heightened fear of becoming repeat victims.

Threat Perception

	% of victims who perceive as a threat	% of non-victims who perceive as a threat
Anti-Social Behaviour	74	13
assault on staff	43	9
theft/housebreaking	64	33
e-crime	60	30
fraud	56	18
identity theft	42	18
internal theft/employee fraud	49	9
robbery	50	11
terrorism	33	3
theft by customers	71	3
theft of intellectual property	86	23
vandalism to property	78	20
vandalism to vehicles	46	7

Fear of Repeat Victimization

	% of victims who think it very/fairly likely to happen again	% of non-victims who think it very/fairly likely to happen
Anti-Social Behaviour	91	12
assault on staff	52	6
burglary/housebreaking	53	9
e-crime	80	14
fraud	77	8
identity theft	67	10
internal theft/employee fraud	51	2
robbery	41	5
terrorism	0	2
theft by customers	87	1
theft of intellectual property	43	6
vandalism to property	85	13
vandalism to vehicles	71	12

8.4 ACTUAL VICTIMISATION BY GEOGRAPHIC AREA AND BUSINESS LOCATION

8.4.1 In terms of actual victimisation, the top five types of criminal activity by geographic area are:

City of Edinburgh	Mid Lothian	East Lothian	West Lothian	Scottish Borders
Vandalism to premises	Vandalism to premises	Vandalism to premises	Vandalism to premises	Vandalism to premises
Anti-social behaviour	Anti-social behaviour	Internal theft/fraud by employee	Anti-social behaviour	Internal theft/fraud by employee
Vandalism to vehicles	Vandalism to vehicles	Anti-social behaviour	Internal theft/fraud by employee	Vandalism to vehicles
Internal theft/fraud by employee	Internal theft/fraud by employee	Vandalism to vehicles	Vandalism to vehicles	Robbery
Break-in to premises	Robbery	Theft by customers	Break-in to premises	Theft by customers

	% of all businesses				
	City of Edinburgh	Mid Lothian	East Lothian	West Lothian	Borders
Anti-Social behaviour	48.9%	48.1%	55.6%	50.0%	27.3%
Assault on staff	13.7%	33.3%	33.3%	33.3%	22.7%
E-crime	13.7%	3.7%	7.4%	6.7%	13.6%
Identity theft	8.4%	11.1%	11.1%	13.3%	4.5%
Fraud	17.6%	29.6%	33.3%	36.7%	13.6%
Internal theft/fraud by employee	28.2%	44.4%	55.6%	46.7%	45.5%
Robbery	23.7%	40.7%	37.0%	30.0%	45.5%
Burglary/Housebreaking	23.7%	33.3%	37.0%	36.7%	13.6%
Theft of intellectual property	4.6%	3.7%	3.7%	6.7%	9.1%
Theft by customers (i.e. shoplifting)	19.8%	29.6%	40.7%	26.7%	31.8%
Terrorism (including extremist targeting i.e. animal rights activists)	2.3%	7.4%	3.7%	6.7%	9.1%
Vandalism (to premises)	55.0%	74.1%	74.1%	60.0%	54.5%
Vandalism (to vehicles)	39.7%	48.1%	40.7%	40.0%	45.5%
Total percentage	299.2%	407.4%	433.3%	393.3%	336.4%

8.4.2 Analysis was also carried out to determine if results differed by business location. The top five areas of criminal victimisation in respect of business location are shown below and the full analysis can be seen in Appendix B. Analysis was also carried out to see, in terms of business location, if the perception or fear of a particular type of criminal activity differed greatly from actual victimisation. As can be seen from the top 5 perceived threats, there are variances between the actual experience of crime and the fear of crime, with the following coming to the fore under the area of perceived concerns

- **Intellectual Property Theft**
- **Break-ins to Premises**
- **Internal Theft/Fraud by employee**
- **Fraud**
- **E-Crime**

CRIMINAL ACTIVITY THAT BUSINESSES HAVE EXPERIENCED AS VICTIMS (MORE THAN ONE RESPONSE PERMITTED) BY TYPE OF BUSINESS LOCATION

Business Park	City/Town Centre	Industrial Estate	Office Block/ Complex
Internal Theft/Fraud by employee	Vandalism to premises	Vandalism to premises	Vandalism to vehicles
Vandalism to premises*	Anti-Social Behaviour	Anti-Social Behaviour*	Vandalism to premises
Robbery*	Vandalism to vehicles	Vandalism to vehicles*	Vandalism to vehicles*
Break-in to Premises*	Internal Theft/Fraud by employee	Internal Theft/Fraud by employee*	Anti-Social Behaviour*
Anti-Social Behaviour*	Break-in to Premises	Break-in to Premises*	Fraud*
* equal in % value		* equal in % value	* equal in % value

PERCEIVED THREATS TO BUSINESS (MORE THAN ONE RESPONSE PERMITTED) BY TYPE OF BUSINESS LOCATION

Business Park	City/Town Centre	Industrial Estate	Office Block/Complex
Break-in to Premises	Vandalism to premises	Vandalism to premises	Intellectual Property Theft*
Vandalism to premises*	Anti-Social Behaviour	Break-in to Premises *	E-Crime*
E-Crime*	Break-in to Premises	Robbery *	Break-in to Premises **
Theft of Intellectual Property*	E-Crime	Theft/Fraud by employee	Robbery**
Internal Theft/Fraud by employee*	Fraud		Vandalism to premises**
* equal in % value		* equal in % value	*/** equal in % value

8.5 CRIMINAL ACTIVITY – ADDITIONAL CONCERNS

In the final part of this section, respondents were asked if there were any other types of criminal activity that had not been covered by the foregoing questions that caused them concern. (A full list of responses can be seen at Appendix C). Some of the concerns mentioned were as follows:

- Anti-social behaviour caused by gypsies
- Poaching
- Intellectual Property Theft
- Money laundering
- Indecent exposure
- Bogus workmen/traders
- Vehicle/Cycle theft
- Theft of Mail

Recommendation 1

Local Community Beat Officers to be encouraged to regularly engage with businesses in their areas on an informal basis to build trust, give reassurance and provide a familiar point of contact.

Recommendation 2

Business Protection Liaison Officer to arrange a series of events to advise businesses on how to protect themselves against the following:

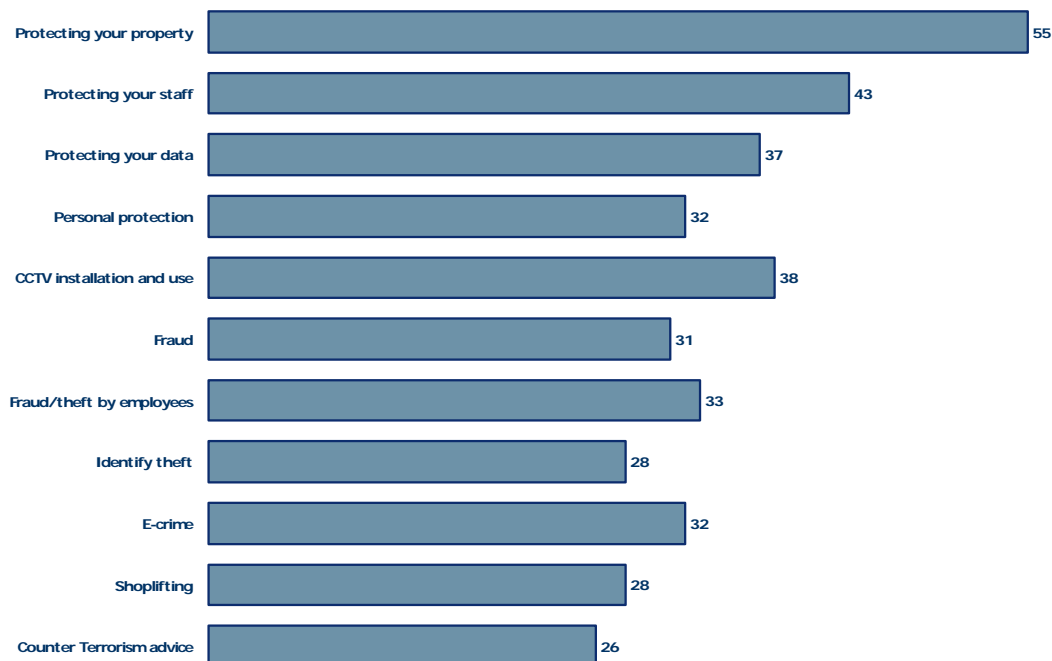
- Intellectual Property Theft
- Break-in to Premises
- Internal Theft/Fraud by employee
- Fraud
- E-Crime

