

National Business Crime Centre

Superintendent Patrick Holdaway



Robbery

A person is guilty of **robbery** if he steals, and immediately before or at the time of doing so, and in order to do so, he uses force on any person or puts or seeks to put any person in fear of being then and there subjected to force.

A shoplifter pushes a shop assistant (causing minor bruising) while placing an item into their jacket from the display in a shop and then runs from the premises without paying.

One crime of robbery

A shoplifter places articles into their bag in an aisle and notices the store detective watching them, as the store detective approaches them the shoplifter strikes them and leaves the store without paying.

One crime of robbery

The Crime Report 2022

A report by the Association of Convenience Stores
#ShopKind

ACS | the voice of local shops

Number of incidents of violence estimated in the sector =

35,216

9% of violent incidents result in injury

Over **800,000** incidents of verbal abuse

970,000

incidents of customer theft over the last year



£1,066

The total cost of shop theft per store



Profile of shop thieves



First time offenders



Repeat offenders

Most commonly stolen items

1 Confectionery



2 Alcohol

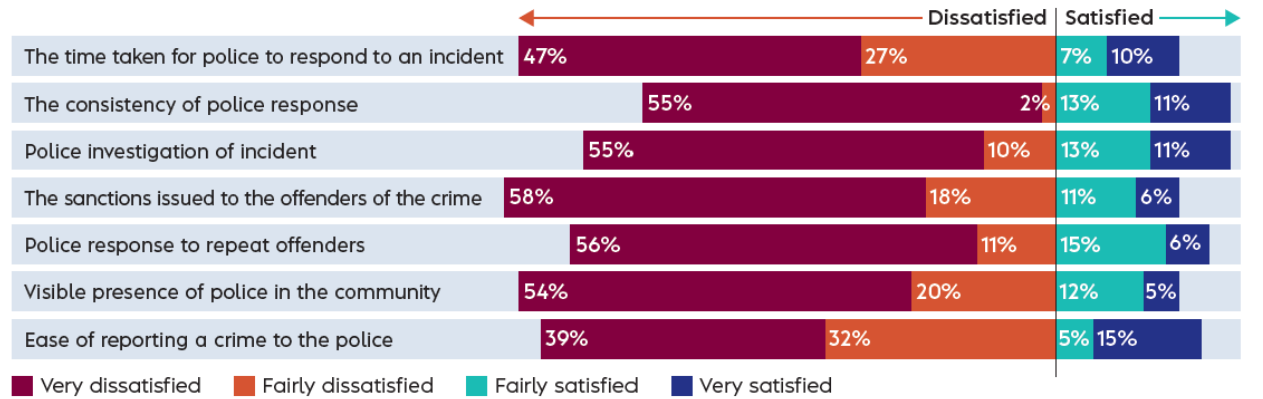


3 Meat



Motivations for repeat offending

- Someone motivated by a drug or alcohol addiction
- An organised group of criminals
- Other (eg poverty)



ONLY 38% of all retail crime is reported by retailers to the police

Why retailers don't always report crime

(Based on open-ended responses)

