TWENTY-FIVE TECHNIQUES OF RETAIL CRIME PREVENTION

THAMES VALLEY POLICE

Increase the Effort	Increase the Risks	Reduce the Rewards	Reduce Provocations	Remove Excuses
1. Target harden • Employ security guards • Amend store layout • Security tagging • Anti-robbery screens • Tamper proof packaging	**6. Extend guardianship** • Adapt layout moving high value items • Increase usage of town link radios • DISC sign up and use of intelligence • Involvement of regional store managers • Weighted scanning on self-check outs • Security guards • Staff training / empowerment • Upstanding training • Ensure all intelligence is collated • Store reward scheme for whistle blowers	**11. Conceal targets** • High value items out of view / reach • Dummy display boxes • Limited items on shelves • Remove multiple entrance and exits • Appropriate levels of staffing	**16. Reduce frustrations and stress** • Quick and efficient check out • Adequate staffing throughout store • Clear and correct pricing • Greeters at entrances • Standardise policies eg returns • Calming music in store • Store climate control	**21. Set rules** • Barring letters • Education in schools • Till prompt reminders • Warning signage around stores • CPN / CPW / CBOs • Education to Partnership and Outreach • Retailers prioritise live reporting
2. Control access to facilities • Facial recognition cameras on door • Flow control – separate entrance / exit • Tags for offenders to restrict access • Tap loyalty or bank card to access premises • Physical security at door • Intelligence led prohibitions across partnerships	**7. Assist natural surveillance** • Improve store layout • Lower self-heights • Installing mirrors • Longer aisles • Easily identifiable security • Signage to encourage whistle blowers • Glass store frontage • Improving store lighting • Ensure alarms are working correctly	**12. Remove targets** • High reward items out of view / reach • Remove multiple entrance and exits • Appropriate levels of staffing • Secure high value items out of view	**17. Avoid disputes** • Promote staff communication skills • Greet known offenders on entrance • Staff training on de-escalation	**22. Post instructions** • CCTV operation posters • Alarm systems in operation • Body worn video and facial recognition in use • Promote successful outcomes • Plain clothing guarding in operation
3. Screen exits • Visible CCTV deterrent • ANPR in carparks • Security gates • Explore wider use of tags • CCTV monitoring checkouts • Posters / sticker explaining impact • Visible policing / partnerships with stores • Dip checks on self service • Data informed facial recognition • Publish faces of those recently convicted at point of sale • Airport style body scanner • Honesty reminder eg rename self-service to Trust Checkouts • Advertise the use of DNA markers	**8. Reduce anonymity** • Facial recognition technology • Use of DISC intelligence • Display convicted offenders in store • Social media posts of convicted offenders • Greet regular offenders by name	**13. Identify property** • CCTV monitors visible to public • Item security tagging • USE DNA marking • Install GPS trackers	**18. Reduce emotional arousal** • Polite customer service • Staff training on de-escalation • Limit advertising on certain products • Reward good customers with discounts • Better equipment to staff • Calming music in store • Tidy and organised store	**23. Alert conscience** • Appropriate signage in store • Social media usage to highlight impact • Till prompts reminders • Putting a human narrative behind the crime • A campaign around the bystander effect
4. Deflect offenders • Promotion of food banks • Facial recognition alerts for repeat offenders • Security / staff presence • DNA marking and CCTV on targeted goods • Cut out of a police officer by the door • Restricted access to high value goods	**9. Utilize place managers** • Visible security guards • Dedicated crime reporting staff • Named CCTV operator in store • Town link radio network • Automatic scanning technology • Sharing information via DISC • Use of store tannoys, alerts	**14. Disrupt markets** • CBOs on prolific offenders • Police intel interviews • Offender rehab referrals • Trading standards warning letters to stores • Share intel regionally	**19. Neutralize peer pressure** • Social media campaigns • School talks • Discourage groups lingering in stores • Naming convicted offenders • Offer outreach support • Strengthen store culture and environment • Recognise good behaviour and community action • Reward staff / customers to whistle blow • Educate and empower staff • Engage the community	**24. Assist compliance** • Receipt scan barriers on exit • Security tags on expensive items • More security staff • Covert security • Facial recognition cameras • Crime prevention / education signage • Funding drug rehab for persistent offenders • Advertise food banks / services in store • Bag checks
5. Control tools/ weapons • Metal detectors • Remove face coverings • Bag checks at exit • Wider / Taller security barriers	**10. Strengthen formal surveillance** • Staff knowledge of offenders • Technology links to control rooms • Facial recognition cameras • Loyalty card scanning at entrance	**15. Deny benefits** • GPS tagging to identify handlers • Targeting those that purchase stolen goods • DNA spray usage • Work with trading standards • Test purchasing	**20. Discourage imitation** • Don't disclose offender MO • Display convicted offenders / sentences • CCTV display on screen at entrance • Education in primary and secondary	**25. Control drugs and alcohol** • DNA marking to help ID goods • Secure cabinets • Refuse intoxicated customers • Sponsor referrals to rehabilitation