



HTA Retail Crime Webinar

24/02/25

Introduction

Agenda

- Introduction & HTA actions to date
- Superintendent Patrick Holdaway, National Business Crime Centre
- Police & Crime Commissioner Matthew Barber, Thames Valley Police
- Chief Inspector Marcus Cator, Strategic Area Policing Hub
- Nathan Wilson, Head of Group Security and Total Loss at Blue Diamond
- Gareth Lewis, Loss Prevention & Security Services Manager (Southern Co-op) and Chairman UK Partners Against Crime (UKPAC)
- Q&A



Introduction

Data & Government intention

- In 2022, the HTA estimated £16 million worth of garden centre turnover had been lost to retail crime.
- Over 70% of garden centres reported crime as an issue.
- King's speech – Crime and Policing Bill (due to be laid in the Spring)
- Create a new specific offence of assaulting a shopworker and introduce stronger measures to tackle low level shoplifting.

BRC 2025 Crime Survey found that:

- *incidents of violence and abuse in 2023/24 climbed to over 2,000 per day, up from 1,300 the year before.*
- *Theft also reached an all-time high with over 20 million incidents (over 55,000 per day) costing retailers £2.2 billion in 2023/24 (up from £1.8 billion the previous year). Many more incidents are linked to organised crime, with gangs systematically targeting stores across the country*
- *the amount spent on crime prevention is also at a record high, with retailers investing £1.8 billion on measures such as CCTV, more security personnel, anti-theft devices and body worn cameras, up from £1.2 billion the previous year.*

HTA actions

Raising the concerns of rising garden centre thefts

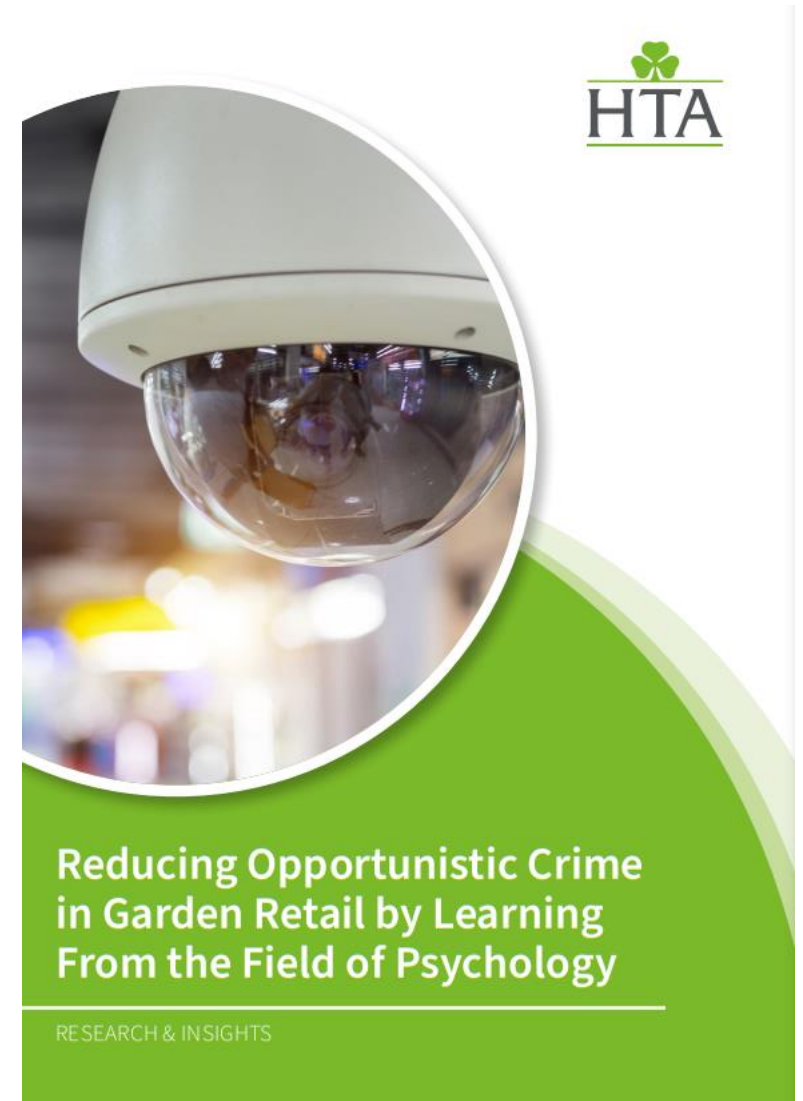
- Letter to the Home Secretary last year
- Budget submission to the Chancellor
- Sent HTA research document to all PCCs and Forces in England and Wales
- Met several PCCs and Chief Inspectors to highlight issue
- Brought Members together with the local PCCs
- Scottish Retail Consortium roundtable and follow-up including new input on allocation of resources
- Members now on regional business/crime groups
- Guidance for Members on hta.org.uk



Further resources

Support for members

- HTA Report on Reducing Opportunistic Crime in Garden Retail:
<https://hta.org.uk/consumerinsights>
- <https://hta.org.uk/develop-your-business/business-support-services/retail-crime-support>
- Police and Crime Commissioners:
<https://www.apccs.police.uk/find-your-pcc/>
- Slides & recording of today's Retail Crime Webinar will be made available.



Superintendent Patrick Holdaway

National Business Crime Centre

Tackling Retail Crime Together:

The latest updates from the NBCC



Supt. Patrick Holdaway

Shoplifting at historic highs

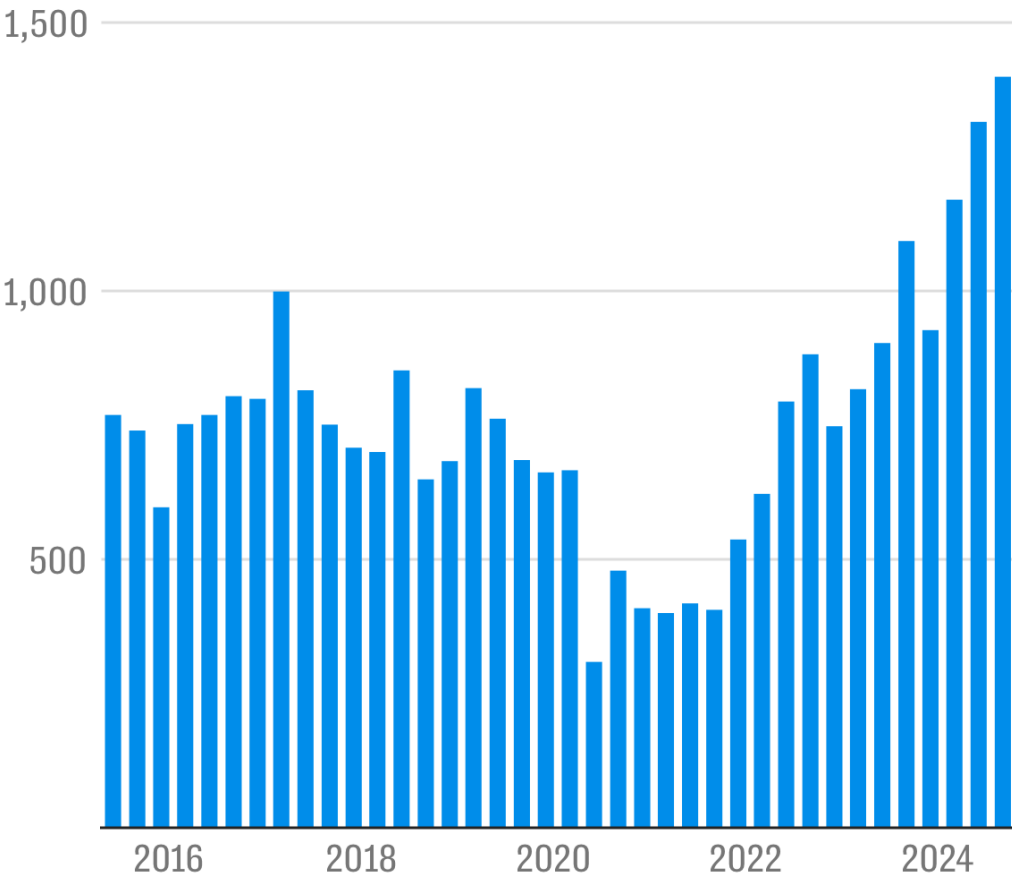
Offences surged by 23% over the past year



