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CafeWatch Case Study



CafeWatch was set up in January 2007. It is a partnership between the Met, Westminster Council, Costa Coffee, Caffe Nero, Pret A Manger, Starbucks, Coffee Republic and Eat. The CafeWatch scheme encourages greater staff training, awareness and a co-ordinated and targeted approach by all the organisations involved to offer crime prevention advice to customers and visitors to the borough.

Stores taking part are recognised by a 'CafeWatch' logo, displayed in their windows.

Superintendent Alaric Bonthron, said:

"Retailers are embracing the concept and to date we have already seen a significant improvement in crime prevention at these locations with staff who are confident in how to report these crimes, and know who their local officers are."

A CafeWatch case study has recently been published on The Beacon Scheme website. The Beacon Scheme is a prestigious award scheme that recognises excellence in local government, set up to share best practice in service delivery across local government, representing issues which are important in the day-to-day lives of the public and reflect key government priorities.

Outcomes and Impact shown included:

- Reduction of crime in participating premises by 50 per cent over a year.
- A safer environment for customers and staff.
- A reduction in labour turnover costs and increased stability.
- A reduction in the risk of health and safety enforcement action.
- A reduction in the likelihood of claims in the civil courts in the event of injury and of negative impact on business insurance costs.
- The protection of brand reputation for businesses and a reduction in risk of adverse publicity.

For the full case study click [here](#).

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