

# There is power in numbers

## Why reporting is important...

Every week thousands of pounds worth of stock is stolen from shops around our area.

At present only a fraction of this is reported to the police - and without those reports they cannot take action.

Also, when the police look at staff deployment these incident reports will help focus resources on the area.

DISC makes reporting easy - and investing five minutes for each incident will soon help build a strong case against the most prolific offenders.



DISC is a brilliant way of talking to your business neighbours and helping one another stay safe.



Reducing shop theft is a guaranteed way of increasing profits - and when every penny counts this makes huge business sense.



DISC and the radio network are the backbone of Shopwatch. They help us work closely with the police and the council to reduce crime in the area.

## Your DISC home screen

Browse *galleries of images*

Submit reports, including incidents, intelligence and public realm reports

Search for offenders, read up on news and alerts

*Check on the reports you have already submitted*

Manage incident reports *for your premises*

*Send and read instant messages*

*Manage your account and settings.*

For more information contact your local Business Crime Reduction Partnership  
[www.nabcp.com/clients-1](http://www.nabcp.com/clients-1)



## DISC: Shopwatch in your pocket

Be an active member of the Shopwatch community by taking advantage of DISC.



This simple app and website brings you instant news and incident alerts and is the easiest way of reporting shop theft, attempted shop theft and antisocial behaviour.

### When should I use DISC?

1. Log in at least once every day to check for alerts or new offenders.
2. If you have witnessed an offence by a known offender log the details against their name.
3. If you have CCTV of a new offender add them to the system for identification.
4. If you recognise a face send in an intelligence report with a name.
5. If you want to warn your neighbours of a new offender send an instant message.

# Instant Messaging

## Fast and secure

- From the home screen select the instant message option.

- When sending make the title short and to-the-point, e.g. New active shoplifter.

- Write a short message (or dictate it by pressing the microphone button at the bottom of the keyboard).

- Choose which group to send to.

- Add any images that are relevant.

now: **SEND**

*Remember to follow up any relevant instant messages with a full incident report.*

Send an Instant Message  
Send an urgent or important message to Members now



## A great partner to your radio - or an alternative if you don't have one...

Alongside the radio network, instant messaging gives you the ability to send push alerts to your neighbours including a photo of a new suspect.

Used together the combination of radio and instant messaging is the best way of ensuring vital information is shared around the area right at the time it is most needed.

# Incident reports

DISC let's you quickly report a wide range of offences, with the most common being shoplifting and attempted shoplifting (which, if proven, is still a criminal offence).

## What happens after I submit a report?

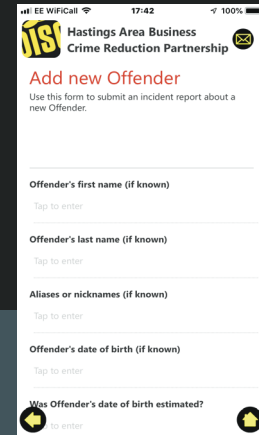
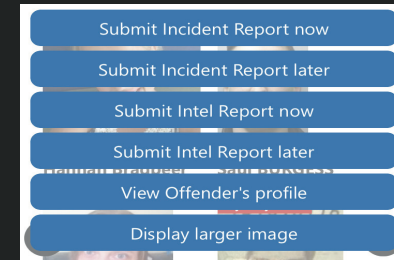
- All reports are checked and where a name and address is available, where applicable, a warning or banning letter will be sent out.

- If you do not select the crime reporting option before submitting a report the administrator may also choose to forward it to the police for logging or further action.

- When the police decide to prosecute you may be asked for a further witness statement - and this is why it is important to put all relevant information into your report as it may be difficult to remember key details later on.

## What makes a good statement?

1. What did you see them take and what did they do with it?
2. What was the value - is there a stock loss receipt?
3. Make it clear this item belonged to your business and they had no permission to remove it.
4. Did they conceal the goods and make no offer of payment?
5. Were you able to follow their movements continually from when they took the items to when they left the store?
6. If you named the suspect how did you know them?
7. If a car was involved did you get the registration number?



## Known offender or new offender

1. Start by ensuring you have one or two images of the offender ready to capture using 'take photo' (if you already have an image on your phone delete it after you have submitted it).

2. Always check to see if a suspect is already on the system. You can browse all the galleries of pictures, or search using a name or filter (such as gender).

3. If you find them in the database click their image and you will get a number of reporting options.

4. If you can't find them simply 'add a new offender'.

5. In either case follow the forms and make sure you complete every field marked with a red star.

6. At the end of the form there are options to upload one or two new images.

7. You then have the option to send your report to the police as a crime incident.