55%

No confidence in a follow up investigation

40%

Perceived lack of interest from police

30%

The time it takes to file and process reports

NATIONAL BUSINESS CRIME CENTRE

Reducing crime through partnership and prevention

Subject	PCCs	Subject	PCCs
Better Technology	Lancashire Sussex	Keeping Businesses Informed of Investigations	Derbyshire Humberside Lincolnshire
Crime Prevention	Durham Northumbria Northamptonshire Nottinghamshire Surrey GMP London	Response to Theft	Cambridgeshire Dorset Northumbria Nottinghamshire
Crime Reduction	Essex Lancashire Lincolnshire	Renewed Focus on Business Crime	Devon, Cornwall & Scilly Isles Sussex
Cyber Crime	Avon & Somerset Devon, Cornwall & Scilly Isles Dorset Essex Gloucestershire Gwent Leicestershire Northamptonshire Nottinghamshire Northumbria	Violence to Shop Workers	Bedfordshire Dorset Essex Hampshire Merseyside Dyfed-Powys South Yorkshire Cambridgeshire Durham Gloucestershire Lincolnshire West Mids GMP
Encourage Reporting	Essex Dorset Gloucestershire Humberside Lancashire Sussex	Sharing Intelligence and Best Practice	Lancashire Lincolnshire Northumbria Nottinghamshire Sussex GMP
Fraud	Cambridgeshire Cleveland Essex Hampshire Northumbria Nottinghamshire	Improved Police Response/Confidence	Bedfordshire Dorset Dyfed-Powys Humberside Lancashire Leicestershire
OCGs	Bedfordshire Leicestershire	Voice of Businesses Heard	Cambridgeshire Derbyshire Surrey

Developing Communications



Best Practice Guide

HOCR – shop worker violence vs. robbery

PIER Plan for police

4 x Explainer videos

Reporting a reporting crime – animations

PCSC Bill

NDQIS – keyword search

OP Hampshire for retail

Effective Information sharing



Better support for Victims



Code of Practice for Victims of Crime in England and Wales

Guidance

Impact Statements for Business - guidance

Published 4 April 2019



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Top triggers for violence



1
Customers not following Covid secure guidelines

2
Enforcing an age restricted sales policy

3
Refusal to serve intoxicated customers

- Personal safety & de-escalation
- Saying no! - refusing service
- Handling disruptive behaviour
- Deterring and interacting with thieves

National Standards for Business Crime Reduction Partnerships

322 BIDs
120+ BCRPs
80 accredited

- Barriers to accreditation
- Awareness of scheme



Crime Prevention

Commercial Vehicle Security

Vacant Premises Security

Building Site Security

Delivery Driver Security

Counterfeit Bank Notes

Thefts from gyms

Pharmacy Security

Guidance

Tobacco Track and Trace

The ASB Act for business

Working with Cash Converters

Safer Business Action Days

Commercial Vehicle Security

CRIME PREVENTION SERIES



TOP TIPS

- Mark tools with a property marking kit
- Register tools for free at: www.immobilise.com
- Do not store tools in your van overnight
- If you must keep tools in your vehicle:
 - Lock doors and shut windows, physically checking they are secure
 - Set your alarm/immobiliser and act if you hear the alarm sounding
- Park in a garage or secure area covered by CCTV
- Park with doors against a wall
- Consider upgrading locks/fitting additional protection



Trades people often carry thousands of pounds worth of tools in their vehicles, making them a target for theft, especially when vehicles are unattended on the street or in hotel car parks.

According to research conducted by insurance company Direct Line, tools are stolen from a tradespersons vehicle on average every 20 minutes across the UK.

The impact of these thefts results in loss of work and loss of earnings. It negatively affects the business reputation if work commitments cannot be fulfilled and the cost to replace tools can be financially damaging.

Upgrade Physical Security

Upgrading locks and alarm systems will provide your vehicle and tools with additional security. Installing a secondary alarm, which is not controlled by the central locking mechanism should be used, as they cannot be disarmed by thieves accessing the control panel on the van, or using a 'stolen' central locking signal.

If your dealer notifies you of vehicle security upgrades, ensure you install them. If you store tools in a shed or garage, make sure it is locked and alarmed. Installing Window Grilles, Blanks and Bulkheads prevents thieves from seeing what is inside your vehicle. A window Grille will prevent access if the window has been smashed.

Lock Doors & Shut Windows

Half of all thefts from vehicles are committed when vehicles are left unlocked.(source?)

Physically go round your vehicle before you leave checking each door is locked and each window is fully closed. If you know the locking system is faulty, get it repaired immediately.

If your door fails to lock when you operate the key fob, it is possible that someone is using a signal jammer and is blocking the signal. Do not leave the vehicle until you are certain it is secure.

Internal Security Solutions

Do not store tools in your vehicle overnight. Remove expensive items when not in use. If thieves find that vehicles do not contain valuable items, the incentive to break in diminishes.