*Year ending March 2003 to year ending September 2024

Chart: The Times and The Sunday Times • Source: ONS

Number of shoplifting offences by quarter



Source: Home Office

[HOME](#)
[NEWS](#)
[BUSINESS SUPPORT](#)
[CRIME PREVENTION](#)
[PARTNERSHIPS](#)
[ABOUT](#)
[CONTACT](#)

Crime Prevention

Crimes against a business can be wide and far reaching and can have a significant impact both directly and indirectly.

[READ MORE ON CRIME PREVENTION](#)

Welcome to the **National Business Crime Centre**. This is a resource for police and businesses to learn, share and support each other to prevent and combat crime.

The site is packed with useful information, advice and case studies which will help you fight crime affecting businesses, staff and their interests.

Free training and support for shop workers to help keep them safe

The police led National Business Crime Centre is urging retailers to make full use of the crime prevention and training resource available for free via their website to help support shop workers du...

[FREE TRAINING AND SUPPORT F...](#)

KFC and Cineworld join the NBCC national safe spaces scheme

The National Business Crime Centre is delighted to announce that restaurant chain KFC UK&I and UK multiplex cinema chain Cineworld, have signed up for the NBCC Safe Spaces scheme otherwise know...

[KFC AND CINEWORLD JOIN THE ...](#)

NBCC responds to House of Lords Justice and Home Affairs Committee Inquiry

The Lords Justice and Home Affairs Committee has concluded a short inquiry into shop theft. The Committee found that shop theft is an underreported crime that is not being effectively tackled, lead...

[NBCC RESPONDS TO HOUSE OF L...](#)

Business Support

There are a vast number of different agencies, organisation, websites and information our there to support businesses in preventing crime and help what to do when a crime has been committed. In fact there is so much support it can be confusing to know where to turn for what.

[BUSINESS SUPPORT](#)

Crime Prevention

Crimes against a business can be wide and far reaching and can have a significant impact both directly and indirectly.

[CRIME PREVENTION](#)

Partnerships

One of the main roles of the National Business Crime Centre is to improve partnership working to accurately understand and reduce the impact of crime by supporting and co-ordinating activity between UK police forces and the business community.

[PARTNERSHIPS](#)

[REPORTING A CRIME](#)
[SHOPKIND](#)
[SHOPWORKER VIDEOS](#)
[KNIFE GUIDANCE](#)
[SABA DAYS](#)

HOW TO REPORT A BUSINESS CRIME

REPORTING A CRIME

When to Report a Crime All crimes and instances of anti-social behaviour should be reported to the police, particularly crimes involving violence, the threat of violence or abuse. If the crime is ...

REPORTING HATE CRIME

REPORTING A CRIME

Reasons to report hate crime Hate crime can have a devastating psychological effect on the victim. Hate crime often consists of a series of crimes, and the cumulative effect of such incidents and ...

VICTIM SUPPORT

REPORTING A CRIME

Role of the Employer If you, your employee, or your business are a victim of violence and abuse you need to know what support you should provide to your employee and what support is available to ...

IMPACT STATEMENT FOR BUSINESS (ISB)

REPORTING A CRIME

What is an Impact Statement for Business? Under the Victims' Code, all businesses or enterprises (such as charities) that have had criminal offences committed against them are entitled to make an ...

SHOPKIND WEBPAGE

SHOPKIND

Introduction The ShopKind campaign is uniting the retail sector to tackle violence and abuse against shopworkers by asking people to ShopKind when in stores. ShopKind is backed by the Home Office...

DISRUPTIVE AND ANTI-SOCIAL BEHAVIOUR

SHOPWORKER VIDEOS

Disruptive and Anti-social behaviour

Crime Prevention Guidance

Training for storage, display, sale and delivery of knives



OFFENSIVE WEAPONS ACT - RETAILER CHECKS

Further provisions of the Offensive Weapons Act 2019 meant that from the 1st of October 2021, as a retailer there were statutory expectations placed on you by law to help strengthen the response to...



OFFENSIVE WEAPONS ACT

The Offensive Weapons Act 2019 introduced tough new measures to strengthen law enforcement's response to violent crime.



KNIFE RETAILER TOOLKIT

The Metropolitan Police Service, Mayor's Office for Police and Crime (MOPAC) and London Trading Standards have been working to produce a good practice guide for knife retailers in addition to colla...



ASB Case Review

The Anti-Social Case Review, formally known as the Community Trigger, can be used by victims of anti-social behaviour to request a review of their case by relevant agencies where they believe they have not had a satisfactory response.

[DOWNLOAD PDF](#)



Building Site Security

Advice to protect your building site from thieves and vandals.

[DOWNLOAD PDF](#)



Cargo Crime

Cargo crime is big business and criminals are lured by potentially high rewards, plentiful opportunities and the fact it is perceived as a relatively low risk crime.

[DOWNLOAD PDF](#)



Cash Withdrawal Theft

Police have seen a rise in thefts of cash from bank customers after leaving branches.

[DOWNLOAD PDF](#)



Civil Injunctions

Civil Injunctions are designed to address anti-social behavior at the earliest opportunity.

[DOWNLOAD PDF](#)



Commercial Burglary

Businesses are an attractive target for burglars because, depending on the type of business, they tend to be far less secure than homes.

[DOWNLOAD PDF](#)

Retail Crime Action Plan



What is the Retail Crime Action Plan



HOW TO REPORT A BUSINESS CRIME

All crimes and instances of anti-social behaviour should be reported to the police, particularly crimes involving violence, the threat of violence or abuse. If the crime is in progress the most important thing to think about is safety for all those at the scene. Do nothing that would provoke the offender, if possible, get to a safe place and only if safe to do so dial 999.



GIVING VICTIMS OF BUSINESS CRIME A VOICE

When a business becomes a victim of crime it can have far reaching impacts including financial loss, loss of custom, medical expenses, staff left physically injured or traumatised as well as reputational damage and loss of customer confidence.



CAN YOUR CCTV TRANSFER DIGITAL EVIDENCE TO POLICE?

The NBCC is encouraging businesses to ensure their CCTV systems have the capability to upload and share CCTV footage electronically with the police to speed up investigations and identify offenders.