9. CRIME PREVENTION ADVICE

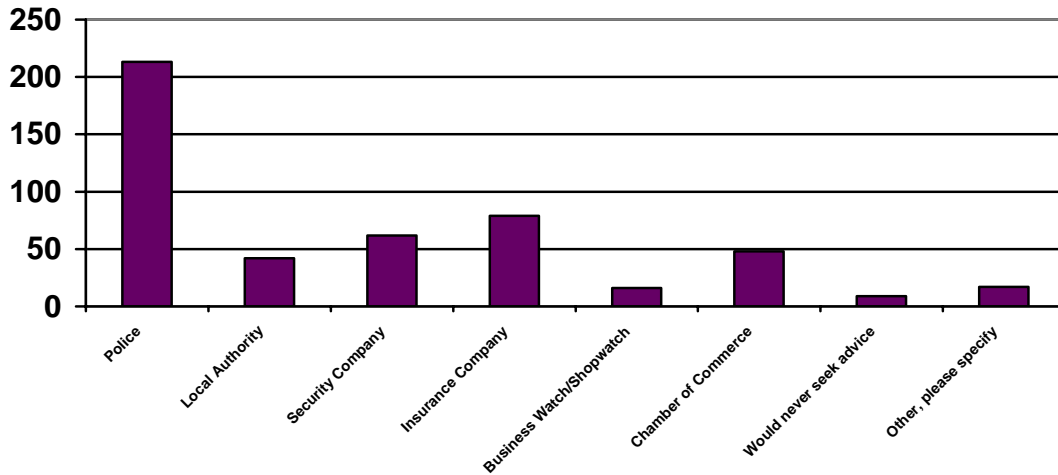
The purpose of the next section of the survey was to determine what, if any, crime prevention advice businesses had sought in the past and from whom. Other objectives in this section were to determine how highly or, conversely, how low businesses rated the advice received. The final questions sought to determine the desire for further preventative advice and preferred methods of delivery.

9.1 ADVICE ALREADY RECEIVED

9.1.1 The undernoted chart, illustrates the type of crime prevention advice already received by the respondents. 81 % of these received the advice by personal visit to their business premises.

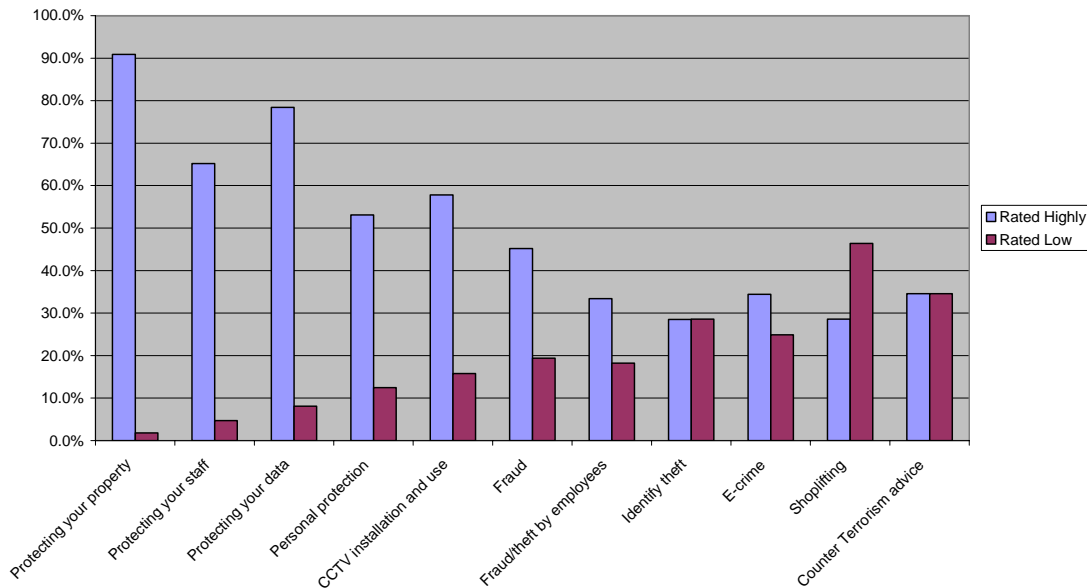


9.1.2 91.8% of respondents indicated they had sought or been offered advice from the police in the first instance.



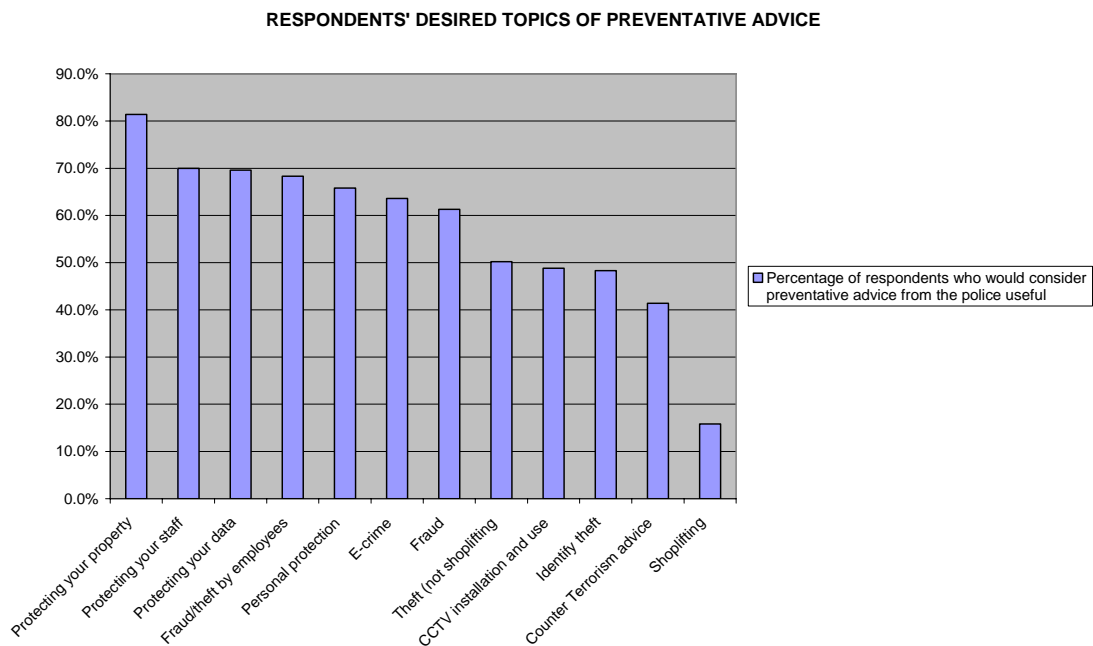
9.1.3 Of those who had received advice, the following chart illustrates how highly that advice was rated. In the questionnaire there was a mid range response option, namely 'neither high nor low', these responses have not been included here as they do not have any statistical value as it is not possible to determine whether or not the respondents rated the advice as mediocre or if they were simply not in a position to comment. The survey shows that the majority of respondents' consider preventative advice offered by the police to be useful.

