

Reporting

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.

In an emergency call 999 if:

- A serious offence is in progress or has just happened
- Someone is in immediate danger of harm
- You need help right away
- Property is in danger of being damaged
- There is the likelihood of a serious disturbance to the public peace.

In a non-emergency, call 101

Other reporting avenues for non-emergency situations:

- Crimestoppers either by phone on 0800 555 111 or their [website](#).

Reporting a crime online

Where there is access to the internet crimes and anti-social behaviour can be reported via www.police.uk - by entering your post code you will be directed to the right police force.

What to report to the police?

The following are risk factors to be aware of. Please inform the police if the following apply as it will help them to decide on the most appropriate policing response:

- If there is a safeguarding issue and a need to protect a vulnerable person, for example children or the elderly.
- Violence has been used or someone has been threatened, physically or verbally. Always report this first e.g. I was assaulted whilst trying to stop a shop theft.
- Where there is an injury or there is a concern for the welfare of somebody at the scene
- Alcohol, mental health issues or drugs are involved or suspected
- If the offender is still at the scene or in the immediate area i.e. the risk is still present

Victim Support

Victims' code

The **Code of Practice for Victims of Crime is a statutory Government document** which sets out the information, support and services that victims of crime are entitled to receive from criminal justice agencies in England and Wales. These criminal justice agencies include the police and Crown Prosecution Service. More information on the victims code and support available can be found at the **gov.uk website**.

Victim Services and Victim Care

The Ministry of Justice Victim and Witness Information website will signpost you to the services available in your area by entering a post code.

Visit **Victim and Witness Information**.

Victim Business Impact Statements:

Under the Victims' Code, all businesses or enterprises (such as charities) that have had criminal offences committed against them are entitled to make an **Impact Statement for Business (ISB)** to set out how the offence(s) have affected the business.

Claiming compensation:

Visit **Victim and Witness Information**.

Other industry related support services:

Suzy Lamplugh Trust

Victim Support

Retail Trust

Grocery Aid - Colleagues working in any area of the industry can access support. This includes manufacturing, supermarkets, independent retailers, wholesalers, distribution, sales and all support functions. Visit their website or call 08088 021 122.

Steps to take

As a victim you will need to check the following steps have been taken:

- Reported the incident via an internal reporting tool
- Reported the incident to Police i.e. 999, 101, online (Reporting section provides further guidance on how to do this)
- Speak to your manager about the support services that are on offer within your company.

Sharing Information and Data

When successful, data sharing can lead to better problem solving involving all stakeholders (police, business and the public) so that, fundamentally, levels of retail crime, violence and abuse are reduced.

Principles of Data Sharing:

The UK General Data Protection Regulation (GDPR) sets out seven key principles which retailers should consider when sharing and processing information:

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality (security)
- Accountability

For further information, click [here](#).

For more guidance on sharing information in compliance with GDPR, refer to the Information Commissioner's Office (ICO) website: [Data sharing information hub | ICO](#)

ICO very recently published their data sharing hub. This includes guidance for sharing personal data, such as CCTV and other information, with [law enforcement authorities](#).

ICO have also produced a [toolkit](#) which data controllers can use to see whether they can share data with law enforcement authorities.

UK GDPR does not prevent sharing of personal data with law enforcement authorities, as long as the sharing is necessary and proportionate. Data controllers will need to identify a lawful basis under Article 6 to enable sharing, if the personal data includes special category data then an additional provision must be identified under Article 9. Likewise, if the data includes criminal conviction data then an additional provision must also be identified under Article 10. Data controllers should review Paragraph 10 of Schedule 1 of the Data Protection Act 2018 if they are considering sharing special category or criminal conviction data.

Can retailers share the same data with other retailers?

There is no specific answer as it will depend on each individual case as to whether or not it would be necessary and proportionate for data controllers to share data with one another. ICO suggests that data controllers carefully

consider the recently published data sharing code of practice, which provides helpful information on the practical considerations that should be taken as part of determining whether or not sharing would be justified. The code is designed to help data controllers consider and document the risks and benefits for sharing. It also includes a checklist and decision form template.

Information Sharing Agreements (ISA):

Where businesses need to share information with other businesses or with police, it is good practice to have an information sharing agreement (ISA) in place. ISAs set out the purpose of the information sharing, cover what happens to the data at each stage, set standards and help clarify roles and responsibilities of all parties involved in data sharing.

For further information, please refer to the guidance on the ICO website [here](#).

ShopKind

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

The ShopKind campaign aims to:

- Encourage positive behaviours in shops
- Acknowledge the important role of shopworkers
- Highlight the scale and impact of violence and abuse against shopworkers

If you have questions about the ShopKind campaign or would like to be added to the ShopKind Campaign mailing list, please contact Edward Woodall, ACS Government Relations Director, via Edward.woodall@acs.org.uk. The mailing list will only be used to provide updates on the #shopkind communications campaign.

Downloadable posters and badges

ShopKind can be used by the whole retail sector. The Home Office are encouraging all retailers to download the print and social [media campaign materials](#) and use them in stores, staff rooms and online. The assets are free to use with unlimited downloads.