CRIMINAL BEHAVIOUR ORDERS

Criminal Behaviour Orders (CBO) were created by the Anti-social Behaviour, Crime and Policing Act 2014 and are used to target persistent offenders of anti-social behaviour who also commit criminal offences. They can be issued to adults and children over 10 years of age.



WHAT IS THE RETAIL CRIME ACTION PLAN

In October 2023, the Government launched the Retail Crime Action Plan.



PROJECT PEGASUS TO IMPROVE INFORMATION SHARING BETWEEN POLICE AND RETAILERS

In October 2023, the NBCC joined retailers, the Policing Minister at the time Rt Hon Chris Philp, and Police and Crime Commissioner Katy Bourne to launch Project Pegasus, a partnership between retailers and policing to tackle retail crime.

Financial Year	2024/25	▼
Financial Quarter	2	▼
Force Name	(All)	▼
Offence Group	(All)	▼
Offence Subgroup	Shoplifting	▼
Offence Description	(All)	▼

Row Labels ▼	Outcomes for offences that were recorded in the quarter	%
Charged/Summoned	20,644	15%
Evidential difficulties (suspect identified; victim supports action)	8,187	6%
Evidential difficulties (victim does not support action)	15,144	11%
Further investigation to support formal action not in the public interest – police decision	737	1%
Investigation complete – no suspect identified	76,711	55%
Out-of-court (formal)	571	0%
Out-of-court (informal)	3,133	2%
Prosecution prevented or not in the public interest	830	1%
Responsibility for further investigation transferred to another body	194	0%
Taken into consideration	675	0%
Diversionary, educational or intervention activity, resulting from the crime report, has been	107	0%
Not yet assigned an outcome	12,812	9%
Grand Total	139,745	100%

Digital Evidence Management Systems (DEMS)

NICE Investigate

- 1. Cleveland
- 4. Humberside
- 5. North Yorkshire
- 6. South Yorkshire
- 7. West Yorkshire
- 8. Cheshire
- 11. Lancashire
- 12. Merseyside
- 13. North Wales
- 15. Gwent
- 16. South Wales
- 22. Leicestershire
- 24. Northamptonshire
- 25. Nottinghamshire
- 33. Avon and Somerset
- 34. Devon and Cornwall
- 35. Dorset
- 40. Hampshire
- 41. Surrey
- 42. Sussex
- 43. Thames Valley
- British Transport Police
- IOPC

AXON Evidence

- 2. Durham
- 9. Cumbria
- 10. Greater Manchester
- 14. Dyfed-Powys
- 17. Warwickshire
- 18. West Mercia
- 19. West Midlands
- 20. Staffordshire
- 21. Derbyshire
- 23. Lincolnshire
- 28. Essex
- 30. Kent
- 38. Metropolitan Police
- 39. City of London
- Police Scotland

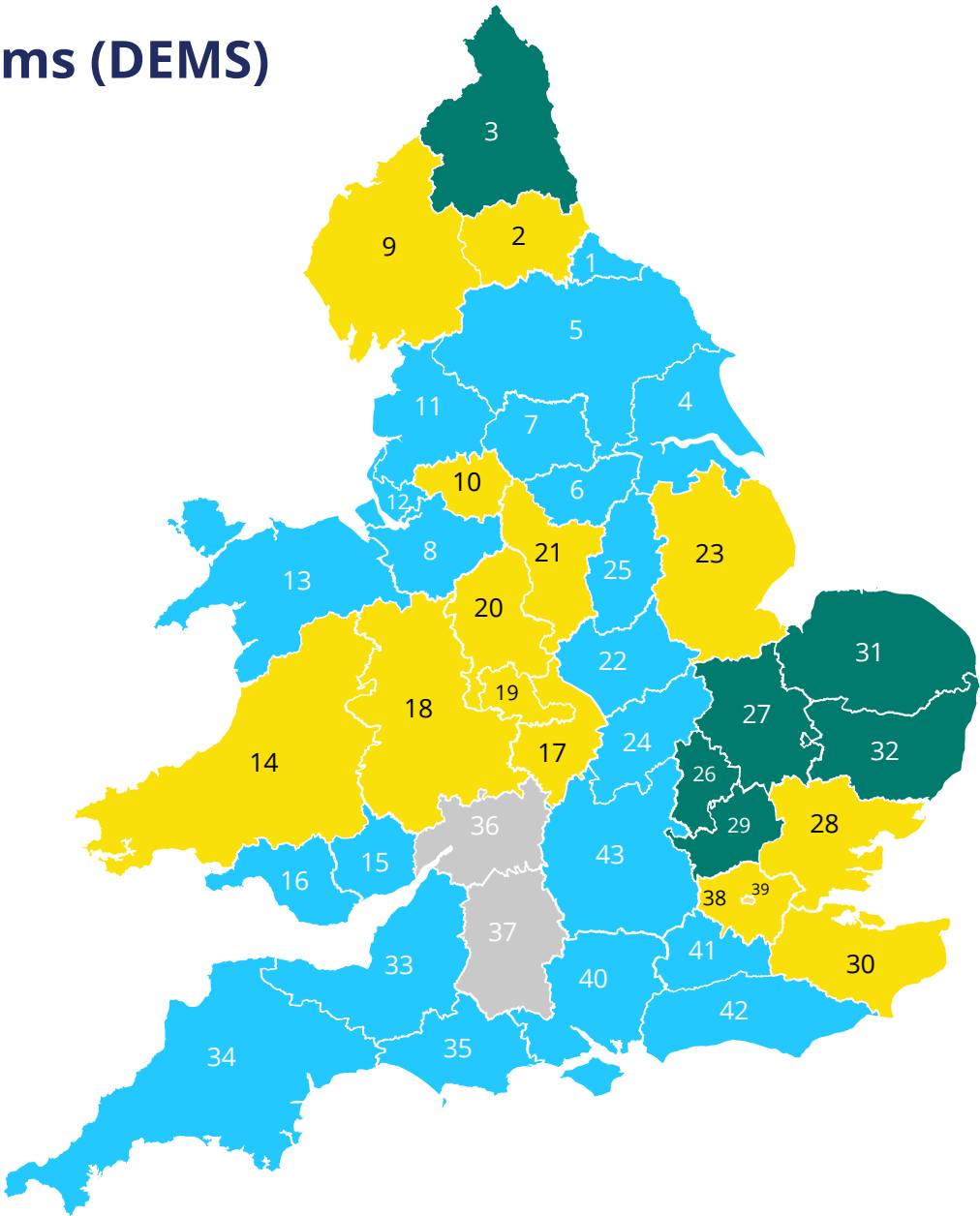
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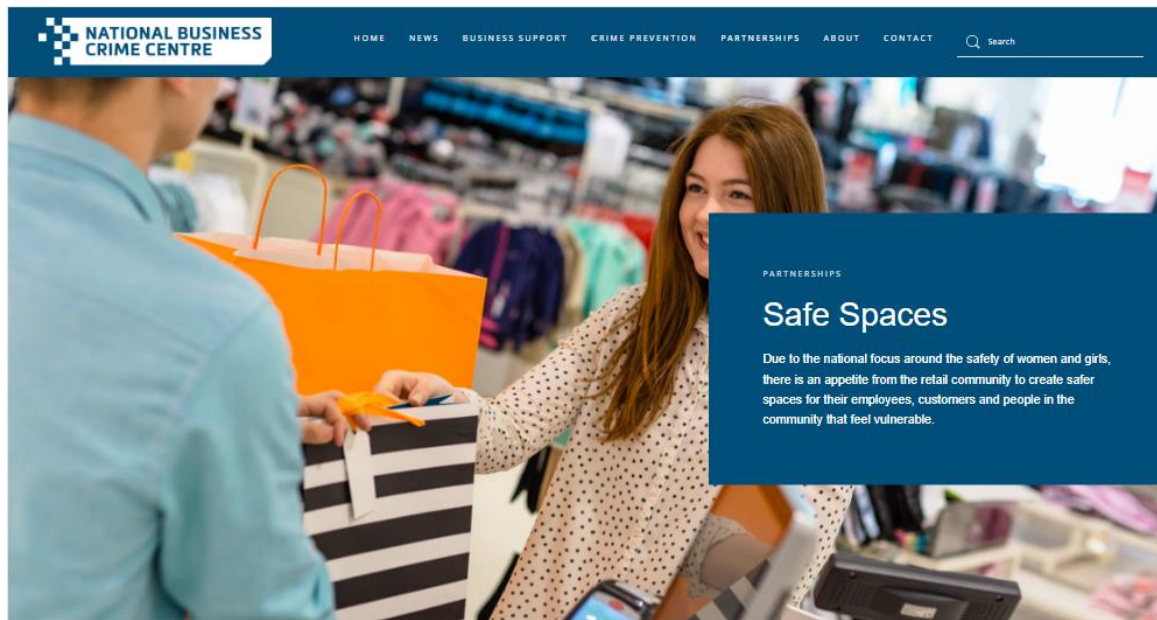
- 36. Gloucestershire
- 37. Wiltshire