Evaluation of Crime Prevention Advice



9.2 DESIRED TOPICS OF CRIME PREVENTION ADVICE

9.2.1 As the following chart illustrates, there are two areas where the survey indicates that there is a lower requirement for preventative advice: shoplifting and counter terrorism. Further clarification is required here as there are other factors that are not reflected in the analysis. Numerous retailers in Edinburgh city centre have received a presentation entitled *Hard Target*; this presentation has been given to shops and security staff to increase their awareness of retail crime trends, crime prevention and personal safety. Such has been its success that there is now a waiting list to attend these presentations. From the respondent profile of this survey, only 5.6% belonged to the retail sector, hence the reason for the apparent lack of interest in anti-shoplifting advice. In terms of counter terrorism advice, it is interesting to note anecdotal information suggests that the majority of small to medium sized businesses are unaware of any terrorist threat and also do not recognise the potential knock-on effect that an attack might have on their supply chain. Project Argus, which is an interactive simulated terrorist attack, has been delivered to in excess of 140 businesses in Edinburgh since June 2007. The feedback from these events has been universal in that the majority of participants, prior to attending the event, had been unaware of the potential risks, and without exception all considered the advice to be extremely useful, not just in terms of how they would deal with an attack, but also in realizing the importance of having a robust business continuity plan in place that would help them to cope with any disruption to their normal business activities.



Recommendation 3

Business Protection Liaison Officer to host a series of drop-in surgeries to allow businesses the chance to seek advice or table concerns.

Recommendation 4

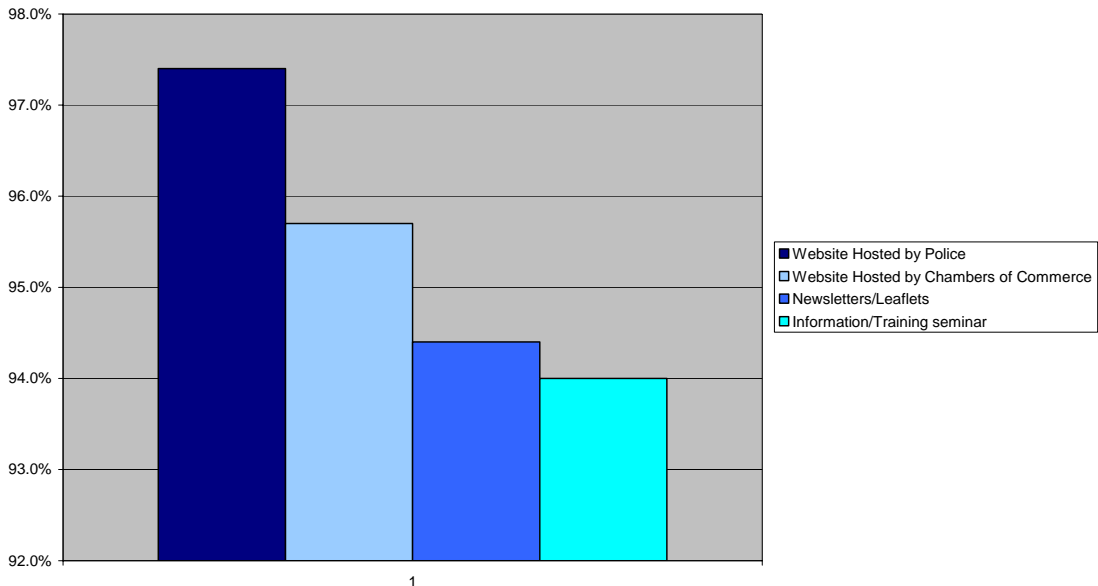
Business Protection Liaison Officer to continue to promote Project Argus to the business community

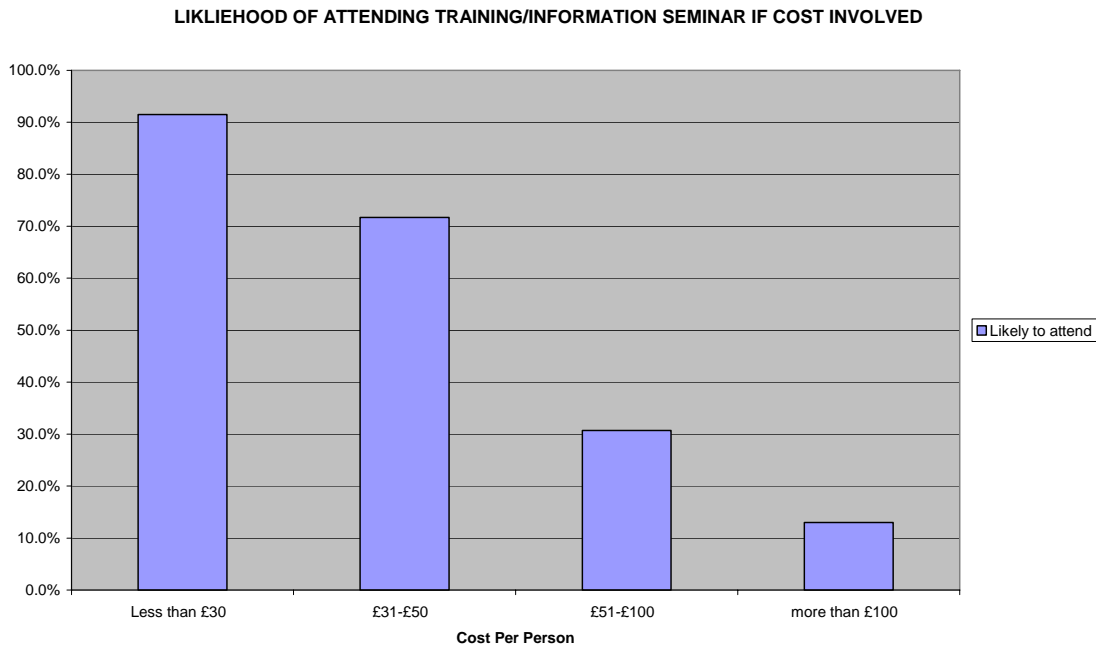
9.2.2 Respondents were also asked to indicate how they would prefer to access information and advice. It was encouraging to note that over 90% of respondents indicated that they would access crime prevention advice if it were offered in any of the following formats:

- Website hosted by Police
- Website hosted by Chambers of Commerce
- Newsletters/Leaflets
- Information/Training seminar

The majority said their preferred method of accessing crime prevention information would be via a police hosted website. If they indicated interest in training/information seminars they were also asked to indicate their likelihood of attendance if there were to be a cost involved. 91.5% stated they would willingly pay up to £30 per person for such events.

Preferred Methods of Access to Crime Prevention Advice





9.2.3 Finally in this section, respondents were asked if there were any other types of preventative advice they would like to receive from the police. (Full list of responses at Appendix D). 14.8% answered in the affirmative. The two key themes that emerged here were:

- Local officers to engage with businesses in their area and raise awareness of risks that businesses might not be aware of
- Local officers to provide data on recent instances of local criminal activity

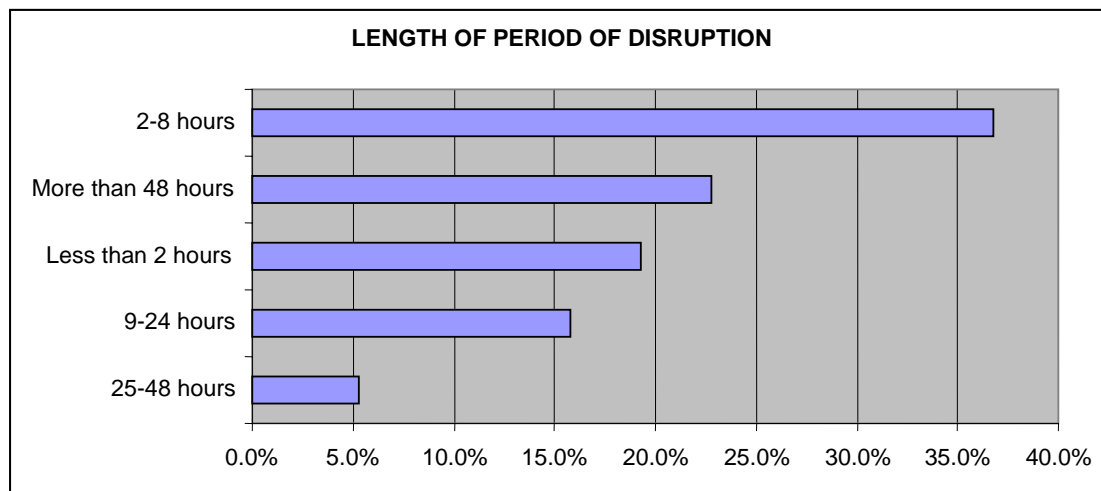
9.2.4 Although the question specified ‘other types of advice’, the majority of respondents chose to use this field to request a more visible police presence to use as a deterrent against vandalism and anti-social behaviour and to request greater and more regular engagement between local officers and local businesses. A number of respondents also stated they would like a designated officer that they could contact regarding issues and concerns rather than having to contact the police call centre (Lothian and Borders Police Force Communications Centre).

