

**WEST MIDLANDS POLICE  
AND CRIME  
COMMISSIONER**

**NON-CONFIDENTIAL  
NOTICE OF DECISION  
026/2015**

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Contact Officer: Alethea Fuller

Telephone Number: 0121 626 5366

Email: a.fuller@west-midlands.ppn.police.uk

Title: **Support Service for Victims of Business Crime**

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**EXECUTIVE SUMMARY**

Responsibility for commissioning locally most of the emotional and practical support services for victims of crime that are provided by the voluntary and community sector transferred to Police and Crime Commissioners on the 1 April 2015. These services help victims to cope with and recover from the impacts of crime. Part of this responsibility is to victims of business crime and in response to this, the PCC invited proposals to deliver a 6 month pilot project to provide real, bespoke support for businesses affected by crime. The support service is designed to directly meet and understand the needs identified by businesses themselves, and provide an immediate and appropriate response. This initiative is supported and funded by the Ministry of Justice Victims Fund and can only be spent on specific services to support victims of crime.

A transparent and open selection process took place during September 2015. An assessment panel made up of Strategic Police and Crime Board members Brendan Connor and Cath Hannon, who are the strategic leads for business and victims respectively, Gail Walters, an Independent Consultant and a senior member of the OPCC staff team met and made the recommendation to the PCC based on the proposals submitted.

The PCC and Deputy PCC played no part in the evaluation process. The recommendation of the assessment panel was made to the PCC who has now made the formal decision.

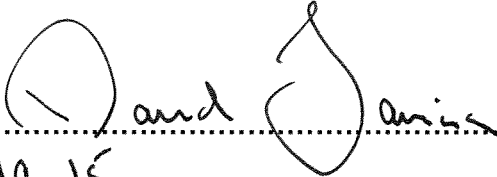
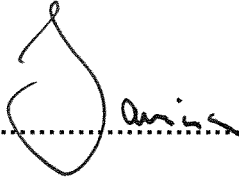
The successful organisation chosen to deliver the pilot project is RISC Associates Ltd. The 6 month pilot project will be externally evaluated and if successful, will be expected to be rolled out across the West Midlands force area.

**DECISION**

I award the grant of £60,000 to RISC Associates Ltd for the delivery of a support service for victims of business crime.

**West Midlands Police and Crime Commissioner**

I confirm that I do not have any disclosable pecuniary interests in this decision and take the decision in compliance with the Code of Conduct for the West Midlands Office for Policing and Crime. Any interests are indicated below.

Signature  and   
Date 6.10.15

## **NON - CONFIDENTIAL FACTS AND ADVICE TO THE POLICE AND CRIME COMMISSIONER**

1. Business crime is a priority for the West Midlands Police and Crime Commissioner, David Jamieson. The PCC recognises that successful businesses are the life blood of prosperous communities and crime plays a significant role in the development of a business as it can cause high costs and damage to companies. Small and Medium Enterprises (SMEs) are particularly vulnerable when they are victims of crime, as it can force businesses to stop trading. The consequences of businesses closing have a negative effect on the economy and a direct impact on suppliers and buyers to those businesses.
2. Business crime has been described as a victimless crime but this is certainly not the case. Not only does it affect the individual business concerned, people employed at the business through a loss of jobs or investment but everyone pays a price.
3. Responsibility for commissioning services for victims of crime transferred to PCCs in April 2015 from the Ministry of Justice. Part of this responsibility is to victims of business crime and in response to this, the PCC will be piloting a 6 month project to provide real support for businesses affected by crime. It is designed to directly meet the needs identified by businesses themselves. The service will have to understand the needs of business and provide the appropriate response straight away. This initiative is supported by the Ministry of Justice Code of Practice that clarifies what victims can expect when they report a crime, for example, assistance with the Victim Impact Statement whilst also recognising personal responsibility.

A link to the Code that sets out the entitlements of victims of crime is attached here:  
<https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime>

4. Support for businesses affected by crime will be available whether they have reported the crime to the police or not and also needs to respond to the following outcomes:
  - Improved engagement with businesses
  - Increased satisfaction in customer services received
  - Improved business confidence

In order to support businesses that are unfortunate enough to become a victim of crime, it is proposed that following an initial police visit, the business will be asked if they are happy for their details to be forwarded to Victim Support who will make a referral to the service. This contact will trigger the support network and victims will be able to access practical support to enable them to return to business as usual.

Additional support such as emotional support can be also be accessed through Victim Support.

### **Service Delivery**

5. The Support Service will:
  - Ensure that businesses can access the support they need from the first point of contact and at every step of their journey
  - The service needs to ensure that businesses can access services that prevent businesses from being a victim of crime in the first place

- A timely and tailored support service for businesses who have experienced crime
  - Ensure effective signposting to appropriate and specialist services not only to help the firm deal with the immediate crime, but also to help build resilience against any future incidents
  - Identify funding opportunities through which victims of business crime can access funding/support to help keep people in employment and prevent the loss of investment.
  - The writing of a victim impact statement which gives victims an opportunity to explain how the crime has affected them, physically, emotionally, psychologically, financially or in any other way. This can now be read out in court as part of the judicial process. Further information can be found here:  
<https://www.gov.uk/government/publications/victim-personal-statement>
  - The service will be available to all firms/businesses in Birmingham
  - Provision of security and crime prevention advice
  - Support with insurance claims and information
  - ICT recovery and reputational damage
  - Ensure that businesses have a choice of service access options eg: a telephone helpline, on line, site visit or face to face we will make sure they get a service tailored to their needs.
6. One of the key outcomes of this service is that we help business victims of crime to continue to trade and support them to reduce the cost and impact of that crime.
  7. The Office of the Police and Crime Commissioner (OPCC) holds at least one annual business event at which feedback on this project will be given and we will also be extending the principle of building on our existing arrangements so we will also link the various events arranged by the OPCC across the force area. There will also be additional events and forums at which wider representation of the business community can influence development of this initiative and give feedback on progress. It is envisaged that this pilot project will be the developmental stage of a roll-out of a force wide project, across each of the seven local authority areas to support victims of business crime.

### **Financial implications**

8. The cost of the 6 month pilot project for support to victims of business crime is £60,000.

### **Legal Implications**

9. The funding will be issued as a grant under s56 of the Domestic Violence, Crime and Victims Act 2004.
10. Schedule 9 of the Police Reform and Social Responsibility Act 2011 provides Commissioners with the powers to award crime and disorder grants to any organisations and projects they consider will help them achieve their crime prevention and wider priorities.