Aetopia

- 3. Northumbria
- 26. Bedfordshire
- 27. Cambridgeshire
- 29. Hertfordshire
- 31. Norfolk
- 32. Suffolk

	NICE Investigate
	Axon Evidence
	Aetopia
	To be agreed





Due to the national focus around the safety of women and girls there is an appetite from the business community to create safer spaces for their employees, customers and people in the community that feel vulnerable.

It was identified that no formal safe spaces scheme existed primarily within the retail sector, however, many retailers were keen to provide this support.

Operation Portum is a initiative aimed at providing provision to vulnerable people in retail settings by offering basic support or referring to appropriate agencies.

Experience to date shows that in many instances safe spaces are used by people who feel vulnerable; so want somewhere to wait while they contact family or friends, or need somewhere to briefly charge their phone.

Aim

The main aim is to create as many safe spaces in the retail footprint as possible. Each business will own and manage their scheme in a way that suits their business and in line with their values and processes.

Operation PORTUM is an overarching scheme that businesses can sign up to and support with the objective to collectively increase safe spaces in retail premises. It does not negate businesses supporting other, local initiatives.

Framework

This document offers guidance and provides a systematic process to assist businesses in the planning, creating and implementation of a safe spaces scheme within their business.

Due to the bespoke nature of businesses and a requirement to tailor the scheme to fit existing policies and processes, a 'one size fits all' approach is not appropriate. This document does not seek to replicate or replace an internal business risk assessment or business case, but outlines factors to consider developing a scheme.

No expertise or specialist training is required; the response should provide basic support or a referral to a relevant support network or organisation.



<https://nbcc.police.uk/partnerships/safe-spaces>



TRAFFORD
CENTRE
MANCHESTER

festival
PLACE
BASINGSTOKE

Sainsbury's

Boots

Bidvest
NOONAN

NEXT



Our Bury St. Edmunds
Business Improvement District

BOURNEMOUTH
TOWN CENTRE BID

LODGE
SERVICE

Morrisons

aseL
ARGENBRIGHT SECURITY
EUROPE LIMITED



cineworld
CINEMAS

KNIGHTS BRIDGE
PARTNERSHIP

Poolebid
Explore • Experience • Enjoy



united
guarding services ltd

HUDDERSFIELD
BID



Brilliant Brighton
THE HEART OF THE CITY

KFC

Visit Eastleigh
Eastleigh BID

FGH
SECURITY

TESCO

KING'S
ROAD
PARTNERSHIP

IN **EXETER**

GYTCP
GREAT YARMOUTH
TOWN CENTRE
PARTNERSHIP

OCS

KiNGS
GUARDING SOLUTIONS

Lincoln BIG
Security Group

CITY GROUP
SECURITY

st albans
bid

ASDA

M&S
— EST. 1884 —

Buttermarket
IPSWICH

alloafirst

Carlisle
SUPPORT SERVICES

St. Ives
Business Improvement District

Other work streams

- ▣ Policing Minister update – assault shopworker, £200
- ▣ Crime reporting systems – SOH, external reporting systems
- ▣ Data sharing with retailers
- ▣ Hate crime – guidance for businesses
- ▣ Private security / CSAS
- ▣ ASB – Respect Orders / CBOs
- ▣ Home Office funding

