



NBCC NEWS

January 2025 - Issue 24

NBCC Responds to BRC Annual Crime Survey

The British Retail Consortium have released their Annual Crime Survey 2024 which shows some significant increases in the number of retail crimes and incidents of violence and abuse against retail workers.

The headline figures report:

- Retail violence and abuse increased over 50% to more than 2,000 incidents a day
- Losses from customer theft reached a record £2.2 billion in 2023/24
- Record crime levels come despite retailers spending £1.8 billion on prevention

The survey also shows that theft is at 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, stealing tens of thousands of pounds worth of goods and rotating around multiple stores.

In response to the survey, Supt Patrick Holdaway, the lead for the National Business Crime Centre commented: "The figures in the BRC survey are deeply concerning particularly around incidents of violence and abuse towards retail workers. The policing response to retail crime is improving but we know more needs to be done.



"The Retail Crime Action Plan and the work of the NBCC and others to help implement the plan is starting to make a difference in terms of increased reporting and retailers providing digital evidence to police to aid investigations and bring offenders to justice. The NBCC's National week of action held in October, saw thousands of officers' target retail crime which resulted in over 750 arrests with many cases progressing through the courts.

"We will continue to work with retailers and policing to understand the challenges both are facing and provide support around crime prevention, gathering digital evidence and managing national campaigns to tackle retail crime together."

[BRC - Annual Crime Survey](#)

Meet the newest member of the NBCC



We are very excited to welcome Det Sgt Louise Ellis to the NBCC team.

Louise joins us on secondment from Nottinghamshire Police, where she began her career in 2004 in the city. As a qualified detective, she specialised in online child sexual abuse investigations, working closely with CEOP and the NCA.

In 2020, after years of acting in various roles, Louise passed her promotion boards and became a Sergeant on the proactive team known as OPERATION REACHER. During this time, they helped develop numerous tactics, transferring their detective skills to combat retail crime.

Her efforts have made a significant difference to businesses in the region, tackling serious organised retail crime groups across the country.

Currently, alongside her work, Louise is also pursuing a master's degree and has just submitted their research proposal, focused on using disruption tactics to address the risks posed by organised retail crime gangs.

Force Focus

Warwickshire Police

Warwickshire Police have produced a video profiling the work they are doing to tackle retail crime. The video shows the team out on patrol with the Investigation Standards and Outcomes Team, who use plain-clothes operations to tackle shop theft and retail crime.

The team pick up the tail of a car of shoplifters who tried to take £300 worth of goods out of the county. They catch up with a couple who thought they could raid a local supermarket, and join colleagues who have found a Santa's sack full of stolen meat outside a shopping precinct in Leamington.



Click the image above to view the video

Essex Police

Essex Police business crime officers are working closely with retailers and business partners to target shoplifters and bring them to justice.

They reported that during 2024, police officers made 1,397 arrests for shop theft offences in Essex, secured 2,545 charges and solved 102 more offences than in the previous 12 months.

This joint working includes Essex Chambers of Commerce and, at a national level, the National Business Crime Centre and National Business Crime Solution.

The Business Crime Team also works closely with loss prevention and security for major retailers such as BP, East of England Co-op, John Lewis Partnership, Sainsbury's and Tesco, as well as smaller, more local and independent outfits.

NBCC on the road

On the **14th January**, Patrick attended the TVP Strategic Retail Forum chaired by PCC Matthew Barbour, the meeting was hosted by Reading BID and the audience heard a series of updates from both the PCC and Thames Valley Police. Patrick was able to add to the discussion by providing some national updates. This is one of a number of meetings that are hosted by PCCs, demonstrating how they are supporting local businesses in tackling crime.

Sticking with the local theme, Patrick attended the Guildford BCRP AGM on the **20th January**, run by Pete Lambert, who is well known in the sector. Pete provided the group with an update against activity, in particular, highlighting the effectiveness of their banning notice scheme.

Guildford BCRP are also soon to go through the new BCRP Accreditation process. You can read about it more in this newsletter and also attend our webinar on the 28th February.