If it is not possible to empty your vehicle, investing in an internal secure storage box with an integrated lock that is secured to your vehicle, will help keep tools and valuable items safe and hidden.

Thieves are attracted to items on show, even old coats and rucksacks will attract attention as the thief may believe they contain cash, phones or other valuables.

Wherever possible DO NOT leave any items on display.



Safer Business Action Days

- Police dispersal area
- 36 stop searches
- 9 arrests
- 16 persons dispersed

Partnership working with Private Security and CSAS



What are the powers?

The Home Office provides Chief Officers with a list of CSAS powers, which are available to Chief Constables to grant to accredited persons if appropriate or required. They include power to:



Issue penalty notices for disorder, truancy, cycling on a footpath, graffiti and flyposting



Require name and address to be given, including for anti-social behaviour and road traffic offences



Deal with begging



Require persons aged under 18 to surrender alcohol and to seize tobacco from persons under 16

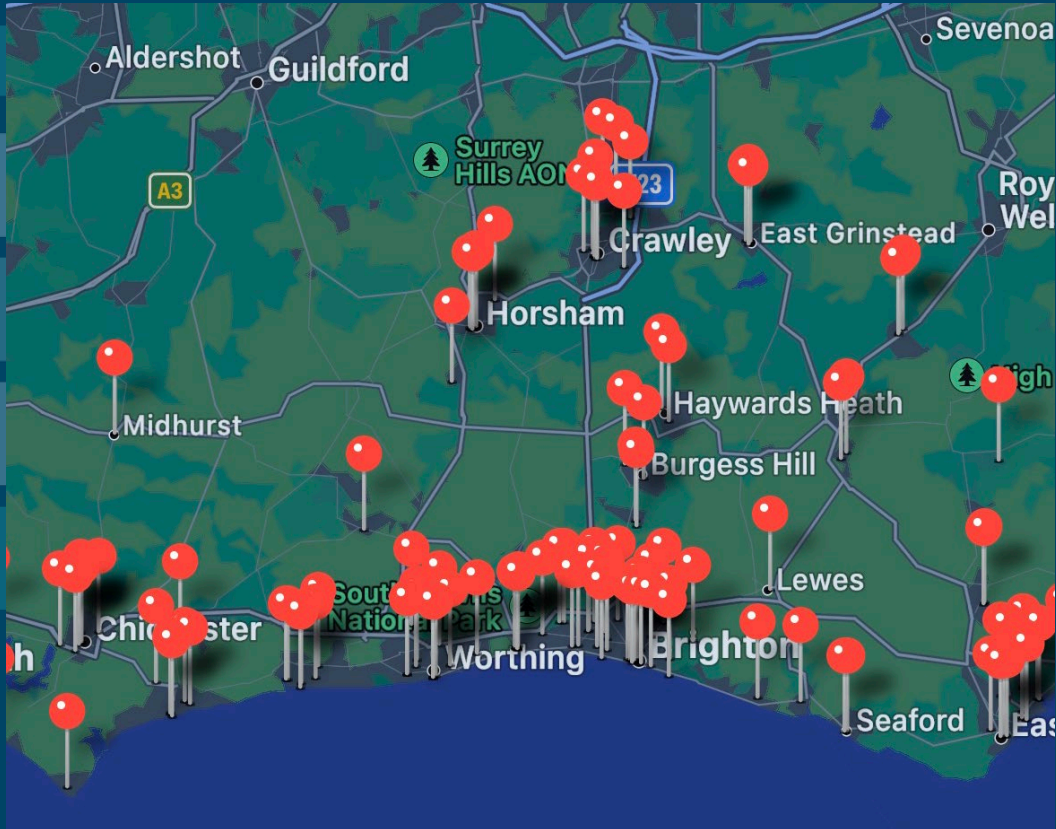


Remove abandoned vehicles



Control and direct traffic (other than escorting heavy loads)

VAWG – Safer Spaces



Thank you
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