Thank you

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nbcc.police.uk



Police & Crime Commissioner Matthew Barber

Thames Valley Police

Chief Inspector Marcus Cator

Strategic Area Policing Hub

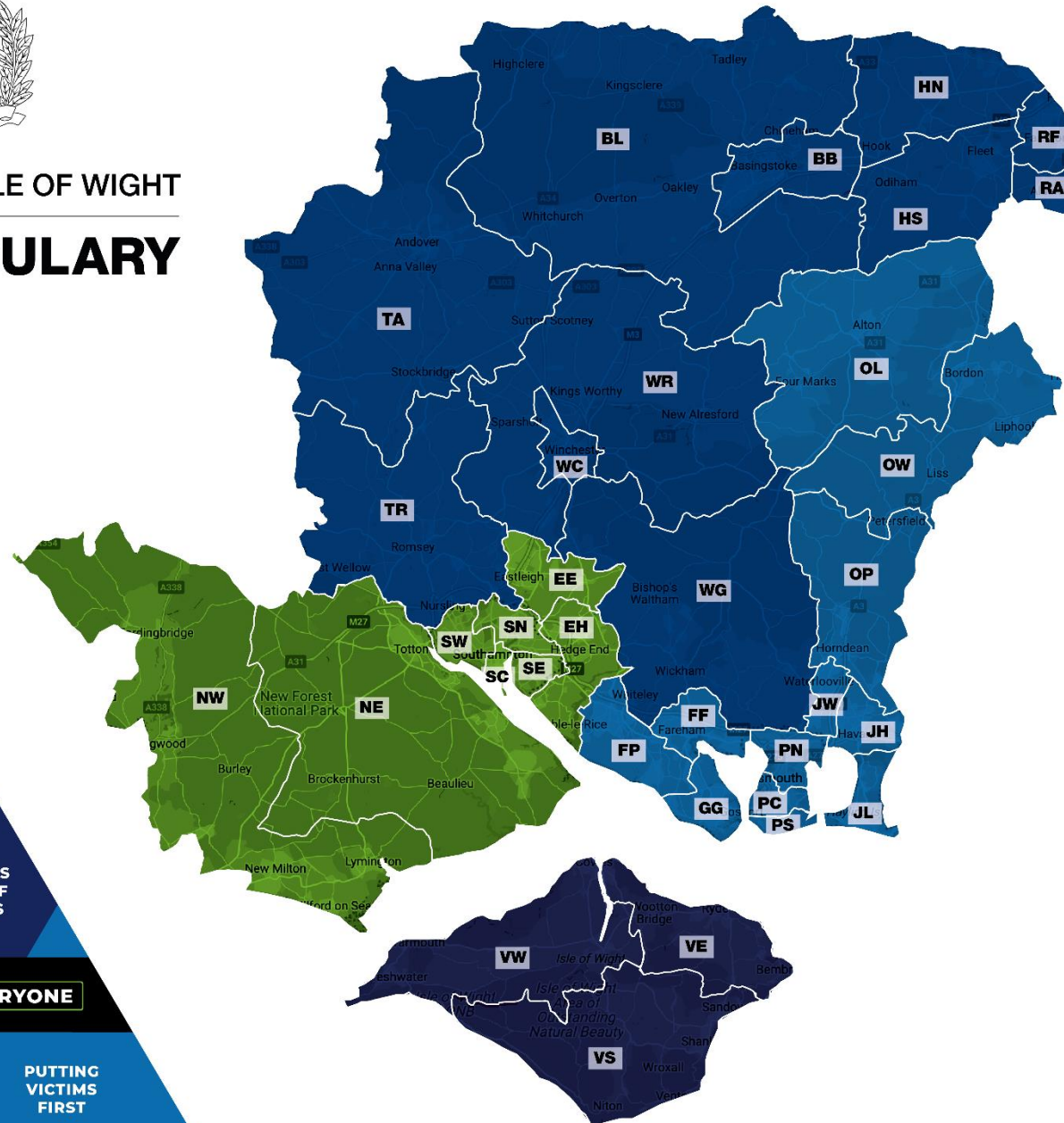
Marcus Cator

Chief Inspector
Force Lead for
Business Crime





HAMPSHIRE & ISLE OF WIGHT CONSTABULARY



WEST

New Forest District

NE - New Forest East Sector
NW - New Forest West Sector

Southampton District

SN - Southampton North Sector
SE - Southampton East Sector
SC - Southampton Central Sector
SW - Southampton West Sector

Eastleigh District

EH - Hedge End Sector
EE - Eastleigh Sector

NORTH

Test Valley District

TA - Test Valley North
TR - Test Valley South

Winchester District

WC - Winchester City Sector
WG - Winchester Greater Sector
WR - Winchester Rural Sector

Basingstoke District

BB - Basingstoke Town Sector
BL - Basingstoke Rural Sector

Hart District

HN - Hart North Sector
HS - Hart South Sector

Rushmoor District

RA - Aldershot Sector
RF - Farnborough Sector

EAST

East Hants District

OP - Butser Sector
OW - Longmoor Sector
OL - Alton Sector

Havant District

JH - Havant Sector
JW - Waterlooville Sector
JL - Hayling Island Sector

Portsmouth District

PN - Portsmouth North Sector
PC - Portsmouth Central Sector
PS - Portsmouth South Sector

Gosport District

GG - Gosport Sector

Fareham District

FF - Fareham East Sector
FP - Fareham West Sector

IOW

Isle of Wight District

VE - North East Wight Sector
VS - South Wight Sector
VW - West Wight Sector

RELENTLESS
PURSUIT OF
CRIMINALS

SAFE FOR EVERYONE

EXCEPTIONAL
LOCAL
POLICING

PUTTING
VICTIMS
FIRST

SAFE FOR EVERYONE

Concerns Raised to Hampshire and IOW Constabulary Force Lead

- 59 Garden Centres and similar establishments, suffering increased Crime and Incidents
- Little or no police response to concerns
- National picture of rising crime in Retail spaces
- Many of the establishments are in Rural locations with no police visibility
- Staff feel that they are not being supported when they call for service

Business Crime: Shoplifting from Garden Centres



October 2024: Engagement

Neighbourhood Policing Officers tasked to visit Garden Centres in their beat area as part of their business engagement strategy to help encourage reporting and understand the problems they may be experiencing, to build a better intelligence picture.



November 2024: Data Review

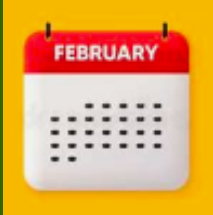
Business Crime Coordinator reviewed the force data on 'shoplifting' occurring at Garden Centres in Hampshire and IOW. Low levels of reporting noted. A real mixture of items stolen – often small easy to conceal items (candles, smaller tools and cleaning products), or expensive items specifically targeted like Barbour jackets. Items outside the front of the store that can be taken quickly unnoticed such as soil are not being reported as stolen.



December 2024 – January 2025: Site Visits

Two Force Crime Prevention Advisors and the Designing Out Crime Officer conducted site visits to a range of independent and chain garden centres in Hampshire to observe their security features and shop layout, noting common areas of risk identifying where improvements could be made to deter retail offenders

Crime Prevention Recommendations



February 2025: Recommendations

A double-sided A4 poster has been created with prevention advice on one side (compiled from research and site visits) which highlights improvements Garden Centres could consider making to help reduce occurrences of retail crime. The other side of the poster outlines the common shoplifting techniques for staff to be aware of as well as when, how and why to report to police.

Further recommendations also made to the Business Crime team to:

- Design and offer printed posters to Garden Centres to put up in staff rooms explaining the importance of reporting shoplifting, how to report and what happens to that information when it is reported.
- Design a rule setting poster to share with Garden Centres to put up in hot spot locations on the shop floor to let visitors know that all shoplifting will be reported to police.
- Consider creating a template response email for officers to send out to businesses following their reports of shoplifting to acknowledge receipt of the report and evidence sent in. The email should offer reassurance on what the next steps will be, what evidence the police need to put a file to the court, and why cases sometimes receive an 'No Further Action taken' result. Reinforcing the importance of reporting in this message, and thanking them for doing so, will help businesses feel listened to and appreciated for the time they've taken to complete the report, write their statement, and submit CCTV.

What does success look like?

- Improved but effective reporting to police, via 999, 101, or online.
- Good crime prevention in premises, in accordance with national guidance
- Regular engagement with your Local Bobby and the policing teams to talk about those issues that matter.
- Put the reporting of violence and aggression first, over stock loss
- Good evidence with templates available, consisting of:
 - A Witness / Victim statement
 - Still Photographs of the subject showing entry / taking / exit
 - Evidence of lost stock and cost / value
 - CCTV available for digital upload
 - Business Impact Statement provided by leaders

Safer Business Action Days

BUSINESS SUPPORT

SaBA Days

Safer Business Action (SaBA) Days is a joint approach by police, business, private security, Business Crime Reduction Partnerships (BCRPs) and Business Improvement Districts (BIDs) working in partnership to focus resources into a designated location to create a significant impact to reduce crime.



SABA DAYS - ALL YOU NEED TO KNOW

Safer Business Action (SaBA) Days is a joint approach by police, business, private security, Business Crime Reduction Partnerships (BCRPs) and Business Improvement Districts (BIDs) working in partne...