Recommendation 5

Local officer to host community engagement meetings with local businesses and advise of local crime trends. Consideration to be given to doing this via an e-newsletter emailed to interested participants and posted on the Lothian and Borders and relevant Chambers of Commerce websites.

10. BUSINESS DISRUPTION

- 10.1 In this section of the survey, respondents were asked to identify how often their businesses had been disrupted as a result of police activity, irrespective of whether or not that activity was directly related to their individual businesses. The objective of this section was to determine whether or not such disruption was avoidable, or if it could be minimised. Interestingly, the responses in this section also highlight that there is often considerable misunderstanding of who is actually responsible for disruption, especially when it comes to road closures and diversions. Reference is also made in this section to business continuity plans as the development and maintenance of such a plan might go some considerable way to minimizing the effects of all types of disruption to usual business. 44.4% of respondents have a business continuity plan.
- 10.2 25.7% of the respondents stated that they had suffered some form of disruption to their business as a result of police activity. Of those 25.7% who did suffer disruption, 18.6% believed the disruption could have been avoided. The length of the periods of disruption suffered are shown in the chart below:



- 10.3 The respondents who had suffered disruption and believed it could have been avoided were asked to make comment upon how they believed this could have been achieved. (Full responses at Appendix E). Interestingly there was only one response that related to police activity, the rest being directed at City of Edinburgh Council road closures and diversions for maintenance work. The single comment relating to police activity stated that road closures for road traffic accidents and attempted suicides were unnecessary. Anecdotal information has also been received regarding numerous road closures on North Bridge, Edinburgh

due to attempted suicides and requests for information as to why such closures are necessary.

10.4 Respondents were also asked if they would like to receive information from the police to help them minimise disruption to their business. 44.4% replied in the affirmative. A full list of responses can be viewed at Appendix F, but a common theme was a request for alerts containing accurate and current information either via e-mail or a website. Other comments included:

- A removal company requested email updates of any road closures as a result of police activity as due to the nature of their businesses for financial, legal and logistical reasons re-scheduling at the last minute is often not a viable option
- If disruption is unplanned, then an idea of how long it is going to last and advice on alternative routes. Website/email alerts would be useful for this and would allow businesses to make alternative arrangements.
- A link to Tom Tom and similar to upload details of closures and disruptions for SatNav users
- Advice on how to develop a contingency plan to deal with disruptions

Recommendation 6

Business Protection Liaison Officer, in conjunction with the Force Communications Centre, to explore possibilities of developing an 'Alert' field on the Lothian and Borders Police website to give timeous updates on police related activities that might have a disruptive impact on businesses. If this becomes a feasible option, to then market its existence via Chambers of Commerce and the Federation of Small Businesses

11. LOTHIAN AND BORDERS POLICE WEBSITE

11.1 Finally, the survey sought to illicit views on what the business community would like to be able to access via the Lothian and Borders Police website. Useful information was forthcoming, not only in terms of content for the website, but also to encourage adequate marketing of its existence. A full list of responses can be viewed at Appendix G. but the following are a list of key themes that emerged:

- General Crime Prevention advice on all areas covered in this survey, delivered in an easy to access, user-friendly format

- Contact details of key liaison person for business community
- Information on training/advice seminars
- Weekly/monthly update on the location and concentration of different types of crimes by geographic area
- FAQ's and answers on common security issues affecting business.
- Links to accredited security companies
- Specific information on Road Traffic law to assist businesses with a transport component
- Key police contact details for specific types of advice: i.e. fraud, e-crime, racism
- Case studies – i.e. recent fraud trends
- Contact details for local officer to give prevention advice and discuss other non-urgent issues

Recommendation 7

In conjunction with the Safer communities Department, the Business Protection Liaison Officer to assist in developing a crime prevention webpage geared towards the business community and to actively market the existence of such a site via Chambers of Commerce and the Federation of Small Businesses

CONCLUSION

In conclusion, the survey has given a snapshot of the type of service the business community both desires and needs from Lothian and Borders Police. Although the response rate was not high, anecdotal information strongly supports the findings and indicates there is a need to develop a more tailored approach to police engagement with the business community in general.

It is often the case that businesses are unaware of current and local crime trends and consequently are not in the best position to protect themselves against these risks. Regular updates from local officers will not only serve to raise the level of risk awareness, but will also be of significant value in reducing the fear of crime and providing the business community with a familiar point of contact.

Additionally, with assistance from other agencies, there is a need for the police to promote preventative advice and offer support to businesses to lessen the risk and impact of criminal activity on their enterprises. This needs to be provided in an easily accessible manner to minimise the amount of time businesses need to be away from their daily activities in order to access it.

Finally, by supporting businesses in reducing crime, responding to emergencies and creating a safe and secure trading environment, a collaborative approach between Lothian and Borders Police and the business community can serve to promote a prosperous, safe and healthy environment in which to work, live and visit.

DISTRIBUTION LIST

Edinburgh Chamber of Commerce
East and Mid Lothian Chamber of Commerce
West Lothian Chamber of Commerce
Scottish Borders Chamber of Commerce

Federation of Small Businesses

Scottish Institute for Police Research
Scottish Centre for Crime and Justice Research

Lothian and Borders Police:

Force Executive

Divisional Commander 'A' Division

Divisional Commander 'E' Division

Divisional Commander 'F' Division

Divisional Commander 'G' Division

Chief Superintendent, Safer Communities Department

APPENDIX A

BUSINESS NEEDS SURVEY – LIST OF QUESTIONS

Section 1 –About your Business

1. Which ONE of the following best describes your business sector?
2. Approximately how many full-time equivalent staff do you have based in the EDINBURGH, LOTHIAN and BORDERS areas?
3. In what type of location is your business based
4. Please state where you have staff based (select as many as appropriate)
 - City of Edinburgh area
 - Mid Lothian
 - East Lothian
 - West Lothian
 - Scottish Borders

Section 2 – Perceptions of Business Vulnerabilities

5. Which 3 areas of criminal activity do you think pose the most threat to your type of business? (Please select crimes in order of preference with 1 representing the biggest threat)
6. Has your business (Edinburgh, Lothians and Borders based only) been a victim of any of these types of criminal activity in the past 3 years?
7. How likely do you think it is that your business will be a victim of the following areas of criminal activity within the next 12 months?

Choices:

- 1 Anti-Social behaviour
- 2 Assault on staff
- 3 E-crime
- 4 Identity theft
- 5 Fraud
- 6 Internal theft/fraud by employee
- 7 Robbery
- 8 Burglary/Housebreaking
- 9 Theft of intellectual property
- 10 Theft by customers (i.e. shoplifting)
- 11 Terrorism (including extremist targeting i.e. animal rights activists)
- 12 Vandalism (to premises)

13 Vandalism (to vehicles)

8. Are there any other types of criminality that cause you concern, that have not been listed in the previous questions. Please provide as much detail as possible

Section 3 – Crime Prevention

9. Who do you consider to be best placed to offer you advice on crime prevention? Please tick all that apply

- 1 Police
- 2 Local Authority
- 3 Security Company
- 4 Insurance Company
- 5 Business Watch/Shopwatch
- 6 Chamber of Commerce
- 7 Would never seek advice
- 8 Other, please specify

10. Have you received any form of crime prevention advice in the past two years?

11. If yes, please state who provided the advice (select all that apply)

12. Please state what type of crime prevention advice was offered and indicate how highly you rate the advice received. (select all that apply)

Choices:

