### 2017 RETAIL CRIME SURVEY

SUMMARY



# FOREWORD



The retail industry directly employs nearly one in every ten workers in the UK and supports millions more indirectly. The industry is going through a period of unprecedented structural change with increasing cost pressures, and these challenges have heightened the impact retail crime has on jobs, communities and people throughout the UK.

At the BRC, we work with our members and with a range of partners to find better ways to tackle retail crime, and each year as part of this work we publish our Retail Crime Survey, the most important single analysis of the key retail crime and security trends in the UK. This year's survey presents a mixed picture with some encouraging trends. The cost of fraud, crimes such as using someone else's credit card illegally, has fallen by nearly £30 million this year. That improvement rests in part on the continuing efforts and investment by our members to protect against fraudsters and cyber-criminals as illustrated by the increasing spend on crime prevention.

But there are many other concerning areas. The total overall cost of retail crime is now more than £700 million each year, a 6 per cent increase in 12 months. Every penny which criminals take is a penny that cannot be reinvested in jobs, communities and customers.

Our members are clear that keeping their staff safe and able to work free of fear from threats and violence is their priority. The National Retail Crime Steering Group, co-chaired by the BRC and by Victoria Atkins MP, Minister for Crime, Safeguarding and Vulnerability at the Home Office, is leading work in this area, which may have contributed to the overall fall in violence and abuse. But our data show that the rate of the more serious cases has more than doubled, so that for every day of the period of this survey, including weekends, nearly 13 colleagues were injured in a violent incident. Our members are fully playing their part in tackling retail crime, spending in 12 weeks on crime prevention what they did for the whole of the previous year. But that level of spending may not be viable in the longer-term.

This year's survey sets out the need for retail crime in all its forms to be given the focus it deserves, and we ask Police and Crime Commissioners and others to work with us to do that. There is also a clear case for new partnership arrangements to deliver the improvements so needed, which we are working to create.

We have set out our analysis of this year's survey, some of the work we already have in train and our recommendations for further action in the report that follows.

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HELEN DICKINSON OBE Chief Executive, BRC



THE TOTAL DIRECT COST OF RETAIL CRIME HAS RISEN TO JUST OVER



THE RATE OF REPORTED VIOLENCE WITH INJURY HAS DOUBLED IN

A YEAR TO 6 PER 1,000 WORKERS.

AT THAT RATE, ACROSS ALL ROLES IN RETAIL 13 INDIVIDUALS WERE INJURED EVERY DAY OF THE YEAR. THE DIRECT COST OF CUSTOMER THEFT HAS GROWN BY



OR NEARLY 15%.

### THE DIRECT COST OF FRAUD HAS FALLEN BY



OR JUST UNDER 15%.

ON AVERAGE, RETAILERS THIS YEAR SPENT AROUND THE SAME ON (NON CYBER-) CRIME PREVENTION IN

## 12 weeks

AS THEY DID IN THE WHOLE OF THE PREVIOUS YEAR.

#### NEARLY



OF RESPONDENTS HAVE SEEN AN INCREASE IN THE NUMBER OF CYBER-ATTACKS IN THE LAST YEAR.

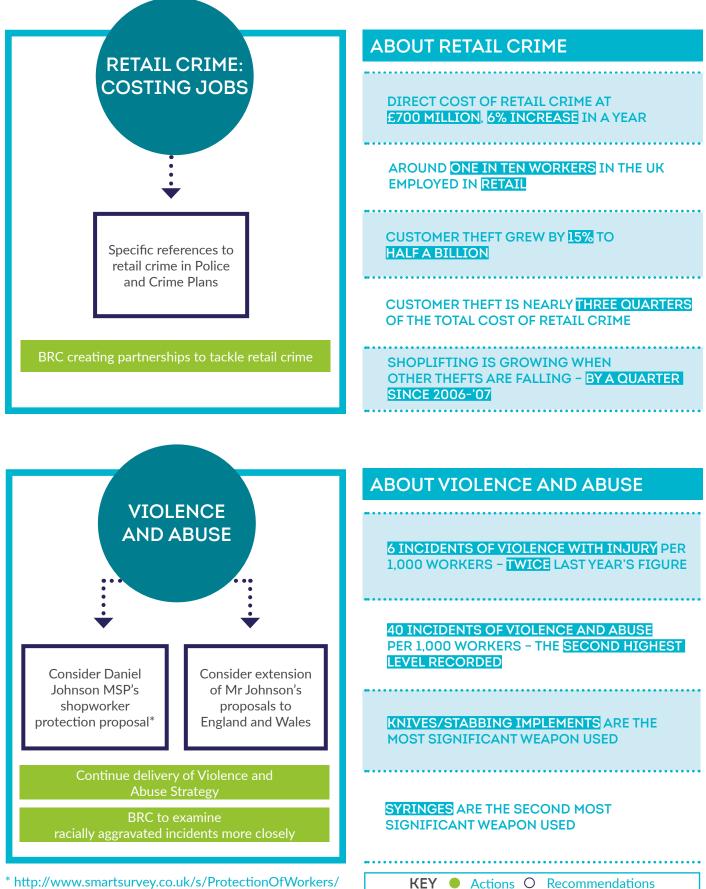
#### TO ACCESS THE FULL REPORT AND ANALYSIS, PLEASE LOGIN TO WWW.BRC.ORG.UK

BRC members have access to fuller and deeper analyses of this data. To join the BRC for access to that, and a wide range of analytics and services which support benchmarking and decision-making, please email **memberships@brc.org.uk**. Existing members can login to **www.brc.org.uk**.



