

REDUCING CRIME & ANTI-SOCIAL BEHAVIOUR



We are committed to ensure that Rochdale town centre remains a safe and enjoyable destination and a great place to work, visit and invest in.

By introducing additional security measures and working closely with key partners, we aim to reduce crime & anti-social behaviour and provide our business community with the very best levels of support & advice.



SHOPWATCH



The BID continues to operate the Shopwatch scheme which brings together licensees, police, shop owner/managers and other agencies.

By working alongside licensees, businesses, GMP and other agencies the schemes help to manage a safer shopping environment by excluding individuals who commit anti-social behaviour or theft.

In addition to the support via the Shopwatch scheme, there are a number of tools available to deter crime including the Town watch radio network, the BID Rangers, monitored CCTV, and information regarding how businesses can report crime.

Shopwatch is administered by Rochdale BID and chaired by the BID Manager.

ROCHDALE TOWN WATCH RADIO SCHEME



Over 50 businesses throughout the town centre are now part of our business against crime network with assigned radios allowing contact between premises and sharing of crime reporting and alerts. This scheme has been proven to deter petty crime and anti-social behaviour and has proved a valuable tool to security teams both in the daytime and night-time economy.

The scheme allows businesses to communicate with CCTV operatives (monitored 24/7), police, and other businesses.

If you're interested in getting a radio for your business please contact:
paul@rochdalebid.co.uk

USING THE RADIO CORRECTLY



The Rochdale Watch radio network connects businesses with CCTV, BID Rangers and police. The purpose of the network is to prevent and detect crime, as well as keeping your staff and customers safe. The following guide will provide information on how best to use the radio to effectively share information.

WHEN TO USE THE RADIO

- Where possible, you should immediately (within minutes) report incidents via the radio network – if you report after the matter then CCTV operatives may have trouble locating individuals involved.
- To alert all users, begin transmission: 'All users from (your call sign)...'
- To alert specific radio users, begin transmission: '(their call sign, e.g. Camera) from (your call sign)'

When reporting information, ensure that you continue to monitor the radio and respond to any requests for further information (e.g. repeat of description, current location, items stolen etc) from other radio users.

YOU CAN USE THE RADIO IN THE FOLLOWING CIRCUMSTANCES:

- 1** Alerting other call signs to suspicious behaviour or criminal activity. If you believe a person or persons have committed a crime e.g. concealed items of property from your store, drug dealing, general anti-social behaviour etc
- 2** Alerting other call signs to a concern for an individual. If you are concerned about an individual you can alert CCTV who can monitor the individual and escalate if necessary (note that reporting matters to the police needs to be done on 999/101/online as appropriate).
- 3** Requesting assistance. If partners who can provide in person support are available (e.g. Police, Rangers,) you can request assistance from them.

GUIDE TO GIVING DESCRIPTIONS



When reporting incidents on the radio, ensure that descriptions contain sufficient detail. You can use the below as a guide as to what you should be describing:

- Ethnicity: Use simple, descriptive language (white/black/Asian etc),
- or alternatively, use IC codes
- Gender
- Approximate age
- Height
- Build
- Hair colour and style, any facial hair
- Clothing: Colours, any logos etc
- Any distinguishing features such as tattoos
- Accessories: Bags, prams, dogs etc
- Vehicle details, if applicable
- Associates: Who are they with? People, children, large group

TALKING ON THE RADIO



**When using the radios, please remember ABC:
Accuracy, Brevity, Clarity**

- Press and hold the transmit button to talk
- Hold the radio about six inches from your mouth
- Release transmission button to listen
- Speak in a calm, clear voice
- Keep messages short and precise
- Listen to and respond accordingly to any requests for further information
- Continue to monitor the radio until the issue is resolved

OPERATING INSTRUCTIONS



Turn the radio "On" using the on/off switch/volume control knob, located on top of radio.

Each day that you use the radio, you should sign on and off and check the radio is working.

Turn the volume control knob up sufficient to hear any messages.

Leave the channel switch / or display in the Channel 1 position at all times**.
(** Unless you are advised by Apex to use a different Channel on your particular scheme).

Remember messages being transmitted by any trader will be heard by all other users.

To transmit a message simply press and hold the large transmit button on the left hand side of the radio and speak clearly into the front of the radio, with your message.

At the end of your message say "over" , (this lets other users know that you have finished speaking), Then release the transmit button to receive any replies.

Only one person can speak at any one time otherwise the messages will be totally garbled.

Traders should carry out a test call every morning to ensure their radio is working.