On the **22nd January** Patrick gave a presentation on the stakeholder priorities for retail crime on a live webinar “Next steps for tackling retail crime and anti-social behaviour on high streets”. Other speakers included PCC Katy Bourne, the Policing Minister Dame Diana Johnson, Lord Foster of Bath, Chief Constable Amanda Blakeman and Professor Emmeline Taylor, amongst others.



On the **23rd January Patrick supported** the Security Skills Board at their breakfast briefing held at the Mitie offices in the Shard. The event brought together a range arguably the largest number of CEOs from the country’s biggest security companies ever seen to discuss the way ahead and the development of a security skills academy. You can find out more here at their website [Our Mission - Security Skills Board](#)

Patrick is a founding member of the Security Skills Board. Private security plays a critical role in helping to protect our communities whether that be in a retail, licensed premises or place of work. Therefore it is vitally important that security officers continue to develop their skills and receive the training needed to enhance their capabilities to carry out their role in the face of new challenges. The Board are looking at the development of an Academy to help drive standards and build a better industry to the benefit of all.



Sign Up To Receive the NBCC Newsletter

Be the first to find out the latest news, campaigns, crime prevention guidance and support for businesses by signing up to receive the NBCC newsletter straight to your inbox.

[Click here to sign up](#)

Business Crime Reduction Partnerships

The National Association of Business Crime Partnerships (NABCP) is the national representative body for Business Crime Reduction Partnerships in the UK, with focus on guidance and best practice for the industry.

The NABCP offers detailed advice on every aspect of setting up a BCRP and have provided a list as a starting point on the key elements of BCRP work.

A comprehensive guide on how to set up a BCRP has been developed which sets out what a BCRP should look like. Creating a formal BCRP will deliver exceptional results above and beyond other crime prevention and data sharing initiatives.

Updated National Accreditation Scheme for BCRPs

The team at the NBCC have been working with the National Association of BCRPs and others to review and improve the national accreditation scheme.

The new scheme is soon to be relaunched, to hear more register for the webinar below by [clicking here](#).




Webinar: New BCRP Accreditation Scheme

Friday 28th February 2025
1000-1100

Speakers:
Sophie Jordan
Manager for the National Association of Business Crime Partnerships

Prof. Emmeline Taylor
City, University of London.



Setting up a Business Crime Reduction Partnership (BCRP)

NABCP
NATIONAL ASSOCIATION OF BUSINESS CRIME PARTNERSHIPS

What's in this guide
Click on the items in the interactive menu below to jump to that section.

- Clear Aims and Objectives
- Board of Management
- Insurance
- Radio Network
- Information Commissioners Office Registration
- Intel Database Software
- Staff
- Partnership Working
- Information Sharing Agreements
- Partnership Documentation
- Offender Management
- Accreditation to the BCRP National Standards

For more information, please contact the NABCP.
info@nabcp.co.uk


To download the guide click on the image:

Delivery Driver Security

With the growth of online shopping, delivery vehicles are being targeted by offenders, including organised crime groups, due to the expensive goods they carry.

Methods to access the vehicle have also become more organised and sophisticated and on occasions drivers have been threatened.

THE NBCC has produced a new version of the crime prevention guidance on what can be done to safeguard the driver and the vehicle.



- Check your insurance.
- Stay alert.
- Always lock up.
- Remove valuables.
- Upgrade physical security.



Delivery Driver Security

NATIONAL BUSINESS CRIME CENTRE
Reducing crime through partnership and prevention

What's in this guide
Click on the items in the interactive menu below to jump to that section.

- Check Your Vehicle Is Properly Insured
- Stay Alert
- Always Lock Up
- Remove Valuables
- Upgrade Physical Security
- Conflict Management
- Always Report Crimes To The Police

TOP TIPS

- Check your insurance.
- Stay alert.
- Always lock up.
- Remove valuables.
- Upgrade physical security.

To download the guide click on the image: