



How Retailers And Police Use Apex ShopWatch Schemes To Create Safer Cities

HIGHLIGHTS



94

ShopWatch users across Durham.



DIGITAL

radio link system set up since inception.



CONNECTING

local businesses in the area.



SUPPORT

post-installation from Apex Radio Systems.



SCOPE

for body-worn cameras to develop the scheme.

BACKGROUND



Over the past 10 years, Apex Radio Systems and Durham Constabulary have worked in partnership to make Durham a safer city.

The installation of ShopWatch and PubWatch schemes has kept retailers connected to each other and connected to the police, providing them with instant support in critical situations.

Creating a safe environment for retailers and shoppers is a key pillar of Durham Constabulary's work.

Effective communication between retailers, police, security teams, and partner agencies helps reduce theft, anti-social behaviour, and repeat victimisation, working towards a safe environment.

THE CHALLENGE



Durham Constabulary initially experienced challenges with real-time communication between police and retailers, particularly in sharing intelligence quickly during live incidents.

Improvement needs were driven by:

- Increasing levels of retail crime and repeat offending
- Demand for quicker intelligence sharing between police and stores
- The need to strengthen partnership communication.



THE SOLUTION



Following recommendations and an understanding of previous experience, Durham Constabulary chose to work with Apex Radio Systems to deliver communications among retailers, using our ShopWatch Scheme.

Durham Constabulary and Durham City Centre utilise a shared radio network linked to the Durham ShopWatch scheme, enabling direct contact between retailers, police and partner agencies, ensuring police are aware of escalating incidents where support is required. This instant communication allows officers to be on scene and de-escalate a situation instantly. This system has been tailored to support local partnership arrangements, ensuring it works effectively for retail environments and neighbourhood policing teams.

Key elements of the solution include:

- City-wide radio system
- Instant link between police and retailers
- Tailored to support local partnership arrangements
- Ongoing system upgrades, maintenance and technical support.

THE IMPACT



Durham Constabulary notes that the introduction of the ShopWatch Scheme has significantly improved collaboration between police and retailers, allowing real-time information sharing and faster responses to incidents. Engagement between businesses has improved, with users more willing and confident to share information and work collaboratively.

Key operational benefits include:

- Faster intelligence sharing between stores
- Improved situational awareness during incidents
- More effective partnership working
- Increased confidence among retailers to report incidents
- Enhanced ability to identify repeat offenders.

Over time, the communication system has supported the development of stronger police-business relationships and improved intelligence sharing.

Key long-term benefits include:

- More resilient and reliable communication channels
- Increased retailer confidence and engagement
- Improved coordination
- Better overall partnership effectiveness.

A LONG-TERM PARTNERSHIP



Durham Constabulary and Apex Radio Systems have built a strong partnership over the past 10 years.

Dean Flinn, Police Community Support Officer, Prevention & Problem Solving, states: *"Our working relationship with Apex has been professional and supportive. Their team has been responsive, providing advice and assistance when needed. Apex demonstrates a strong understanding of operational policing requirements and the challenges within the community safety and retail environments, which is reflected in how the system supports frontline use."*

Our ShopWatch Development Manager, Gemma Ivison, and Business Development Manager, Phil Wynne, continue to work alongside Durham Constabulary to ensure communication amongst businesses is as effective as possible.



TAKE A PROACTIVE APPROACH TO REDUCING AND MANAGING CRIME WITH OUR TWO-WAY RADIOS AND BODY-WORN CAMERAS.



The cost of theft doubled to £1.8 billion in 2022/23.

1BN+



The % of retailers reporting violence as top threat.

96%



The number of incidents of retail violence a day.

1300



The % increase in reported crime from 2022.

32%

Apex Radio Systems can provide you with two-way radios to stay connected, stay informed and stay protected and also provide body-worn cameras for additional safety and monitoring. Be a part of our ShopWatch and PubWatch Solutions from Apex Radio Systems.

BENEFITS OF A SHOPWATCH / PUBWATCH SCHEME

We currently control and administer in excess of 280 radio link schemes nationwide. Take a proactive approach to reducing and managing crime with our two-way radios and body-worn cameras.

- ✓ Peace of mind and instant contact between your premises and all other users through two-way radios.
- ✓ A deterrent to potential criminals from the radio and body-worn cameras.
- ✓ Early warnings to assist with criminal identification and apprehension.

WHAT'S INCLUDED

- ✓ Our two-way radios includes the some of the latest equipment on the market, and also includes battery, antenna, belt clip and charger.
- ✓ Next day swap out service if any fault arise throughout your subscription; whether that's battery, chargers, antennas or the radio itself.
- ✓ Bespoke training either in person or online about the best practices for our ShopWatch Schemes; ensuring all users are confident with how to use the equipment.



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YOUR TWO-WAY RADIO AND BODY-WORN CAMERA EXPERTS



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