- 1 Protecting your property
- 2 Protecting your staff
- 3 Protecting your data
- 4 Personal protection
- 5 CCTV installation and use
- 6 Fraud
- 7 Fraud/theft by employees
- 8 Identify theft
- 9 E-crime
- 10 Shoplifting
- 11 Counter Terrorism advice

13. How was this advice given?

Choices

- 1 Personal visit to your premises
- 2 Seminar – to members of your organisation only
- 3 Seminar – open to several businesses
- 4 Leaflets

- 5 Website
- 6 Other, please specify

14. How useful would it be to your business for the police to provide information on the following?

Choices:

- 1 Protecting your property
- 2 Protecting your staff
- 3 Protecting your data
- 4 Personal protection
- 5 CCTV installation and use
- 6 Fraud
- 7 Fraud/theft by employees
- 8 Identify theft
- 9 E-crime
- 10 Shoplifting
- 11 Counter Terrorism advice
- 12 Theft (not shoplifting)

15. If the police were to provide this advice, how likely would you be to access the following:

Choices:

- 1 Information/training seminars
- 2 Websites hosted by the police
- 3 Website hosted by business organisations i.e.
Chamber of Commerce
- 4 Newsletters/leaflets

16. If you answered very likely or quite likely to attend information/training seminars, please indicate whether your likelihood of attendance would change if the following costs were involved:

Choices:

- 1 Less than £30 pp
- 2 £31-£50
- 3 £51-£100
- 4 More than £100

17. Are there any other services you would like to see the police supplying in terms of crime prevention or to assist you in protecting your assets?

18. If yes, please specify what other services you would like to receive in terms of crime prevention or asset protection

19. In the past 2 years has any type of police activity i.e. incidents involving cordons, road closures etc.

caused disruption to your business?

20. How long did the disruption last?

Choices:

- 1 Less than 2 hours
- 2 2-8 hours
- 3 9-24 hours
- 4 25-48 hours
- 5 More than 48 hours

21. Do you believe this disruption could have been avoided?

22. If yes, please specify how you think the disruption could have been avoided/minimised

23. Do you have a business continuity plan to assist you in dealing with disruptions to your normal business activities?

24. In terms of minimising disruption to your daily business activities due to police activity i.e. incidents involving cordons, road closures etc.– is there information you would like from the police?

25. If yes, please state what type of information you would like to receive and how you would wish to receive it i.e. website/e-mail alerts etc

26. Finally, Lothian and Borders Police has a website – in terms of protecting your business and accessing relevant information, what information would you like to be available on this website. Please specify

APPENDIX B

Crimes that businesses have experienced as victims (more than one response permitted) by type of business location

		3: In what type of location is your business based							Total
		Business Park	City/Town Centre	Industrial Estate	Office block/complex	Out of town	home	other	
6: Anti-Social behaviour	Count	2	47	6	4	3	4	12	78
	% within locate	28.6%	52.8%	35.3%	36.4%	33.3%	40.0%	54.5%	
6: Assault on staff	Count	1	8	1	2	2	1	6	21
	% within locate	14.3%	9.0%	5.9%	18.2%	22.2%	10.0%	27.3%	
6: E-crime	Count	0	14	0	0	1	1	4	20
	% within locate	.0%	15.7%	.0%	.0%	11.1%	10.0%	18.2%	
6: Identity theft	Count	1	7	1	0	1	1	1	12
	% within locate	14.3%	7.9%	5.9%	.0%	11.1%	10.0%	4.5%	
6: Fraud	Count	0	20	2	4	2	1	4	33
	% within locate	.0%	22.5%	11.8%	36.4%	22.2%	10.0%	18.2%	
6: Internal theft/fraud by employee	Count	3	27	6	0	2	1	8	47
	% within locate	42.9%	30.3%	35.3%	.0%	22.2%	10.0%	36.4%	
6: Robbery	Count	2	20	4	1	2	3	7	39
	% within locate	28.6%	22.5%	23.5%	9.1%	22.2%	30.0%	31.8%	
6: Burglary/Housebreaking	Count	2	25	6	0	2	0	4	39
	% within locate	28.6%	28.1%	35.3%	.0%	22.2%	.0%	18.2%	
6: Theft of intellectual property	Count	0	3	1	2	0	1	0	7
	% within locate	.0%	3.4%	5.9%	18.2%	.0%	10.0%	.0%	
6: Theft by customers (i.e. shoplifting)	Count	0	23	0	1	1	2	4	31
	% within locate	.0%	25.8%	.0%	9.1%	11.1%	20.0%	18.2%	
6: Terrorism (including extremist targeting i.e animal	Count	0	1	1	0	0	0	1	3

Business Needs Survey Results

rights activists)	% within locate	.0%	1.1%	5.9%	.0%	.0%	.0%	4.5%	
6: Vandalism (to premises)	Count	3	50	13	4	6	1	14	91
	% within locate	42.9%	56.2%	76.5%	36.4%	66.7%	10.0%	63.6%	
6: Vandalism (to vehicles)	Count	2	34	6	6	6	7	7	68
	% within locate	28.6%	38.2%	35.3%	54.5%	66.7%	70.0%	31.8%	
Total	Count	7	89	17	11	9	10	22	165

Percentages and totals are based on respondents.

a Dichotomy group tabulated at value 1.

Perceived threat to business (more than one response permitted) by type of business location

			3: In what type of location is your business based							
			Business Park	City/Town Centre	Industrial Estate	Office block/complex	Out of town	home	other	Total
Crimes posing biggest threat to business(a)	asb1	Count	2	47	5	3	3	4	11	75
		% within locate	18.2%	40.9%	23.8%	23.1%	25.0%	15.4%	37.9%	
	assault1	Count	2	14	1	1	1	1	7	27
		% within locate	18.2%	12.2%	4.8%	7.7%	8.3%	3.8%	24.1%	
	burglary1	Count	7	43	7	4	4	11	10	86
		% within locate	63.6%	37.4%	33.3%	30.8%	33.3%	42.3%	34.5%	
	ecrime1	Count	4	36	5	7	4	14	7	77
		% within locate	36.4%	31.3%	23.8%	53.8%	33.3%	53.8%	24.1%	
	fraud1	Count	1	28	3	2	3	10	4	51
		% within locate	9.1%	24.3%	14.3%	15.4%	25.0%	38.5%	13.8%	
	identity1	Count	2	20	1	2	1	9	4	39
		% within locate	18.2%	17.4%	4.8%	15.4%	8.3%	34.6%	13.8%	
	internal1	Count	4	18	6	2	1	2	3	36
		% within locate	36.4%	15.7%	28.6%	15.4%	8.3%	7.7%	10.3%	
	robbery1	Count	1	23	7	4	2	1	5	43
		% within locate	9.1%	20.0%	33.3%	30.8%	16.7%	3.8%	17.2%	
	terror1	Count	0	4	2	0	0	1	0	7
		% within locate	.0%	3.5%	9.5%	.0%	.0%	3.8%	.0%	
	custheft1	Count	0	19	0	0	1	1	5	26
		% within locate	.0%	16.5%	.0%	.0%	8.3%	3.8%	17.2%	
	intellthef1	Count	4	20	5	7	2	14	5	57
		% within locate	36.4%	17.4%	23.8%	53.8%	16.7%	53.8%	17.2%	
	vanprem1	Count	4	51	15	3	7	0	15	95
		% within locate	36.4%	44.3%	71.4%	23.1%	58.3%	.0%	51.7%	
	vanveh1	Count	0	17	5	4	4	6	6	42
		% within locate	.0%	14.8%	23.8%	30.8%	33.3%	23.1%	20.7%	
Total		Count	11	115	21	13	12	26	29	227

Percentages and totals are based on respondents.

a Dichotomy group tabulated at value 1.

APPENDIX C

8. Are there any other types of criminality that cause you concern, that have not been listed in the previous questions. Please provide as much detail as possible

The major issue I have is the fact the response time from the Police is so poor - half the time I won't report minor crimes I see because on the occasions I have witnessed them and called the Police I'm either met by a 'can't be bothered' attitude or the phone isn't answered.

