



## ACS Crime Survey 2026

### Help Us Take a Stand Against Crime in Our Sector

Every day, convenience stores face the real and growing threat of crime - from theft and abuse to serious incidents that impact staff, businesses, and communities.

**The ACS Crime Survey** is your opportunity to shape the national picture. By sharing your experience, you'll help us measure the true scale, cost, and impact of crime in our sector - and strengthen the case for change with policymakers and law enforcement.

Your input is completely confidential

All responses are anonymous, handled in line with GDPR, and no information will ever be linked to you or your business.

If you have any questions about the survey, how the data will be used, or if you need support completing it, please get in touch with Rosie Wiggins at [rosie.wiggins@acs.org.uk](mailto:rosie.wiggins@acs.org.uk).

**Your voice matters. Let's make it count.**

## ACS Crime Survey 2026

### 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

Number of stores

Number of retail  
staff

Note: this survey does not capture fuel and forecourt crime (e.g., drive-offs, no means of payment).

If you are able to share insight into these please contact Rosie Wiggins (rosie.wiggins@acs.org.uk) separately.

## ACS Crime Survey 2026

### Theft, burglary and criminal damage

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

Theft by customers	<input type="text"/>
Theft by staff	<input type="text"/>
Burglary	<input type="text"/>
Robbery	<input type="text"/>
Criminal damage	<input type="text"/>

**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? (£)

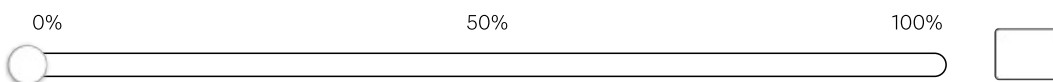
Theft by customers	<input type="text"/>
Theft by staff	<input type="text"/>
Burglary	<input type="text"/>
Robbery	<input type="text"/>
Criminal damage	<input type="text"/>

\* 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)
- None of the above

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



\* 8. Please rank the following groups or types of people based on **how frequently they are the perpetrators of repeat theft** in your business:

		An organised group of criminals
		Someone motivated by an alcohol or drug addiction
		Someone motivated by poverty
		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
- Somewhat increased
- Stayed the same
- Somewhat decreased
- Significantly decreased
- Don't know

## ACS Crime Survey 2026

### Illicit Trade

\* 10. Has the sale of illicit products around your business(es) increased, decreased or stayed the same in the last 12 months?

- Greatly increased
- Slightly increased
- Stayed the same
- Slightly decreased
- Greatly decreased
- Don't know

11. What impact has the sale of illicit products in the community around your store(s) had on your sales?

## ACS Crime Survey 2026

### Verbal Abuse

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

Please enter this as a whole number.

\* 13. What percentage of verbal abuse incidents in the last 12 months were hate motivated?

**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.

## ACS Crime Survey 2026

### Violence

\* 14. How many incidents of violence were recorded against your staff in the last 12 months?

Please enter this as a whole number.

15. In the last 12 months, how many incidents of violence did you record where the following weapons were involved?

Please enter the number of incidents involving each type of weapon

A knife








A firearm,  
imitation or real

A blunt object, e.g.  
a bat, a hammer

Another type of  
weapon (please  
specify the  
weapon involved  
and the number of  
incidents)

16. 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, bill payment services)

## ACS Crime Survey 2026

### Anti-social Behaviour

\* 17. Thinking about your business, which of the following types of anti-social behaviour (from customers or the general public) are the most common around your store?

Select up to 3

- Abandoned vehicles
- Rowdy or inconsiderate behaviour
- Littering
- Street drinking
- Vandalism
- Rough sleeping or begging
- Loitering
- Other (please specify)

- None of the above

\* 18. Over the past 12 months, has anti-social behaviour in or around your business increased, decreased or stayed the same?

- Greatly increased
- Slightly increased
- Neither increased not decreased
- Slightly decreased
- Greatly decreased
- Don't know

## ACS Crime Survey 2026

### Fraud & Cyber Crime

\* 19. Which of the following types of fraud are you **most concerned** about?

Select up to 3

- Credit / debit card fraud
- Refund fraud, including charge backs
- Voucher or gift card fraud
- Invoice fraud
- Discount and label fraud
- Use of counterfeit notes
- Telephone scams
- Cyber crime
- Other (please specify)

- 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

\* 20. Have you been a victim of cyber crime in the last 12 months?

Yes

No

Don't know

If you answered 'yes', please describe the incident and impact

## ACS Crime Survey 2026

### Investment

\* 21. In the last 12 months, what is the total amount you have invested in crime prevention and detection features? (£)

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

Please say 'all' if the feature is in every store

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

AI enabled store  
monitoring

\* 23. In the past 12 months, which of the following features have been your top priorities for investment?

Select up to 3

- 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
- AI enabled store monitoring
- Other crime prevention measures (please specify)

- None of the above

24. Do you plan to invest facial recognition technology for crime prevention in the next three years?

- My business already has this feature
- Yes, I plan to invest in this technology
- No
- Don't know

25. If you answered 'no' or 'don't know' to the above, which of the following reasons do you consider a barrier to facial recognition technology investment?

Select as many as apply. If you answered 'yes' to the above, please skip this question.

- Reputational risk
- Cost
- Lack of effectiveness
- Difficulty understanding the regulations
- Cannot find the right provider
- Other (please specify)

- None of the above

## ACS Crime Survey 2026

### Police

\* 26. Compared to 2024, are you reporting more, less, or the same amount of crime incidents to the police?

- Much more
- Slightly more
- The same amount
- Slightly less
- Much less
- Don't know

27. Compared to this time last year, have the following aspects of how the police deal with crimes improved, grown worse, or stayed the same?

	Significantly improved	Somewhat improved	Stayed the same	Somewhat worsened	Significantly worsened	Don't know / Can't comment
The time taken for police to respond	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The consistency of police response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police investigation of incident	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The sanctions issues to the offenders of the crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police response to repeat offenders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visible presence of neighbourhood police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing updates during the investigation and justice process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of reporting a crime to the police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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



**ACS Crime Survey 2026**  
End of Survey

Thank you for completing our 2026 Crime Survey.

Please press 'done' to submit your responses.