

Reporting Standards for Shoplifting in Ealing Broadway

HOW SHOULD I REPORT THE CRIME?

Please report your crime! We don't know unless you tell us. It is our aim within the Town Centre Team to apprehend shoplifters and reduce retail crime in Ealing Broadway. To do this, we need your cooperation and information.

If the suspect is on scene, nearby or detained by staff OR if violence, threats or aggressive behaviour is involved – call 999.

For offences where the suspect has left the store, no violence was used and no immediate risk remains – call 101 or report online (<https://www.met.police.uk/ro/report/ocr/how-to-report-a-crime>)

Do not report crime via Met Engage. Met Engage is used for engagement and updates from the town centre team – i.e. Sharing good news of arrests and any upcoming operations. (metengage.co.uk)

MINIMUM INFORMATION REQUIRED WHEN REPORTING AN INCIDENT TO POLICE

These details will help us respond to shoplifting more efficiently

1. Location
2. Date and time
3. Value and type of goods stolen
4. Description of the suspect
 - Are they a regular shoplifter? Do you refer to them by a 'nickname'?
 - Clothing and distinguishable features
 - Approximate age, height, build and skin colour
5. Is CCTV available? If so, what platform is it on and how can it be accessed?
6. Is this being reported on any other retail platform i.e. Auror?

MINIMUM REQUIREMENTS FOR POLICE INVESTIGATION IF A SUSPECT IS IDENTIFIED/ POLICE ATTEND A CALL TO POLICE

1. **CCTV** - CCTV must be sent to the police. A link will be sent to the informant on evidence.com. This is a police platform which allows the sharing and viewing of digital footage. It is preferable if CCTV is readily available in a digital format for when police attend the incident venue.
2. **CCTV Statement** - Accompanying the CCTV footage, a MG11 form (statement) is required. Templates can be found in the investigation pack. This can be completed by shop employees or security.
3. **Witness Statement** - A witness statement will be required. A template for this can be found in the investigation pack. This should be completed by the shop floor employee, security employee or manager who was present during the incident.
4. **Loser Statement** – This is a statement signifying the total loss of goods to the business and should be completed by a shop floor employee or manager on shift.

You will often receive an 'Op Retail' investigation pack by email which contains the above documents. They can be combined into one statement. These need to be completed and returned to the investigating officer before a full investigation can take place.