



Retail crime investigation Information for retailers

At North Yorkshire Police we are committed to supporting our retailers across York and North Yorkshire by preventing crime and bringing offenders to justice.

Whilst retail crime in North Yorkshire is declining, shop theft continues to have a financial impact on our local businesses.

To help us deliver the best service to our retailers we have changed the way we collect CCTV evidence.

Following a report we will send you a link to this Evidence Pack to complete and return. We will ask for CCTV images as part of this.

The service started on 10 February 2022 and brings several benefits to your business:

- You are not committed to an appointment time
- You can look at CCTV when convenient
- You have time to resolve technical problems
- You can ask staff to assist outside peak hours

Your Evidence Pack will be received into the Initial Enquiry Team.

Police officers on this team will carry out an initial investigation. They will work with Neighbourhood Policing Teams to identify suspects and target repeat offenders.

North Yorkshire Police will continue to support our retailers in crime prevention.

With the help of our partners, we will do positive intervention work with offenders to divert them from criminal activity.

As a Police Service we will become more effective in bringing offenders before the courts or using other sanctions where appropriate.

We will become more efficient at handling volume cases thus saving us time and money.

What we will do

- At the time of your report you will be given an incident number. A crime will be recorded
- You have an option of incident number only
- You will be sent a link to an Evidence Pack. It includes instructions on how to complete it
- A police officer will review your case and discuss it with you within 3 working days
- You will be kept updated including whether a suspect has been identified or not
- We will follow the Victims' Code. You will have access to Supporting Victims North Yorkshire
- If you require information or help the Service Desk is open between 8.00 and 10.00 pm.
Email: RetailCCTVReturns@northyorkshire.police.uk
- To report a crime dial 101

What you need to do

- Follow the instructions in the Evidence Pack and complete it in full
- You must return it by email within 7 calendar days or tell us if you need more time
- Tell us if you know who is responsible even if you do not support further action
- Ensure staff are available to assist us
- If a shop worker has been assaulted or abused tell us. This crime is of high and we will respond in the usual way.



Retail crime investigation Evidence pack for retailers

Thank you for reporting a retail crime to North Yorkshire Police. We have given you this Evidence Pack to complete.

In order for us to investigate it is essential that you follow the instructions below.
If you do not send documents back we may have to close the case.

This Evidence Pack contains three documents:

- 1. CCTV CHRONOLOGY DOCUMENT**
- 2. DESCRIPTION OF STOLEN GOODS**
- 3. CCTV OPERATOR WITNESS STATEMENT**

HOW TO COMPLETE THE EVIDENCE PACK AND WHAT TO SEND BACK

- The CCTV Operator should review the CCTV footage of the offence. They should tell us what it shows by completing the CCTV chronology document
- You should indicate in the CCTV Chronology Section whether someone has named the suspect
- The CCTV Operator should download a copy of the moving CCTV footage to DVD or CDR as we may request it later
- From this footage, the CCTV Operator should produce a still image of the suspect(s) that is of sufficient quality to identify him/her from their facial features or other distinguishing features
- The CCTV operator should fill in the Witness Statement and List of Stolen Goods. Signatures should be inserted

Within 7 calendar days you should send back a completed Witness Statement, CCTV Chronology, List of Stolen Goods and the CCTV still image. Send this to RetailCCTVReturns@northyorkshire.police.uk quoting your incident number. Tell us if you no longer support an investigation or you need extra time.

Tell us if you no longer support an investigation or you need extra time.

WHAT WILL HAPPEN WHEN I RETURN THE EVIDENCE PACK?

- A police officer will be assigned your case
- The officer will contact you to discuss the evidence that you have sent us
- You will be informed if a suspect has been identified and how your case will be progressed. You may be required to handover a copy of the CCTV footage that you saved and stored
- You will be informed if a suspect is interviewed and charged with an offence or if they have been dealt with in another way
- You will be informed if we have to close the case because a suspect has not been identified or there is not enough evidence