

# PROTECTING YOUR BUSINESS

## A GUIDE TO REPORTING CITY CENTRE ISSUES



**BELFAST**  
**ONE** BUSINESS  
IMPROVEMENT  
DISTRICT



### REPORTING CRIME

We encourage you to report all crime incidents to the PSNI – including retail crime, inappropriate alcohol and/or drug-related use on-site, alcohol/drug-related anti-social behaviour in or around premises, burglary, theft and criminal damage.

If crime is not reported it can lead to the perception that it is on the decrease which has a knock on effect on PSNI resources.

Ways to report:

- Call 101 – in a non-emergency where you need advice or assistance.
- Call 999 – in an emergency.
- Emergency SMS – 999 text service – visit [www.emergencysms.org.uk](http://www.emergencysms.org.uk) for more information and to register.
- Online – A quick and easy way to report non-emergency incidents – [www.psnipolice.uk/crimereportformpage](http://www.psnipolice.uk/crimereportformpage).
- Crimestoppers – If you have been the victim or witness to a crime or incident and wish to remain anonymous, please contact Crimestoppers on 0800 555 111.

### DRUG OUTREACH TEAM

This team works on the ground in local communities with a focus on heroin users and also specialising in people who inject other drugs. The team support those people who typically do not access existing services and offer harm reduction and treatment for heroin and other injecting drug use. Support is also provided to family members and local community organisations.

### PROTECT YOUR PREMISES FROM DRUG USE

If you can adopt some of these measures it will discourage drug use on your premises.

- Display signage stating what behaviour is acceptable in the toilet areas. The signage should also indicate who (named premises manager/ supervisor) suspicious activity in the toilets should be reported to.
- Removal of toilet seat lids. This simple tip removes the opportunity for the flat lid to be used as a surface for drug paraphernalia.
- Installation of additional CCTV cameras to cover access to disabled toilets. This could allow security staff in the control room to observe, and respond more quickly to, suspicious activity in this area of your premises.
- Installation of a remote electronic access control and intercom at the disabled toilet/parent toddler changing facility. Where there is CCTV coverage of this area, this could allow security staff monitoring the camera to observe, speak to and grant access to genuine customers who need to use this facility.
- Reduce length of toilet cubicle doors. If staff can see under toilet cubicle doors this could provide an opportunity for them to challenge suspicious activity inside, and prevent incidents occurring. In the event of a person collapsing, for any reason, this also enables staff to call for immediate medical assistance.
- Ensure all toilet tissue dispensers have a transparent front and curved top. This could ensure that any discarded needles placed inside a dispenser can be clearly seen and safely removed by trained staff, therefore decreasing the possibility of staff or customers touching or pricking their finger on any needles. A dispenser with a curved top removes the opportunity for the otherwise flat surface to be used as a surface for drug paraphernalia. This also applies to sanitary bins.

## SHARPS FINDS: PREMISES RESPONSIBILITY

If you find drug paraphernalia (including needles) on your premises it is your responsibility to remove and dispose of these. Therefore you must have a risk assessment in place, your staff must be trained, and you must have the correct equipment in place to deal with any finds. Alternatively you may wish to have a contract with a provider who can come to your premises and deal with this on your behalf.

It is important to report all drug related litter you may find on your premises to Belfast City Council's Community Safety Unit as this helps to monitor the level of drug use in the city ([sharps@belfastcity.gov.uk](mailto:sharps@belfastcity.gov.uk)).

Belfast City Council have a needle removal service which operates to remove drug related litter from public places and BCC premises – please report any finds to BCC Needle Removal Service.

## REPORTING HOMELESSNESS

The Welcome Organisation provides care and support for people who are homeless.

Their outreach team are mobile and have a van which can attend anywhere across the city centre and transport individuals to their support centre. They should be your first port of call for any and all issues with rough sleepers in the immediate vicinity of your premises.

**Support Centre operational hours are Monday to Sunday from 8am – 10pm**

## EXTERN: STREET INJECTING SUPPORT SERVICE

SISS can be contacted for information and support around inappropriately discarded injecting equipment and provide support to drug users in Belfast City Centre. The Extern Dual Diagnosis street team also respond to people with chronic mental health and addiction issues.

Agency	Service	Contact Details
<b>Police Service for Northern Ireland</b>	Emergency Contact	999
	Non-emergency Contact	101
	Reporting Crime Online	<a href="http://www.psn.police.uk/CrimeReportFormPage">www.psn.police.uk/ CrimeReportFormPage</a>
	Emergency SMS	<a href="http://emergencysms.org.uk">emergencysms.org.uk</a>
	City Centre Beat Mobile	07795 607 576
<b>Extern SISS Project</b>	Telephone	07710 113 824
<b>Belfast City Centre Management</b>	Telephone	02890 242 111
<b>Drug Outreach Team</b>	Telephone	02895 041 433
<b>Welcome Organisation</b>	Outreach Team	07894 931 047
<b>Belfast City Council Needle Removal Service (public realm and BCC premises)</b>	8.00am – 5.00pm	02890 270 469
	Out of Hours	07850 499 622
<b>BCC's Safer Neighbourhood Officers (SNOs)</b>	Telephone	07825 140 634