



Retail Crime Prevention and Enforcement Toolkit.

A Practical Guide for Retailers and Security Staff

Working Together to Reduce Shop Theft and Protect Staff

Retail theft has a significant impact on businesses, staff and the wider community. Whilst police investigation and prosecution remain important, retailers can also take practical steps to deter offending, improve evidence gathering and utilise additional civil and preventative measures against repeat offenders.

This toolkit outlines the actions available to businesses and explains how you can help us build stronger cases against prolific offenders. This guide is designed to provide store managers, supervisors and security staff with practical information about:

- Preventing and reporting retail crime.
- Gathering evidence that assists police investigations.
- Private Banning Notices.
- Civil Recovery options.
- Business Impact Statements.

Working effectively with Cleveland Police and partner agencies to reduce retail crime and hold offenders to account

1. WHAT TO DO IF A THEFT OCCURS

At the Time of the Incident

- ✓ Ensure staff safety comes first.
- ✓ Observe and record the circumstances.
- ✓ Retain CCTV footage immediately.
- ✓ Record a clear description of the offender.
- ✓ Note any vehicle details.
- ✓ Preserve any stolen items recovered.
- ✓ Identify any witnesses.
- ✓ Record the value of loss.

Report the Offence Promptly to Police

- Consider using Single Online Home- quicker than 101.
- If an emergency dial 999
- Provide offender/witness/loss value details if known.
- Provide CCTV footage where available via NICE link.
- Inform police if the offender is a repeat offender.
- Explain any impact on staff or the business.

The better the information provided, the greater the opportunity to identify, arrest and prosecute offenders.

2. EVIDENCE THAT HELPS POLICE

Business Impact Statements

A Business Impact Statement can help demonstrate:

- Financial loss.
- Impact on staff wellbeing.
- Increased security costs.
- Impact on customers.
- Impact on the local community.

These statements can support court outcomes and enforcement applications.

3. POWERS AVAILABLE TO RETAILERS

Asking Someone to Leave

Retailers and their representatives may ask individuals to leave private premises at any time. Where a person refuses to leave, police should be contacted if offences, threats, violence or disorder occur.

Citizens' Arrest Powers

In certain circumstances, members of the public may have powers under Section 24A of the Police and Criminal Evidence Act 1984 to arrest a person committing an indictable offence.

However:

- Staff safety must always come first.
- Physical intervention should only be considered where lawful, necessary and proportionate.
- Police should be contacted as soon as possible.
- Staff should follow their Policies & Procedures.

Retailers should ensure all staff operate within company policies and training.

4. PRIVATE BANNING NOTICES

What Is a Private Banning Notice?

A Private Banning Notice is a written notice informing an individual they are not permitted to enter your premises for a specified period.

When Can They Be Used?

Examples include:

- Shop theft.
- Violence.
- Threats towards staff.
- Criminal damage.
- Fraud.
- Persistent anti-social behaviour.

What Should the Notice Include?

- Name (if known).
- Location covered.
- Reason for issue.
- Start date.

- Duration.
- Consequences of returning.

If a Banned Person Returns

- Ask them to leave.
- Do not place staff at risk.
- Record the incident.
- Retain CCTV.
- Contact police if offences, threats, violence or disorder occur.
- Provide a copy of the banning notice if requested and possible.

Important

A breach of a Private Banning Notice alone is not normally a criminal offence. However, if further offences occur, police powers may be available.

Good Practice

- Keep copies of notices.
- Record when issued.
- Retain supporting evidence.
- Ensure staff know who is banned.
- Review notices periodically.

PRIVATE BANNING NOTICE TEMPLATE

PRIVATE BANNING NOTICE

Date Issued: _____

To:

Name: _____

Address (if known): _____

Date of Birth (if known): _____

You are hereby informed that you are no longer permitted to enter:

Premises Covered:

Reason for Issue:

Effective From: _____

Duration of Ban: _____

Expiry Date: _____

If you enter or attempt to enter these premises during the period of this ban, you will be asked to leave immediately.

Any criminal offences committed whilst on the premises may be reported to Cleveland Police and may result in enforcement action.

Issued By:

Name: _____

Position: _____

Signature: _____

Business Name: _____

5. CIVIL RECOVERY

What Is Civil Recovery?

Civil recovery is a legal process that may allow businesses to seek recovery of losses and costs resulting from criminal conduct.

Unlike criminal proceedings, civil recovery may be pursued in some circumstances even where no criminal conviction has been obtained.

Why Consider Civil Recovery?

Civil recovery can:

- Recover losses.
- Recover associated costs.
- Act as a deterrent to repeat offenders.
- Reinforce that offending has consequences.

How It Works

1. Record the incident.
2. Retain evidence.
3. Report offences where appropriate.
4. Consider whether civil recovery is suitable.
5. Seek independent legal advice or contact a recognised civil recovery provider.

Evidence Required

- CCTV footage.
- Witness evidence.
- Incident reports.
- Proof of losses.
- Details of repeat offending where known.

Key Message: Crime should not pay. Civil recovery may provide an additional option for businesses suffering repeated thefts.

6. BUSINESS IMPACT STATEMENT TEMPLATE

BUSINESS IMPACT STATEMENT

Business Name:

Store Address:

Date of Incident:

Police Reference Number (if known):

Please Explain How This Incident Has Affected Your Business

Financial Impact

Value of goods stolen/damaged:

£ _____

Additional costs incurred:

Impact on Staff

Please describe any impact on staff wellbeing, confidence or safety:

Impact on Customers

Please describe any impact on customers or customer confidence:

Wider Impact

Please describe any wider impact upon the business or local community:

Completed By:

Name: _____

Position: _____

Signature: _____

Date: _____

7. HELPING TO TACKLE PROLIFIC OFFENDERS

A small number of offenders are often responsible for a disproportionate amount of offending.

Retailers can help by:

- ✓ Reporting every offence.
- ✓ Using consistent offender details.
- ✓ Sharing CCTV promptly.
- ✓ Providing Business Impact Statements.
- ✓ Identifying repeat offenders.
- ✓ Engaging with local policing teams.
- ✓ Participating in retailer crime reduction initiatives.

Reliable reporting helps police identify patterns, build cases and pursue additional measures against repeat offenders.

Working together gives us the greatest opportunity to disrupt prolific offenders, reduce repeat victimisation and protect local businesses.