We have an on going problem with Gypsies camping on the estate, (Bilston) this causes associated problems of anti social behaviour, vandalism, littering and the filth created is a health hazard for employees. In one incident the camp was right outside our gates and our employees who travel to work by bus had to walk through it every morning, through filth, stray dogs, human waste etc., and subject to verbal abuse from the occupants of the caravans. We are grateful to our staff that they were willing to do this, it would have been completely understandable if they had said they wouldn't. We receive no discernable help from Lothian & Border Police with this ongoing problem.

We launched our business in March so cannot really answer this question.

As a regulated service the proceeds of crime & money laundering is quite a concern for me

Situated on a salmon fishing river we have the threat of poachers. At one level this is not directly against the company but some of the methodologies that are used include the use of poison which can be devastating to the river and thus to the ongoing operation of our business. This is not an idle threat, it has actually happened and only last week poachers were caught – fortunately they were using conventional fishing methods.

Libel (not sure if that's even a criminal offence?)

Indecent exposure! People have been caught before engaged in naked activity on the premises in public areas.

As we are in the property lettings and management business, anti social behaviour by any of our tenants can be the cause of unnecessary work and time spent dealing with the problem.

People calling on our premises offering to sell stolen goods - has happened 3 times in last year each one of which has been reported to Police.

There is a grey area between fraud and misrepresentation where people abuse trust to take ideas and information for their own benefit whilst seeming to be allies and partners

Urinating in public, drunk and disorderly conduct, littering, illegal parking

Abuse to my friends and family
Bogus traders/contractors

The nature of our business means that the risks of criminality differ depending on whether you assess on our office based work or our on-site work, ie events in hotels, conference centres, etc but generally the list seems to cover off the possibilities.

Theft of bicycles or cars.

Depredations by and nuisance by "Traveling People" for whom controlling legislation seems to be short because of gutless politicians.

Opportunistic theft, ie parcels delivered by mail being lifted by unknown persons

Clients not paying does not appear to be a crime although it is theft from our business and hurts our profits. A business can close down and re-open the next day having 'legally' ditched their debt, how is this possible as it is theft and fraud?

Anti-social behaviour in the west port area has been on going for some time due to the salvation army drop in centre but has now become very worrying to me and my staff as we run the gauntlet of abuse drug taking and fighting on a daily basis

Theft of materials and goods from building sites and stock properties although these may be included within the categories above

Theft. We have actually had our mail stolen once in the last year.

As I work from home, just general criminal activity that could affect either home or office. Burglary is always a possibility which could effect both my business or personal family possessions.

As an operator of student accommodation drug related problems and alcohol related violence are a concern from a pastoral point of view

APPENDIX D

18. If yes, please specify what other services you would like to receive in terms of crime prevention or asset protection

Data on recent instances of crime in my area

Action and attention on reported crimes in a decent time frame. Taking crime reporting from a business serious - impression is that unless a crime against the person, it is not taken seriously by LBP

Continue with personal visits

In many cases I feel a presence in the community/area to deter rather than resolve after the event.

An officer to come to the premises, familiarise themselves with the business, and offer advice accordingly.

Availability of local officer for contact and advice

Minor maybe compared to all that you deal with, though we receive a degree of unwanted joy-riders vandalising our historic grounds with their cars. Our understanding is that we are under the Linlithgow ward (25 mins)- much further away than your colleagues in South Queensferry (5mins). Attendance from Linlithgow, rather than from the closer station at SQF means that response time is unnecessarily delayed. - so the service would be response from the most immediate, rather than designated station.

More police presence on city centre streets. zero tolerance on anti social behaviour.

More regular patrols of our area to move on drunk and disorderly youths or down and outs, to prevent gangs of youths using the back green as a drinking hang out swearing and shouting abuse at our customers and littering and urinating in broad daylight

Visibility on the street

A personal visit that does not cost the earth to promote.

Local crime prevention officer to make them selves known

Occasional visits/ contact from local police to advise on the assistance/ advice they

could give us.

More visible, accessible police presence in our locality - get to know us and get to know our neighbours.

Clamping down on anti-social behaviour, especially illegal motorcycling near my office.

Cooperation in findings with our alarm system. Instead of blaming the company, investigate the reasons why the alarm went off instead of telling us that we are not part of a call out, told by letter.

Police visit to the office perhaps on a quarterly basis to build relationships.

Crime and criminals don't stand still and the public, especially business people need to be advised of the latest "wheezes". In rural areas we need to see police patrols and not find out retrospectively that there have been no/few officers on duty and thus police response has been nil or just a very late tea and sympathy call. The current scenario is very unfair to the officers trying to do their best. It also provides a perfect excuse for those who are "less enthusiastic".

More routine patrols of the area to inhibit petty crime and vandalism

To see more police presence on the street. To have more cctv

Contact and communication with the local Police is very good BUT when making a telephone call this is going into a central communications centre where local knowledge is nil. In these circumstances it is best to go into Hawick Police Station personally and the process can then be speeded up!

Occasional "Drive by" buildings out of business hours. This is a very large site and although there are CCTV cameras in some areas, not in others and we are next to the gate. There is an alarm system but that does not protect against vandalism.

Crime prevention and deterrence

Pro active services such as taking action on known trouble makers and high visibility Policing

Visit to review security of building.

General advice on issues which may arise with help line or web address

MORE POLICE PATROLS IN THE AREA.. MORE POLICE eg LOCAL BOBBY THAT WOULD KNOW WHAT WAS GOING ON IN THE AREA.

A dedicated officer who we could call / contact regarding issues affecting our student customers, staff, and properties. We will soon have 1,500 student residents across 8 or 9 properties in the City centre.

More police officers and better training.

Officers on the beat in the area

APPENDIX E

22. If yes, please specify how you think the disruption could have been avoided/minimised

Entire Road Closures whether due to rta's or attempted suicides are in the main unnecessary. The Forth Bridge is also now a problem with no control over high sided vehicles approaching from Edinburgh and continuing in bad weather.

Castle street was repaved... it took 9 months to complete and most of the work was completed in the last 2 months. The council gave the contractor this time scale.

Could have taken place over the weekend rather than during working week

Better planning and recruitment of better skilled workers from the council.

Traffic disruption could be dealt with if there were better provision made for diversions during rush hour. The resultant stress on drivers is not safe.

By not closing off so many roads and placing no left / right turn signs in Edinburgh City Centre!

Quicker access to the street

I think this is more of a council issue but planning of road works and the disruption does not seem to be in existence.

Road closures next to construction sites during the Festival or Business Summits need not have delayed building works if properly planned & programmed

The incident could have been avoided

APPENDIX F

25. If yes, please state what type of information you would like to receive and how you would wish to receive it i.e website/e-mail alerts etc

As a removals company our business is based on mainly one off jobs, so each road closure effects a unique job, ie no chance to bypass the problem tomorrow as we are unlikely to be in that street tomorrow. Its frustrating that after weeks sometimes months of dealing with a client to turn up on the day to find road closures, particularly outside the clients residence. Postponement isn't an option obviously, for legal & financial reasons So an email update of new changes would benefit all removers. Dont merely resend messages for weeks telling us of ongoing disruptions we know of

Information supplied on the internet

If disruption is planned, an advance warning to local businesses, if disruption is not planned then an idea for how long it is going to go on for advice on alternative routes etc would be useful. Website / email alerts would be good for this.

Intimation of City disruption due to any police activity via email.

email alerts

website

Website - what's being closed, where, when and for how long

e-mail alerts on road activity

A flyer indicating roads impacted with duration time in order that we may take contingency with suppliers.

e-mail alerts or information via landlord of our business centre

Website, direct email information

A website with details on current and planned disruptions. A link to TomTom and similar to upload to them details of closures and disruptions for SatNav users

Update on timeframe for likely road closures etc so our staff and suppliers can be updated. Electronic either e-mail/SMS would be best.

Email alerts and an official visit

In case of an incident we would want a point of contact to seek advice of what we can do and not do. This type of questions is not always important to a police officer dealing with the incident, which is understandable, as their priority is to deal with the incident itself.

