Welcome to ACS' Crime Report

ACS' Crime Report examines the impact of crime in the convenience sector, including the number of incidents and the total cost of crime.

All results from the survey will be strictly confidential and held in accordance with the GDPR. No information will be attributed to you or your business.

If you have any questions, want more information about how the data will be used or need help completing the survey please contact Rosie Wiggins at rosie.wiggins@acs.org.uk

General Information

*For internal use only. All information you provide will be kept **strictly confidential**.*

1. Contact details

Name	
Email address	

2. About your business

Company name	
# of stores in England	
# of stores in Scotland	
# of stores in Wales	
Total # of retail staff	

Theft, burglary and criminal damage

3. How many incidents of the following did you record in the last 12 months?

Theft by customers	
Theft by staff	
Burglary	
Robbery	
Criminal damage	

Theft *(by customers or staff): Includes any money, goods, company property or services which are stolen from the business.*
Burglary*: Entering any building on the premises, without permission, with the intent to steal.*
Criminal damage*: Deliberate damage or destruction of property, including arson.*

4. Including lost stock and property damage, how much have criminal incidents cost your business in the last 12 months?

5. In the last 12 months, how much have the following incidents cost your business? (£)

Theft by customers	
Theft by staff	
Burglary	
Robbery	
Criminal damage	

Customer theft

6. Over the last 12 months, which of the following items were targeted most often by shop thieves? *(select up to 3)*

- [ ] Meat
- [ ] Cheese
- [ ] Cigarettes
- [ ] Alcohol
- [ ] Confectionery
- [ ] Vape products
- [ ] Soft drinks
- [ ] Food to go (hot and cold)
- [ ] Household (e.g. washing powder)
- [ ] Health/Pharmacy products
- [ ] Beauty
- [ ] Coffee
- [ ] Baby products (e.g. formula)
- [ ] Batteries

7. In the last 12 months, what percentage of thefts were committed by a repeat offender?

0 100

8. Of the thefts committed by repeat offenders, what percentage of thefts are committed by each of the following groups or types of people? (%)

An organised group of criminals	
Someone motivated by an alcohol or drug addiction	
Someone motivated by povery (to feed themselves or their family)	
An opportunist	
Another group or type of person	

9. Over the last 12 months, has the number of incidents involving organised criminals increased, decreased, or stayed the same?

- ◯ Significantly increased
- ◯ Slightly increased
- ◯ Stayed the same
- ◯ Slightly decreased
- ◯ Significantly decreased

Verbal abuse

10. How many incidents of verbal abuse were recorded against your staff in the last 12 months?

Please enter incidents as a whole number.

11. What percentage of verbal abuse incidents recorded in the last 12 months, would you estimate were hate motivated?

0 100

***Hate Crime**: Any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic. There are five centrally monitored strands of hate crime: race or ethnicity, religion or beliefs, sexual orientation, disability and transgender identity.*

Violence

12. How many incidents of violence were recorded against your staff in the last 12 months?

13. In the last 12 months, did you record any incidents of violence where the following weapons were involved?

- [ ] A knife
- [ ] A firearm (imitation or real)
- [ ] A blunt object (e.g. bat, hammer, etc)
- [ ] Another kind of weapon (please specify)
- [ ] N/A, I did not record any incidents involving a weapon

14. In the past 12 months, which of the following have been the most common triggers for violence against staff?

Please rank the following options, with 1 being the most common trigger.

- [ ] Enforcing an age restricted sales policy
- [ ] Feelings of poor customer service
- [ ] Incidents relating to the cost of living crisis (e.g. disagreements about prices)
- [ ] Refusal to serve intoxicated customers
- [ ] Encountering shop thieves
- [ ] A hate motivated incident
- [ ] Issues regarding in-store services (e.g., parcel collection)

15. Which of the following does your business provide to colleagues who were the victim of violence in their workplace?

- [ ] Counselling
- [ ] Details to a helpline/other external support
- [ ] Additional training
- [ ] Additional equipment to manage crime prevention (e.g., staff headsets)
- [ ] Paid leave
- [ ] Other (please specify)

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- [ ] None of the above

Fraud

16. Thinking about your business, which of the following types of fraud are you most concerned about?

(select up to 3)

- [ ] Credit/ debit card fraud
- [ ] Refund fraud
- [ ] Voucher or gift card fraud
- [ ] Invoice fraud
- [ ] Discount and label fraud
- [ ] Use of counterfeit notes
- [ ] Telephone scams
- [ ] Cyber crime (e.g. phishing emails)
- [ ] Other (please specify)

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- [ ] None of the above

***Credit/debit card fraud**: The use of lost, stolen or counterfeit credit or debit cards or the personal information from them, to obtain goods fraudulently.*
***Discount and label fraud**: The use of fraudulent discount vouchers including discount labels or barcodes to obtain goods.*
***Refund fraud**: Such as denying receipt of the goods or returning different goods than those dispatched.*
***Invoice fraud**: When a fraudulent invoice or bill is sent to a company, requesting payment for goods or services.*
***Voucher/gift card fraud**: The use of fraudulent gift vouchers to obtain goods.*

17. How often, if ever, do you think you have been the victim of the following types of fraud:

	Weekly	Monthly	Occasionally	Never	Don't know
A customer claiming a refund or compensation by falsely claiming that a delivery from my store was incomplete	○	○	○	○	○
A third-party delivery partner skimming products included in orders from my store	○	○	○	○	○
A supplier delivering incomplete orders and not crediting them	○	○	○	○	○

Anti-social behaviour

18. Thinking about your business, which of the following types of anti-social behaviour (from customers or the general public) are you most concerned about?

(select up to 5)

- [ ] Vehicle abandonment
- [ ] Rowdy or inconsiderate behaviour (nuisance behaviour in a public place)
- [ ] Nuisance neighbours
- [ ] Nuisance noise (other than neighbours)
- [ ] Littering
- [ ] Animal nuisance (fouling or uncontrollable animals)
- [ ] Nuisance calls
- [ ] Street drinking
- [ ] Begging
- [ ] Vandalism (e.g. graffiti)
- [ ] Rough sleeping on shop premises
- [ ] Loitering
- [ ] Other (please specify)

- [ ] None of the above

19. Over the past 12 months, has anti-social behaviour in or around your business increased, decreased, or stayed the same?

- ◯ Significant increase
- ◯ Slight increase
- ◯ Neither increase nor decrease
- ◯ Slight decrease
- ◯ Significant decrease

Investment

20. In the last 12 months, what is the total amount you have invested in crime prevention features? (£)

21. How many of your stores have the following crime prevention features?

Please state the number of stores with each feature:

CCTV	
Product tags	
Staff training on crime management	
Security staff	
External shutters	
Other external security (e.g. locks, bollards)	
Intruder alarms	
Personal safety alarms	
Body worn cameras	
Internal radio communication between staff	
Security fog system e.g. SmokeCloak	
Cash handling and storage (e.g. tills and safes)	
Perspex screens at till point	
Remote store monitoring, via CCTV and tannoy	
Facial recognition software	

22. In the past 12 months, which of the following features have been your top priorities for investment?

(select up to 5)

- [ ] CCTV
- [ ] Product tags
- [ ] Staff training on crime management
- [ ] Security staff
- [ ] External shutters
- [ ] Other external security (e.g. locks, bollards)
- [ ] Intruder alarms
- [ ] Personal safety alarms
- [ ] Body worn cameras
- [ ] Internal radio communication between staff
- [ ] Security fog system e.g. SmokeCloak
- [ ] Cash handling and storage (e.g. tills and safes)
- [ ] Perspex screens at till point
- [ ] Remote store monitoring, via CCTV and tannoy
- [ ] Facial recognition software
- [ ] Other crime prevention measures (please specify)

- [ ] None of the above

23. If you were starting your store from scratch, which of the following features would be the focus of your investment?

(select up to 5)

- [ ] CCTV
- [ ] Product tags
- [ ] Staff training on crime management
- [ ] Security staff
- [ ] External shutters
- [ ] Other external security (e.g. locks, bollards)
- [ ] Intruder alarms
- [ ] Personal safety alarms
- [ ] Body worn cameras
- [ ] Internal radio communication between staff
- [ ] Security fog system e.g. SmokeCloak
- [ ] Cash handling and storage (e.g. tills and safes)
- [ ] Perspex screens at till point
- [ ] Remote store monitoring, via CCTV and tannoy
- [ ] Facial recognition software
- [ ] Other crime prevention measures (please specify)

- [ ] None of the above

Police

24. Thinking about all criminal incidents, in the last 12 months what percentage of incidents have you reported to the police?

0 100

25. Which of the following incidents are you most likely to report to the police?

Please rank the following options, with 1 being the incident you are most likely to report to the police.

- Theft by customers
- Theft by staff
- Burglary
- Robbery
- Criminal damage
- Verbal abuse
- Violence (including threats of violence)
- Fraud or cyber crime
- Anti-social behaviour

26. What, if anything, prevents you from reporting crimes to the police?

27. How satisfied are you with the following aspects of how the police deal with the crimes facing your business?

	Very dissatisfied	Fairly dissatisfied	Neither satisfied nor dissatisfied	Fairly satisfied	Very satisfied	Don't know / can't comment
The time taken for police to respond to an incident	○	○	○	○	○	○
The consistency of police response	○	○	○	○	○	○
Police investigation of incident	○	○	○	○	○	○
The sanctions issued to the offenders of the crime	○	○	○	○	○	○
Police response to repeat offenders	○	○	○	○	○	○
Visible presence of police in the community	○	○	○	○	○	○
The updates provided during the investigation and justice process	○	○	○	○	○	○
Ease of reporting a crime to the police	○	○	○	○	○	○

28. How do you report shop theft offences to your local police?

(select all that apply)

- ☐ Online reporting form
- ☐ Call 101
- ☐ Call 999
- ☐ Speak directly to my local policing team
- ☐ Other (please specify)

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- ☐ I do not report shop theft to police

29. Have the police raised any issues regarding crime incidents and your alcohol license?

- ○ Yes
- ○ No
- ○ Don't know

30. Have you ever shared evidence (e.g., CCTV footage) through your local police force's Digital Evidence Management System?

- ◯ Yes I have shared evidence this way
- ◯ I have tried, but experienced issues in the process
- ◯ No, I have never tried this

31. Have you experienced any of the following issues when submitting CCTV evidence to the police?

- ◯ Refusal to accept physical footage (e.g., CDs, USB drives)
- ◯ Refusal to accept footage which is blurry or low-quality
- ◯ Refusal to attend store to collect CCTV evidence
- ◯ Concern over potential GDPR breaches limiting ability to share evidence
- ◯ Confusing or overly complicated digital upload process
- ◯ Other (please specify)

  [ ]

- ◯ None of the above

Thank you for completing our 2025 Crime Survey.
Please press 'done' to submit your responses.