HOW TO PLAN A SAFER BUSINESS ACTION (SABA) DAY

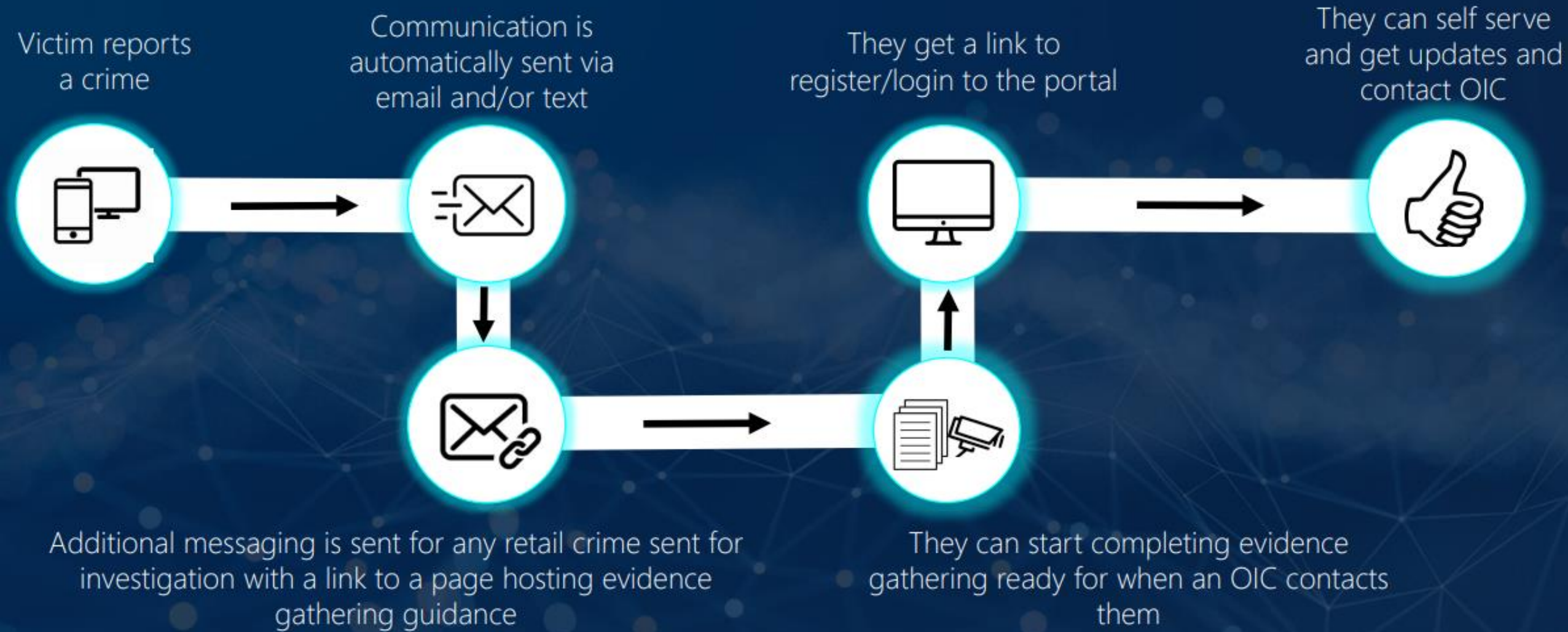
Safer Business Action (SaBA) Days is a joint approach by police, business, private security, Business Crime Reduction Partnerships (BCRPs) and Business Improvement Districts (BIDs), working in part...



SAFER BUSINESS ACTION DAYS (SABA) COMMUNICATIONS GUIDANCE

Safer Business Actions Days (SaBA) provide a great opportunity to generate some positive PR for the agencies involved both with the media and also directly with the local community through social m...

Proposed Enhanced Retail Crime Journey



For retail crime, all relevant evidence gathering documentation will be available at the point the crime is sent for investigation. Following this, officers will only need to send a DEMS link for CCTV gathering.

So, what's to come?

Crime Prevention Advice

Bespoke guidance for Garden Ctrs
Guidance and links to the NBCC
Compliance with 'PROTECTED'
[Crime Prevention Guides](#)

'Lets Talk'

An ask for all Centres to consider
leaders and staff signing up to:
[Let's Talk Community Survey |
Hampshire and Isle of Wight
Constabulary](#)

Local Bobby

Make sure your stores know how
to find your Local Bobby

[Home Page - Hampshire Alert](#)

OPCCs Plan

Launching in 2025, support for
improved reporting and
information sharing – please
consider signing up.

Questions?



Thank you for the
chance to speak to
you today.

Marcus Cator
Chief Inspector

Nathan Wilson

Head of Group Security and Total Loss at Blue Diamond



HTA Retail Crime Webinar February 2025





OVERALL COST OF
RETAIL CRIME

£4.2 Billion

BRC Crime Survey 2025

The impact of violence and abuse on the welfare of retail workers



Just over **2,000** incidents of violence or abuse a day (737,000 a year), up from 1,300 the previous year



45,000 violent incidents, equivalent to over 124 a day



Over **25,000** incidents involving a weapon (70 per day), up 180% from the previous year

The cost of crime and crime prevention both online and in store to retail businesses and, indirectly, the customers they serve



Overall cost of retail crime, including crime prevention, was **£4.2 billion**, up from £3.3 billion the previous year



Losses from customer theft reached **£2 billion** – the highest ever – up from £1.8 billion



Incidents of customer theft rose to **20.4 million** from 16.7 million



Crime prevention measures cost **£1.8 billion**, up 52% from £1.2 billion in 2022/23

BRC Crime Survey 2025



61% of retailers rate the police response to retail crime overall as poor or very poor, the same as last year, but over a third (39%) rated it as fair, good or excellent, including 3% as excellent for the first time in some years



Only 10% of incidents of violence and abuse resulted in police attendance



Only 2% of incidents of violence and abuse resulted in a conviction



Only 32% of incidents of violence and abuse were reported to police by retailers

Whether businesses are online, offline, or omnichannel; in town or out of town; small stores or larger stores –they all suffer the effects of crime one way or another.



BRC Crime Survey 2025

Respondents to the survey noted a range of reasons for the increase

- Shoplifters have become quicker to resort to abuse, threats and violence;
- Lack of police response;
- Many shoplifters do not appear to care if they injure colleagues in the process;
- Some shoplifters taunt colleagues saying they cannot stop them;
- A distinct lack of consequences for offenders meaning shoplifters have no fear of repercussions;
- The impact of the cost-of-living crisis;
- Increases in threats to attack staff outside the store;
- Increases in anti-social behaviour;
- An increase in criminal gangs engaged in shoplifting who turn to violence and abuse.

Two common triggers for such attacks are asking for ID for age verification and stopping someone who is believed to be stealing goods

The BRC has historically called for more Government and police action, including

- A standalone offence for a crime of violence or abuse against a shopworker.
- More prosecutions of crimes of violence and abuse against shopworkers, ensuring offences are treated as aggravated
- Sentencing Council Guidelines making it clear that violence and abuse against shopworkers must be treated as aggravated offences.
- Better recording of retail crimes of violence in the statistics

Garden Centre Theft

- Increase in offenders since Covid
- Doris and Richard
- High Loss Lines - Weed Killer, Room Fragrance, BBQ Accessories, Watering, Growing media, Jewellery, Jelly Cat, Indoor Plants
- Local Offenders
- Travelling Offenders
- Organised Crime Groups
- Selling Stolen Products on online market places



What can you do ?

- Product Protection
- CCTV, Facial Recognition, ANPR, AI
- Great Service to deter
- Share data on Offenders
- Banning People
- Working with your Area Police Teams
- Police Response, Offences under £200 -Bristol Jelly Cat Thief



Questions



My Contact Details



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Gareth Lewis

Loss Prevention & Security Services Manager at Southern
Co-op

Chairman UK Partners Against Crime (UKPAC)



**Stronger
Together**

UKPAC - UK Partners Against Crime

VISION.... *A Purpose Beyond Profit*

To have the richest data stream on active offenders in the UK.

