

The Warehouse Project

Problem Solving
Theft of Mobile Phones
at a Nightclub Venue

The Warehouse Project

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Victoria Warehouse

Problem Identification

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Theft of Mobile Phones

Solutions

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Airport Security

Evaluation

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Current Results

Planning

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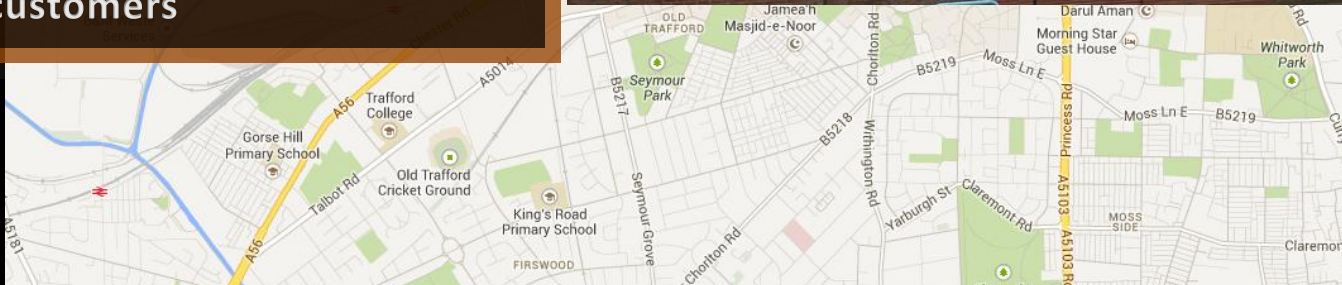
Going Forward

The Warehouse Project

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Victoria Warehouse

- Over 30 events per season
- 5,000 customers
- 18 – 30 years of age
- Dance Music – live artists & DJ's
- Moved to Trafford September 2012
- Previously City Centre:
- Undercroft, Piccadilly
- 2,500 customers





Theft of Mobile Phones

Emerging Problem- Sept to Oct 2012

141%

Theft of Mobile Phones in Trafford compared to 2011

OCG Method

Group of 6 to 10

Split up in entry Queue/Enter at busiest time

Once in venue regroup

One of group is the carrier/mule

Main act identify phones

Pickpocket/handbags

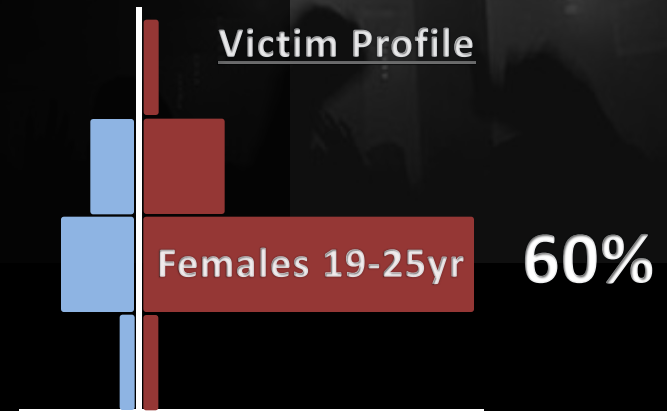
Pass back amongst group to mule/remove covers

Mule leaves venue with property

6 times more crime at the Trafford venue than the City Centre

70% The Warehouse Project

Without TWP, Trafford would have seen a **27%** decrease



Solutions

Customer Engagement

Targeted Crime
Prevention

Overt Patrolling

Covert Police
Resources

Principles of Airport Security

CCTV

Staff Training

Partnership
Working

Entry Queuing
System

Real Time Property
Management System

Undercover
Warehouse Project
Operatives

Principles of Airport Security

Stage 1 – Initial Contact

Stage 2 – Identifying potential Offenders

Stage 3 – Scanning

Stage 4 – Simple Questioning

Stage 5 – Refused Entry

Unusual behaviour at any stage leads to separate further questioning

WAREHOUSE PROJECT



Here at the Warehouse Project we strive to make our events a "safe and secure" environment for all our customers.

As a condition of entry we question and on occasions request to search our customers.

In recent weeks we have seen an increase in the theft of mobile phones from our customers. This is a national problem which we are making every effort to stop at our events.

In response to this we have a very stringent entry policy and have undercover security operatives working with Greater Manchester Police.

Unfortunately on this occasion you have been refused entry to the venue.

We will offer you a full refund if you write to our head office and meet the below conditions.

- You have entered the venue prior to the doors closing at 10:30pm
- You return your ticket (within 7 days) including a signature of the undercover operative who refused you entry.
- A copy of photo ID (passport or driving licence)
- A recent utility bill with your address.

Thank you for your cooperation – The Warehouse Project Team

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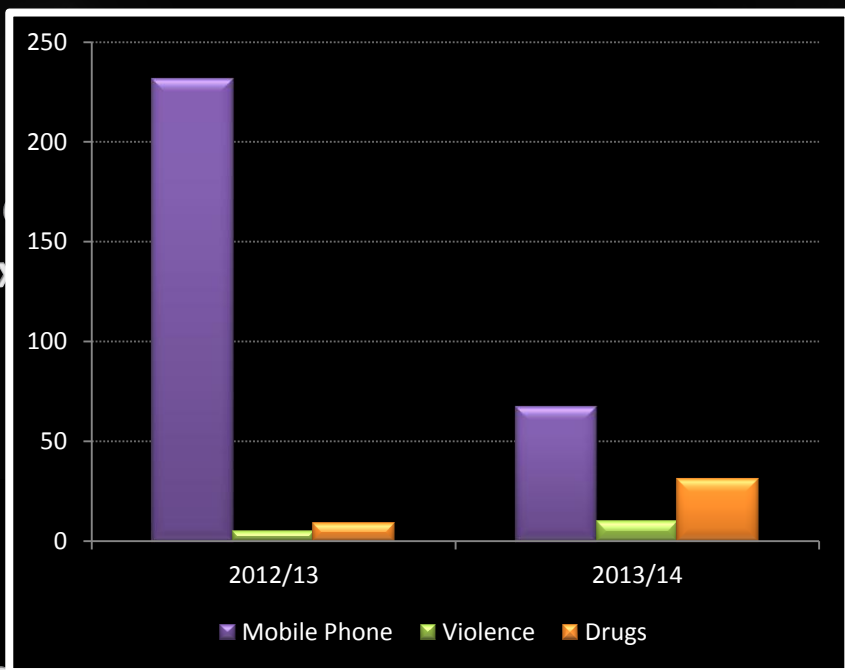
Evaluation

-71% reduction in theft of mobile phones

164 fewer victims

Refusals of entry up **400%** from 199 to 764

New secondary schools
on ex



ised crime
identified

e on offender clothing

Crime Type Diffusion of Benefits

Going Forward

National use of technique and results monitoring

Improved intelligence gathering on individuals refused entry

Promotion of intelligence sharing, internally and nationally