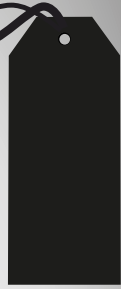


# SAFE SHOP SCHEME



Working with retailers and staff  
to combat crime and promoting  
a safer working environment



Keeping People Safe

# Preventing entry

Owner or agent (manager, sales assistant, security staff)

- May refuse any person admission for any reason.
- Your shop is private property.
- No one has a legal right of entry (except law enforcement)
- You may impose conditions of entry (no prams, buggies, etc)
- While any person can be refused entry and no reason need be given, the reason must not be one of discrimination. (eg. Ethnic, minority, religion)

# Removal from premises

You have a right to remove any person who fails to meet normal standards of behaviour eg: Committing an offence.

- Unruly behaviour / drunkenness.
- Threats to staff / causing damage.
- Police may assist if called by staff.
- Police cannot remove on their own initiative. (You must ask the person to leave in the presence of the Police)
- It is advisable for agents/employers to have 'rights to remove' in writing from the owner.

# What powers do you have?

- Say, "I'm arresting you for the theft of two pairs of jeans." – suspect must be told they are arrested and why.
- If suspect co-operates, take to secure area of the shop.
- Back in the premises ask them to produce any goods not paid for.
- If not produced – **do not search** – wait for Police.
- Do not leave suspect alone or allow access to toilet.
- Wait for Police, make some notes of the time and comments made.
- Inform Police.

# Avoid violence in an arrest situation!

- Always try to arrest in two's.
- Always ensure that you can effect an arrest with no harm to yourself or fellow members of staff.
- Always talk quietly, calmly and deliberately to thieves.
- If faced with a violent situation, **BACK AWAY**, removing yourself as best you can.
- Never follow a thief out on your own – you may be at risk of injury from accomplices.

# If an offence occurs, what next?

- Be prompt and concise in your reporting.
- Good reporting means a higher chance of apprehending a suspect.
- If the offender has fled the scene - what is their description?
- Age?
- Build?
- Complexion?
- Distinguishing marks – tattoos, piercings?
- Height?
- Hair?
- Clothing?
- Any Vehicles?
- Any Accomplices?

# How does it help you?

- Staff receive specialised training during Police led workshops.
- Greater awareness in relation to retail related crime.
- Provides retailers with excellent links to their dedicated Neighbourhood Police Teams.
- Proven reduction in store losses.
- Excellent opportunities for information sharing with fellow retailers.

# How to report an incident:

## Dial 999 when:

- Life is threatened
- People are injured
- Crime is in progress
- Offenders are at or near the scene

## Otherwise use the non-emergency number:



[www.psnl.police.uk](http://www.psnl.police.uk)