To lead the fight-back against business & community crime.

To achieve this whilst delivering on our core principles of:

- concern for community
- Putting people first
- Partnership & collaboration



Set up as a Co-operative Consortia

Definition: *A co-operative consortium is a means to enable businesses to work together and gain the advantages of scale.*



UKPAC - UK Partners Against Crime

1. UKPAC delivers an online supportive BCRP community.
2. UKPAC membership is open to every type of business.
3. The business member is provided with an incident reporting/communication engagement platform.
4. We collaborate with existing BID/BCRP's.
5. We will actively target repeat and persistent offenders and 'at risk' locations.
6. Appropriate governance and support provided via Co-operatives UK.
7. As a co-operative..... UKPAC provides additional commercial benefits to its membership.
8. All UKPAC service delivery elements are paid 'by invoice' – no one is on a salary!
9. Alongside our members and partners, we fund/support local organisation: that provide rehab services and support as well as early intervention and youth engagement.



UKPAC - Collaborative Partnership

Criminal-Civil-Rehabilitation

UKPAC will independently and in collaboration with partners and police, pursue offenders by the following 3 pathways:

Criminal

- Agree targets - provide complete CPS standard evidence packs: MG11/ Business Impact Statements/CCTV
- Provide actionable 'next step' evidenced information on target offenders.
- Work collaboratively with police to deliver positive outcome.
- Provide required evidence to enable collaborative & relevant partners to achieve CBO
- Share active and intel led data with Opal

Civil

- Serve Exclusion Notices and Notice of Intended Prosecution (NOIP) on offenders.
- To privately pursue Civil Injunctions (Trespass) covering collective member premises.

Rehabilitation

- To engage with and support those agencies delivering rehabilitative support.
- To identify/propose/support new approaches to early intervention.
- To drive UKPAC members awareness and involvement in supporting the delivery.

UKPAC - UK Partners Against Crime

HTA highlights garden centre thefts to Police and Crime Commissioners for urgent action



Garden centre chain bosses who claim to have been targeted by an "organised crime" gang of shoplifters say the police handling of it has been "extremely frustrating".

Tates of Sussex said it had spent thousands of pounds hiring a security team following a rise in thefts.

The family-run business said a group had stolen more than £2,000 in goods from two of its centres this month.

Sussex Police said it was investigating and took reports "extremely seriously".

Company director Ben Tate said a group had taken weedkiller worth £450 from Mayberry Garden Centre in Portslade on 13 February.

CCTV footage shows the same people stealing more than £1,800 of irrigation products from Old Barn Garden Centre in Horsham on 24 February, according to Mr Tate.

But he said despite providing police with images, and registration plates of vehicles, the force had not assigned an officer to investigate the first incident.

"It was extremely frustrating," said Mr Tate.

"We have the CCTV. We did give them the cars' registrations when I made the initial report.

"Yet somehow these people have turned up nearly two weeks later in the same cars and done the same thing."

RETAIL CRIME: HTA CALLS ON HOME SECRETARY FOR URGENT ACTION

by Joe Wilkinson | Oct 2, 2023 | Associations, Centre News, Highlight, News
| 0 comments

The HTA has joined forces with the BRC and other major retailers to call for action on the escalating crisis of retail crime.

In 2022, the HTA estimated £16 million worth of garden centre turnover had been lost to retail crime over the last 12 months.

Over 70% of garden centres reported crime as an issue.

The Rt Hon Suella Braverman MP,
Home Secretary,
Home Office,
2 Marsham Street,
London, SW1P 4DF



Helen Dickinson OBE
Chief Executive:
Tel: 020 7854 8911
Email: helen.dickinson@brc.org.uk
Contact: tom.mcCarthy@brc.org.uk

29 September 2023

Dear Home Secretary,

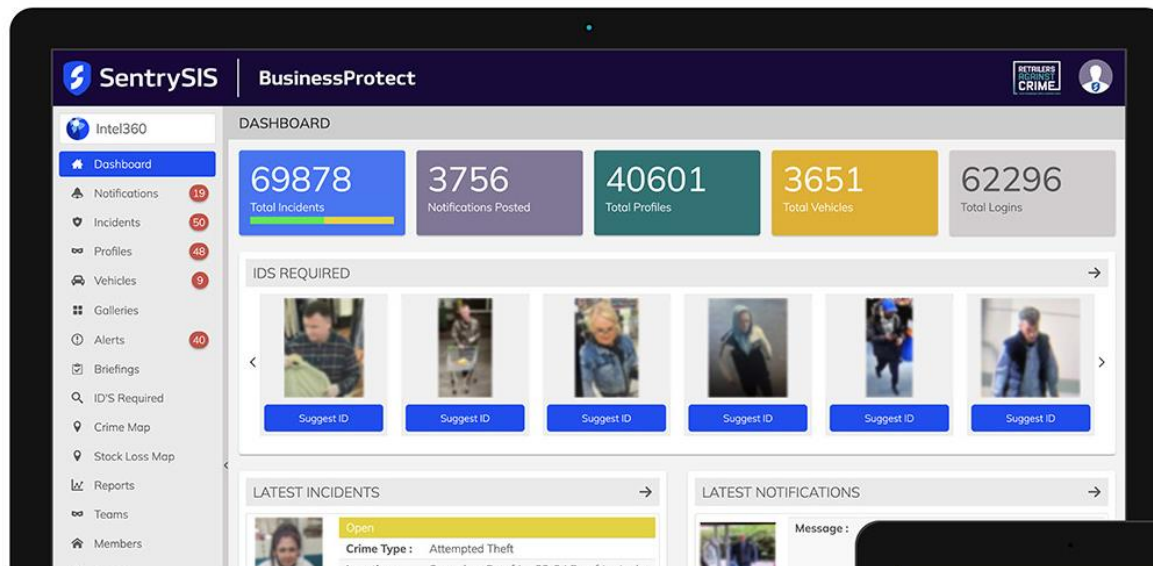
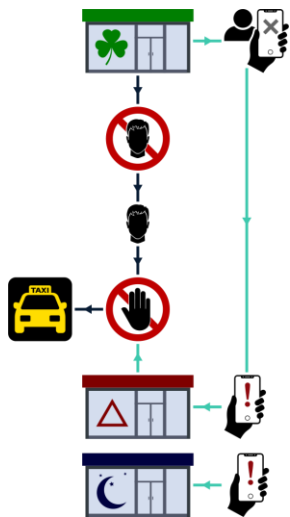
We are writing to ask you to take action to support our colleagues who continue to face unacceptable levels of violence and abuse, amid a rise in theft, much of it organised crime, and anti-social behaviour which in many cases are the root cause of violent incidents.