During the day various messages may be transmitted over the radio system between traders and Police advising of any suspicious behaviour or incidents requiring investigation. Each Trader should make a signing off call when closing at the end of the day.

It is your radio system, so please make it work by participating, don't be just a listener.

Very often crime is prevented by information being transmitted over the radio scheme.

The Radio Must be charged every night by dropping it into the charging unit, It will be fully charged and ready for the next day.
(Switch the radio "Off" before charging the battery).

ROCHDALE RANGERS



The Rangers are able to be the eyes and ears of the BID and report various safety issues, so that collectively we can ensure that Rochdale is the best it can be for businesses, staff and all users of the Town Centre.

The Rangers are able to record what they see in the town centre so that we can produce data about what is happening and work to resolve issues.

CCTV IN ROCHDALE TOWN CENTRE



The Town Centre CCTV cameras are all monitored 24 hours a day, 365 days a year to maximise public safety throughout the town centre.

CCTV operatives are trained to recognise and monitor potential problems, and where necessary notify appropriate partners. CCTV operatives prevent crime from escalating on a daily basis, help to keep people safe in the town centre.

REPORTING CRIME



BID Rangers Operating hours:

Monday to Saturday. To report by phone contact the BID Team on 01706 926676 or email paul@rochdalebid.co.uk

Report ASB to Rochdale Council:

To report by phone contact RCC on 0300 303 8878 (8:30am – 5.30pm Monday – Friday).
To report online: www.rochdale.gov.uk/antisocialbehaviour

Report ASB to Greater Manchester Police:

www.gmp.police.uk/ro/report/asb/asb/report-antisocial-behaviour/.

In an emergency always call the police on 999 if a crime is happening nearby, if someone is injured, being threatened or in danger. For non-emergencies call the police on 101 to report anti-social behaviour when it is happening.

PUBWATCH SCHEME



The BID continues to operate the Pubwatch which bring together licensees, police, and other agencies. By working alongside licensees, businesses, GMP and other agencies the schemes help to manage a safer drinking environment by excluding individuals who commit anti-social behaviour.

TOWN WATCH



The BID continues to run the weekly Town Watch meeting which is attended by GMP, RBC and representatives from both shopping centres. The purpose of the meeting is to assist the flow of safety information between partners.



WHO YOU GOING TO CALL ?



Here at the BID, we know that sometimes you just need to know who to call to sort out issues that can arise, from graffiti removal to antisocial behaviour.

Below you will find information on who does what in the town centre and who to call. To request a hard copy, email us on paul@rochdalebid.co.uk

KEY CONTACTS

For safety and environment issues in the BID area we recommend the useful contacts below:

Immediate Emergency

Threat to life, personal safety or property and suspicious packages → **Police** → **999**

Report a Crime

Offender not present e.g. shoplifting, criminal damage, theft etc. → **Police** → **999** → gmp.police.uk/ro/report/ocr/af/how-to-report-a-crime/

Share intelligence

Report anonymous intelligence i.e. drug dealing or handling stolen goods. Remember if the intelligence you have is urgent/life threatening/serious public safety and the threat is imminent please use 999.

→ **Crime Stoppers** → **0800 555 111** → crimestoppers-uk.org → gmp.police.uk/ro/report/ocr/af/how-to-report-a-crime/

Anti-Social Behaviour including Begging

→ **Police** → **101** → **Rochdale Council** → **0300 303 8878** → gmp.police.uk → **Rochdale BID** → **01706 926676**

Rough Sleeping

If you have concerns about someone that may be sleeping rough

→ **Rochdale Homelessness central assessment team** → **0300 3030 8548** **Out of office hours ie Monday – Friday 9-5pm** → **0300 303 8875**
→ **Petrus** → **01706 345844** → **Rochdale BID** → **01706 926676**

Street Cleansing Issues

Graffiti, Illegal Flyposting, Littering, Street Waste or Abandoned Vehicles

Public Spaces: → **Rochdale Council** → **0300 303 8884** → fixmystreet.com → **Rochdale BID** → **01706 926676**

Private Land/Doorways: → **Anti-social Waste or needles** → **0300 303 8884**

Street Entertainment

For instance excessive volume or obstructions to pavements, etc. → **Rochdale BID** → **01706 926677**

Remember to report any incidents and issues to the relevant organisation.
The more reports they receive, the stronger our position is to champion your voice and needs.

CONTACT ROCHDALE BID



We're located in the heart of Rochdale Town Centre, less than a 5 minute walk from the transport interchange.

Rochdale Business Improvement District (BID), First Floor, 51-53 Yorkshire St, Rochdale, OL16 1BT

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