



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.

HELEN DICKINSON OBE
Chief Executive, BRC

A SNAPSHOT

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.



KEY FINDINGS, ACTIONS AND RECOMMENDATIONS

RETAIL CRIME: COSTING JOBS

Specific references to retail crime in Police and Crime Plans

BRC creating partnerships to tackle retail crime

ABOUT RETAIL CRIME

DIRECT COST OF RETAIL CRIME AT **£700 MILLION**, **6% INCREASE** IN A YEAR

AROUND **ONE IN TEN WORKERS** IN THE UK EMPLOYED IN **RETAIL**

CUSTOMER THEFT GREW BY **15%** TO **HALF A BILLION**

CUSTOMER THEFT IS NEARLY **THREE QUARTERS** OF THE TOTAL COST OF RETAIL CRIME

SHOPLIFTING IS GROWING WHEN OTHER THEFTS ARE FALLING - **BY A QUARTER SINCE 2006-'07**

VIOLENCE AND ABUSE

Consider Daniel Johnson MSP's shopworker protection proposal*

Consider extension of Mr Johnson's proposals to England and Wales

Continue delivery of Violence and Abuse Strategy

BRC to examine racially aggravated incidents more closely

ABOUT VIOLENCE AND ABUSE

6 INCIDENTS OF VIOLENCE WITH INJURY PER 1,000 WORKERS - **TWICE** LAST YEAR'S FIGURE

40 INCIDENTS OF VIOLENCE AND ABUSE PER 1,000 WORKERS - THE **SECOND HIGHEST LEVEL RECORDED**

KNIVES/STABBING IMPLEMENTS ARE THE MOST SIGNIFICANT WEAPON USED

SYRINGES ARE THE SECOND MOST SIGNIFICANT WEAPON USED

* <http://www.smartsurvey.co.uk/s/ProtectionOfWorkers/>

THEFT AND DAMAGE

Analyse increase in burglaries

Refresh BRC Employee Theft Guidance

THEFT AND DAMAGE

6% YEAR ON YEAR GROWTH IN TOTAL RECORDED INCIDENTS

EMPLOYEE THEFT GREW BY 36% SINCE LAST YEAR'S SURVEY

BURGLARY GREW BY 21% SINCE LAST YEAR'S SURVEY

FRAUD

Action Fraud Improvements

Protect and extend best practice policing models

PCCs and Chief Constables to consider adequacy of anti-fraud resourcing

Publication of detailed police force performance figures

BRC to continue highlighting the most concerning fraud types

FRAUD

TOTAL COST OF FRAUD TO RETAILERS FELL BY 15%, TO £155 MILLION

CARD NOT PRESENT, REFUND AND INSIDER ARE THE MOST SERIOUS TYPES

ACTION FRAUD IS A SERIOUS CONCERN

SIX POLICE FORCES DO NOT HAVE AN OFFICER WHOSE PRIMARY FUNCTION IS ECONOMIC CRIME

NINE POLICE FORCES DO NOT HAVE AN OFFICER WHOSE PRIMARY FUNCTION IS CYBER CRIME

KEY ● Actions ○ Recommendations

CYBER SECURITY

BRC Security Series of events

Work to extend reach of CyberFirst in the retail sector

BRC to provide detailed results to the NCSC

CYBER SECURITY

AROUND HALF OF RESPONDENTS SEE A GROWING THREAT

PHISHING, THEFT OF DATA AND DENIAL OF SERVICE ATTACKS ARE THE MOST SIGNIFICANT CYBER CRIME TYPES

AROUND HALF FIND CYBER SECURITY RECRUITMENT DIFFICULT OR VERY DIFFICULT

POLICE PERFORMANCE

H.M. Inspectorate of Constabulary should conduct a thematic review of Retail Crime

Specific references to retail crime in Police and Crime Plans

AUTHORITIES' RESPONSE

AROUND HALF SEE POLICE PERFORMANCE AS POOR

45% SEE POLICE PERFORMANCE IS FAIR

AVERAGE SPEND ON NON-CYBER CRIME PER RETAILER OF £29 MILLION - A VERY CONSERVATIVE ESTIMATE

HIGHLY MIXED PICTURE LOCALLY, WITH SOME VERY WEAK AREAS

AVERAGE SPEND IN 12 WEEKS NOW THE SAME AS THE WHOLE OF THE PREVIOUS YEAR

RETAILERS SPENT 400% MORE ON AVERAGE ON CYBER-CRIME PREVENTION - A VERY CONSERVATIVE ESTIMATE

KEY ● Actions ○ Recommendations

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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