71% of HTA Garden Centres state that theft is a significant issue

40% state abuse towards colleagues is a concern

Theft accounted for £16m loss in turnover (2022)

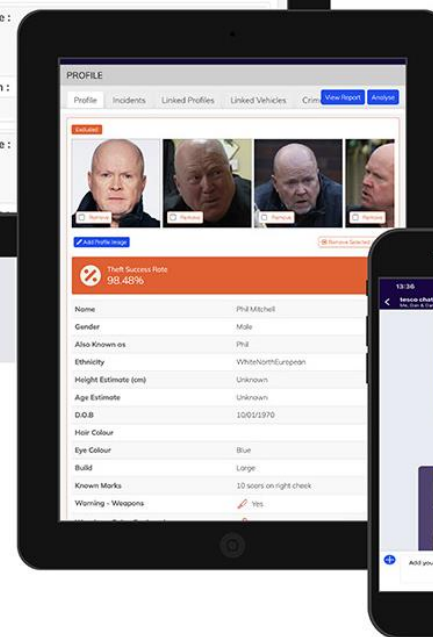
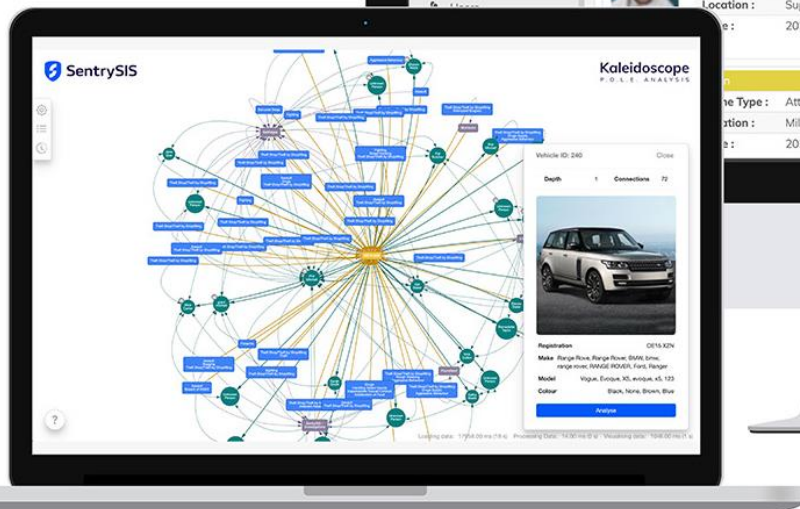
Connect Live

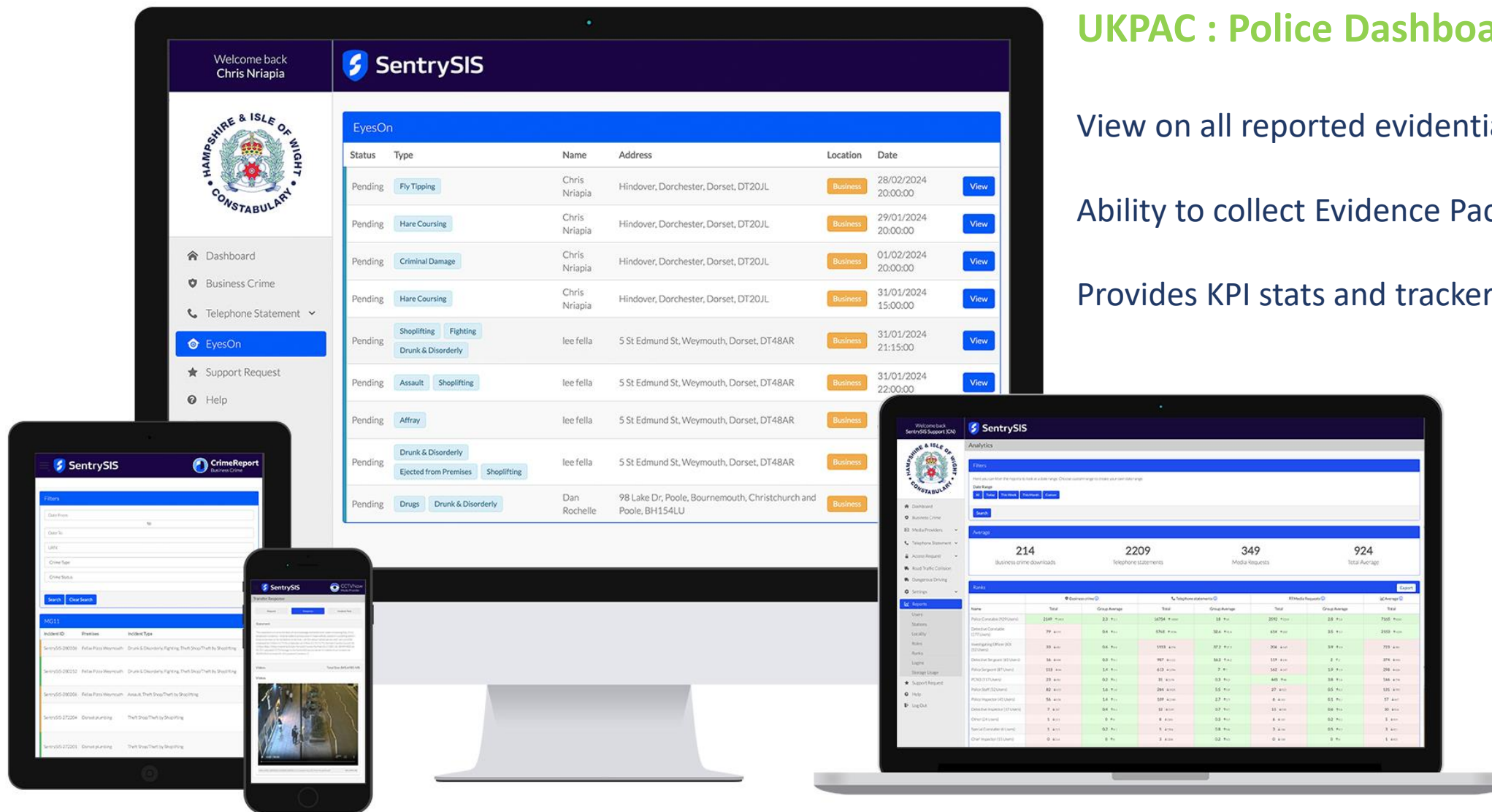


UKPAC Platform (SentrySIS INTEL 360)

Crime Management System –
Accessed via web portal or Mobile
App.

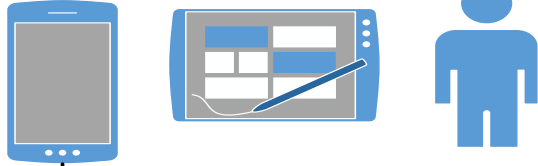
- Platform set up for your business/group
- Full membership use of Connect Live.
- Full UKPAC Crime Hub support and Administration
- Direct crime report into police
- Full suite of reporting tools





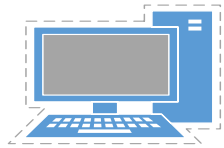


HTA UKPAC Business Members



FEEDBACK
&
AWARENESS

Opal
Tackling Serious Organised
Acquisitive Crime



API Data Link



Police Request For
Evidence



Crime Reported Into
Police



Targeted
Offender/Location



UKPAC Police Dashboard

UKPAC - UK Partners Against Crime

2024.....

in addition to crime reported directly to police...

UKPAC Crime Hub targeted:

140 prolific offenders

1081 charged offences

2,107 weeks imprisonment

Our security teams targeted and arrested:

308 offenders

288 Exclusion Notices served

37 NOIP

(Notice Of Intended Prosecution)

9 Civil Court Injunctions

11 CBO's

(Community Behaviour Orders)

Next Steps??.....



Thank you for your time. Questions welcome...

Thank you

QUESTIONS & COMMENTS