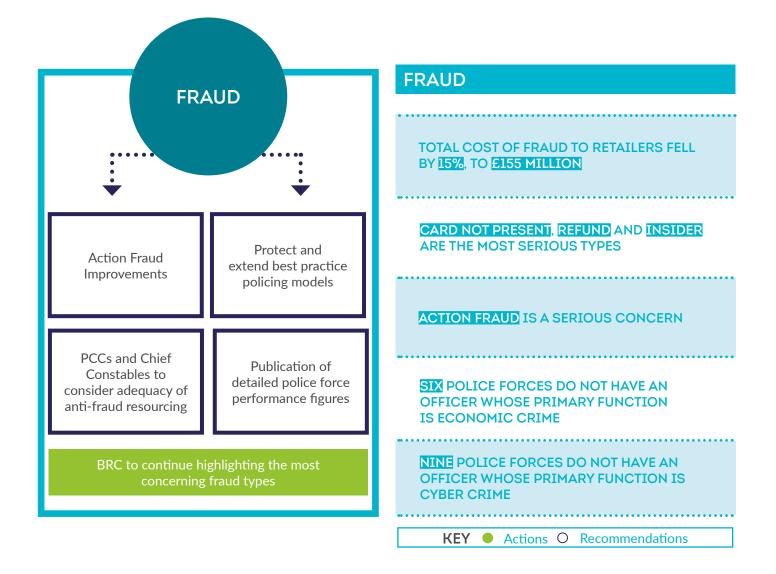
BRC ANNUAL CRIME SURVEY 2017

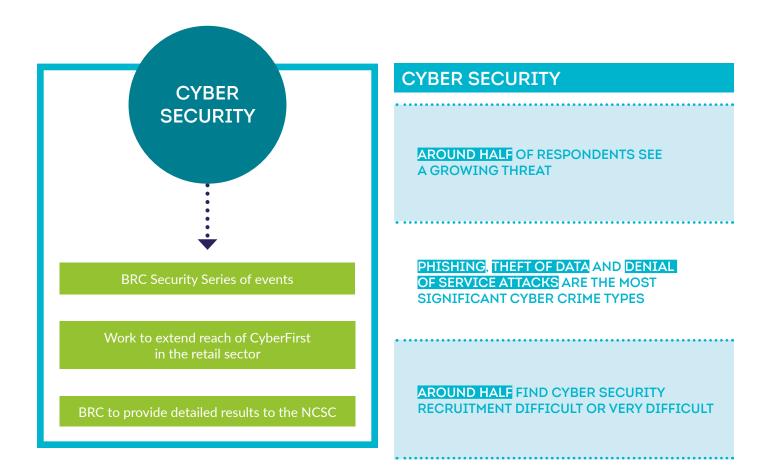
### **KEY FINDINGS, ACTIONS** AND RECOMMENDATIONS

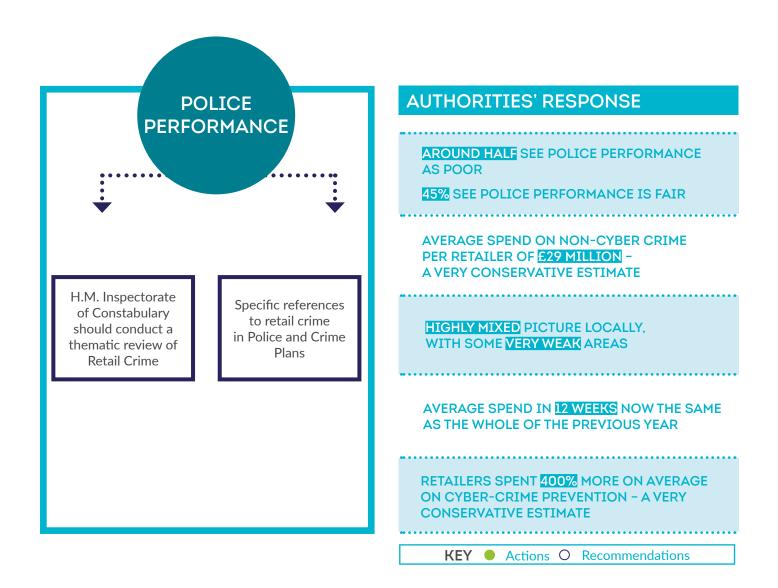


\* http://www.smartsurvey.co.uk/s/ProtectionOfWorkers/









#### THE BRITISH RETAIL CONSORTIUM

Retail is an exciting, diverse and dynamic industry undergoing transformational change. The BRC is at the forefront – enhancing, assisting, informing, and shaping. Our broad range of stakeholders demonstrates how retailing touches almost every aspect of our culture.

The BRC leads the industry and works with our members to tell the story of retail, shape debates and influence issues and opportunities which will help make that positive difference. We care about the careers of people who work in our industry, the communities retail touches and competitiveness as a fundamental principle of the industry's success – our 3 Cs.

POLICY ENQUIRIES //

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## BRC

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