What to look at re a contingency plan - leaflet of bullet points to consider

Just good communication at the time from the officer in charge

email alerts

We have a good working relationship with the police. Road closures obviously affect our schedules. We do have an awareness of planned closures but sudden closures can cause a problem as can accessing premises. Generally there is a negotiated solution eg Hogmanay celebrations. E- mail alerts would be useful.

As much advanced notice where possible and how long any disruption is likely to last.
ie Communication which is sometimes lacking. Either website or e-mail alerts but accept that in most cases this would be difficult for police to provide due to situations they might be dealing with.

I normally find this is available through the media. Knowing of a consistent website source would be helpful

e-mail alerts

e-mail alerts

e-mails alert

Prior Alert would be helpful by mail or email would be fine so we can make plans

early notice by email

email

Advance notice would have been nice - I appreciate roads need dug up occasionally.

Timings etc by e-mail

A website would be good to keep us updated on information as to why, when likely to be removed, level of danger/risk.

email alerts - unless emergency would be of great help.

Email alerts to inform of planned road closures/ cordons where possible (eg. within 3 mile radius). Email alerts of road closures/ cordons that may affect us/ our visitors or staff. Information such as how long you expect the road to be closed for and perhaps a weblink or phone number allowing us to check the status of the road before starting a journey.

We are located in a rural area (Peel, Clovenfords) at the end/ beginning of a narrow 'B' road which is used as an alternative route when the A72 to Peebles is closed due to road traffic incidents. These closures completely transform the risk levels when using the road, as drivers are normally irritated at having been diverted and in many cases are driving faster and more aggressively than usual because they are either at the start of the diversion or can see an end in sight. A simple email notification that the A72 has had to be closed and, if possible, a second email updating on the likely time it will be closed would be so helpful in ensuring that the appropriate actions are taken to ensure the safety of any staff working on that day when leaving the office (which is also our home).

Times and dates in advance as much as possible of planned events. Urgent information by radio or local police presence.

e-mail alerts, radio

email alert plenty of advance notice by phone or email

By email. Advance warning of any road disruptions in our area.

A simple phone call would be appreciated, especially on occasions when we have been made aware of problems but aren't told when they no longer exist. Even e-mail at that stage would be useful. But some officers are very good in this respect, particularly our area officer.

Advance notice of closures / disruption likely to be caused

Email alerts

Timeously and via e-mail

When, Where and what alternatives are in place

Details of the disruption and length of time.

Probably not much hits the Netherdale area of Galashiels but email alerts of any police activity would be useful.

Email alert would be most useful but simple drop off of information leaflet to our reception would also be ok.

I think the usual information which comes through Chamber of Commerce is sufficient

I would need info on road problems as many customers drive to see me. website/email text would be fine

It would be better to be involved in the consultation process rather than given "Fete a' Complit".
if not, e-mails would be best.

Any relevant information - particularly traffic and access issues - via email.

Information on how long the disruption will take to clear

Updates via email about any major events such as summits and conferences etc
e-mail alerts and temporary road signs/clear diversion route indications

Both web and email alerts, a web site with an easy feedback loop would encourage reporting.

Advance warning if possible - email notification.

bill.paisley@portlandhotels.co.uk
possible. E-mail alert directing me to a website.

Date and time of disruption as far in advance of the disruption as

e-mail alerts

Time scale for implementation and duration -E mail

Email alerts= Radio or Television bulletins= Local/National Newspaper article/advert

e mail would be great or phone call to let us know what's happening

Email alerts for any proposed activities that may cause disruption. An example would be "G8 Activity".

Where possible, advance notice of any likely disruption by telephone

A ny info affecting business – email

e-mail alert

keep me posted

Timely communication by email

Alerts to where road closures etc are planned for the future via e-mail

e-mail

email alerts on closures, when, how long and why

advance notice if possible, alternative routes, single point of contact for updates,
regular and useful updates.

Information on a website, but where an activity is planned in advance (e.g. Royal Visit, Street March, Street Party etc.) then also advanced notice by email.

As much prior notice of planned disruption by e-mail alerts

Who to contact if having problems, any compensation if relevant etc - email would be the best way.

Planned timings of traffic disruption/noise etc. By email.

Advance warning of road closures etc via email alert

Any type of information would be useful to receive in the event of interruption to my business. I wish to receive them by e-mail alerts

Email alerts of road closures in and around city centre

If possible advance warning. If this is not possible, information on likely timescales to allow us to plan ahead.e.g. staff travelling to work/home, customers travelling to our sites etc.

WHERE AND WHEN IN ADVANCE. VISIT FROM LOCAL BOBBY TO EXPLAIN WHY.
A FACE NOT AN ANNONYMOUS EMAIL

Website or email alerts would be fine - if areas of the city are to be closed off for short or longer term. Would help with travel plans, attending meetings etc

Earliest possible notification of closures within the areas - via e-mail – websites

Information ahead of time of road closures would be incredible. e-mail alerts would work best for me.

What to do in the event of...via Website

Website would be good - also an identified person to call to seek advice on any site specific issues over forthcoming months

email alerts to enquiries@lifecare-edinburgh.org.uk

email alerts are useful, they can then be circulated to all relevant staff

communication re: duration and alternative routes

General information on what we should be doing to work with the authorities.

Email alerts to our operational staff would help when controlling our bus services on road

Early advance warning so that if possible business continuity arrangements can be initiated in a measured and informed manner rather than simply reacting to an emergency albeit that on occasions will be inevitable.

advance warning if possible, info on alternative routes to work etc if available, indication of how long likely to be in place for etc, key contact in police

APPENDIX G

26. Finally, Lothian and Borders Police has a website – in terms of protecting your business and accessing relevant information, what information would you like to be available on this website. Please specify

highlight areas where there are increased rates of vandalism to cars parked . What current methods are being used by people committing e fraud - what we should look for
Understand the best way to protect your business from internet fraud.

up to date crime info, with details of the crime and where and when it occurred

na

Intellectual property theft

up to date topical information and threat levels.

Protecting Intellectual Property and Personnel

Best contact numbers / email address for local police station. Advance warnings of any disruptions, information about current disruptions etc. Crime prevention information / information on what to do and who to contact if you are a victim of crime.

How to protect our identity,how to minimise risk of e-crime,intimation of e-crimes,helpline of some description.How to keep safe whilst working alone.

Most of what you have previously asked in this survey

How to actually contact someone out of hours....

Up to date information on police activity and response times so that businesses know the services they can expect and what they need to buy in from other providers.

News flashes regarding prevention and information about any current activity ie protests/road closures/high profile investigations

We are very fortunate to live in a rural community where the incidence of crime is that would affect our business is minimal. We operate 24/7 on a continuous process and don't make a product that would be attractive to steal. For the most part our employees are very long term and loyal. Relationships with the local police, though infrequent are very good and they have actively assisted us with such items as emergency planning exercises. From our perspective the type of information that would be most useful would be: protection of intellectual property or assistance against identity theft and disaster / emergency / continuity planning

Information on matters hereinbefore referred to

Have not looked or seen any promotion to drive me to your website. I will take the time to visit the site now that I know you have crime prevention available.

Best practise advice and any change to legislation impacting business.

E crime procedures please. I recently had £7500 stolen from an on-line business account. I spotted it straight away and contacted my bank. They told me to inform te local police station (Loanhead) to get a crime report number. The officers in the station looked at me blankly and eventually told me it was an issue just for my bank. I feel some guidance has to be given both to me the victim and to your officers because they dont know the procedure. At the end of the day a crime had been committed and the police should deal with it.

Summary of simple crime prevention measures. Also raise awareness that the web site is there.

Dates and details of road closures and events effecting the city of Edinburgh and acces routes. Other agency contact detials, ie if not a police matter who next to approach eg Council, MP etc.

Risk Management Advice

Not sure - perhaps a police 'surgery' via the Chamber of Commerce would be useful? I have virtually no contact with the police (apart from my father who is a retired officer) but I do believe strongly in prevention being better than cure.

uncertain

Who to contact in case of wanting to seek advice in business.

Advice on who to ask for help if not the police. Direct email addresses that actually get replied to. Ways to train people to deal with crime internally without breaking the law.

Road closures. Local crime warnings.

A good index to quickly find information on all topics - usually needed in a crisis situation

not sure -

Cannot specify, any advice that is relevant to business protection.

Contact info for specific areas. Details of advice literature available Details of training/briefing sessions Details of ingoing initiatives Road closure/cordonning info?

On going problems in local area due to things like theft, vandalism & anti social behaviour. General advice on known criminal activity - things to watch out for or individuals if you are allowed to do this (and you should be forget their human rights!)

Information on e-crime and identity theft prevention

Up to date information of any criminal activity within our area especially e-crime and fraud.

Serious incidents Current campaigns Current threats Basic guidance on avoiding crime

Updates on bogus/rogue companies operating in the central Scotland regions - maybe a section where members and post approaches from said companies to warn other members

advice on any locations of topical trouble, discussion forum for businesses to post concerns and share advice.

dates for specific manifestation. Roads blockages/parking restrictions

Traffic disruptions Advice sheets on how to protect our property, what to do in the event of a break in, procedures to follow in the event of an employee being suspected of stealing

incident report form

News on public events which would affect our business. Contact details for relevant personnel.

During the G8 the access to the Police and advice was good and to follow that example in future issues like that would be very helpful

I won't think of going to the Lothian Borders web for information.

Potential terrorist activity, especially problems at airports.

general discussion forums from local members of the public - things to look out for, recent crime activity, tips, online neighbourhood watch (with webcams?) allowing the public to report crime (and perhaps take photos) and for them to share in the proceeds of the fine (i.e. if I take a photo of a dog fouling the street and it leads to the owner being fined - I should get a share of the fine)

Advice on theft prevention and fraud detection. Information on any "incidents" happening in properties in the same business sector.

information about current scams and increases in any specific types of crime. also contact numbers for non emergency situations.

Any criminal activity that is at large in our areas.

We are very fortunate to have extremely good local contact with the community police officer(s) cannot think of anything in the last ten years that a quick email has not given us the answer to any of our queries.

E-crime Identity theft

Services that local police offer. Advice on prevention of the different areas of crime mentioned earlier in survey. Phone numbers of people to call to get advice on crime prevention. Local area news and statistics to be kept informed of crime situation in local area. Eg. If we knew of a spate of local thefts we would take extra security precautions.

Information on video would be accessible.

Our areas of interest would be: how to avoid identity theft= theft by customers (at events)= intellectual property theft= burglary at our domestic/business premises.

A list of planned events (marches, marathons) causing disruption. Number of local police with drop-in facilities. Regular newsletter / newspaper / contribution to other sources of information - Chamber of Commerce, Local Community Groups, Local Business Groups

generally info on topics you have mentioned, courses available. Perhaps notification of local problems - fore warned is fore armed? Perhaps email facility to notify you of problems?

pointers to relevant resources

Phone number so I can speak direct to my local police station, not to some switchboard somewhere.

Events and consultancy person(s) that we can talk too.

Simple basic facts. No one has time to scroll through a boring over exhausted website. Bold bullet points are required.

Local crime trends. The police miss out on this one. Remember employers hear a lot and want to hear from the police when there is a particular new or local twist to crime. I realise that officers have priorities but senior officers must remember that a good intelligence system in rural areas is worth much saved enquiry time.

~Local contact officer for Crime prevention advice & other non-urgent matters

Known offenders Recent arrests Warnings of known offenders in the city Crime surges in the city

Examples of recent frauds

Details of crime carried out in the area be it vandalism or break ins etc.

Protection against Identity theft, protection of PII data.

Risk Assessment of Property Protecting your Staff

Local crime knowledge

Criminal activity - such as scams relating to credit card fraud / identity fraud / shoplifting obtaining goods etcv

Any information regarding fraud, on line fraud / theft, company internal fraud / theft advise

Honestly never looked at the web-site so therefore not in a position to comment at this point in time.

Information on road closures and potential disruption by local area. Contact details to allow our key holders to make direct contact with your control room when our intruder alarm has been triggered. This could help save police time in ansewering a false call.

Any new information on reliable security devices. Any new information on crime in the local area such as where there has been an increase in theft opr house/business break ins. I have to admit I have never accessed your web site but now I am aware will use it.

Listing of current e-crimes to be aware of

prevention of shoplifters

Rather than a website, an RSS feed with "critical" information would be useful.

Information on crime in the area

This is an unusual question. Surely you should be advising us of our risks rather than we asking you what they are. You are meant to have your fingers on the pulse, and we only hear about such things after they become major concerns.

Information relating to e-crime and general business fraud, e.g., alerts on and avoidance of known or suspected scams.

As with so much else in policing, this comes down not to what is on your website - but visibility on the street. I have never seen a foot patrol officer in our particular complex. Occasional high-visibility foot patrols would be good.

Crime activity updates, Police initiatives

1)Keep a list of crimes in the various types of businesses. This way we could click on to the same kind of business and be aware it could happen to us. If you have solutions and ideas how to prevent this happening then this is were I would want to see the police help.

Crime prevention strategy on all levels - ie cyber crime through to break in prevention.

As any crime is likely to be opportunistic, I am not sure that anything on a website would be useful

I am unlikely to seek information off a website. i am more likely to respond to information sent to me through the post.

name and shame - shows criminals names/faces

The ability to link with other businesses, easily report crime or risks of crime

When there are road closures, etc. disrupting access to buses, etc.

Unfortunately I'm not sure, it's a question of I don't know what I don't know. The only thing that springs to mind is a questionnaire to identify areas for improving building security.

Current types of criminal activity liable to affect my staff and customers.

Contact details specific to a crime. Property protection advice.

To be honest - I'm not really sure.

advice & guidance

Information pages on best practice. Who to contact when help or advice is required.

Police contact Branch details for the following= Racism issues Riot issues Theft/burglary Violence Number for feedback for previous issues

what crime is actually being committed where our office is based and types of crimes

Notice of potential disruptions

Nothing specific at this time.

who to speak to when you have a specialized area to discuss

better contact with the police

Links to specialised advice e.g. data protection from theft, etc.

I will never use the website at all. I have no need to and I am not interested in what they have to advise.

Clear points of contact for all relevant issues ie who i should contact in the event of a theft, an act of vandalism etc

Not suere yet as we have not looked at your website.

test

FAQ's and answers on common security issues affecting business.

Information of local crimes (e.g. burglary or vandalism)and planned police actions which might cause disruption to normal access facilities to the Club.We can then alert staff and members accordingly.

e-crime stolen goods recovery preventative measures for theft

Road Closures

Security tips Information on recent incidents Contact details and relevant links

Local information and crime trends specific to my area. Things to be watching out for.

Practical advice and suggestions on how to protect business

Not visited it yet.

all the areas outlined earlier in your survey. seems an excellent idea.

any information that could help to make my bussiness safe

Helpful hints on how to avoid/deal with: personal attack, road rage, anti-social behaviour, e-crime, fraud, theft from building sites, accredited security companies,etc would all be helpful.

NONE WOULDN'T USE IT. TOO MANY OTHER THINGS TO DO, HOWEVER WE WOULD TALK TO A LOCAL BOBBY IF THERE WAS ONE.

1. Who to contact if there is a problem or to seek advice 2. General security advice 3. General information re previous question

I have been on the website and it is fairly comprehnsive. i would say however that there needs to be section for managers who have a fleet of vans and dont necessarily know all the laws involved in managing them ie speed laws etc

Weekly/monthly update on the location and concentration of different types of crimes in our immediate area: shop lifting, mugging, burglaries, vandalism.

Information on what businesses can do to protect their premises, vehicles, clients and staff from crime.

Protection against shoplifting and how to deal with it. Use and usefulness of CCTV
Protecting staff Proteccting proerty and vehicles

AS SOMEONE WHO IS SELF EMPLOYED AND WORKS FROM HOME, I CAN'T THINK OF ANY!

info on how to protect premises, staff etc key liaison person for business community info on training courses in area re personal safety etc business watch details how many officers there are on the beat in Edinburgh
