Retail Theft Investigation Pack

South Wales Police



Retail Theft Pack V.1 Aug 2018

Introduction

The retail theft investigation pack is intended to assist retail staff to provide the best quality of evidence at the earliest stage of a police investigation and is intended to be completed before the police attend to start their investigation. Providing evidence is best to do whilst the events are fresh in your mind, and this pack will help you to do this.

Contents

Within this pack you will find the following items:

1. Instructions - How to complete the pack;
2. Crime investigation flowchart – When to complete the pack;
3. Pro-forma statement – Providing your evidence for the police;
4. Completion checklist – Checking that you've included everything you need to.

Instructions

1. When an offence of theft is suspected or witnessed within the store, please refer to the Crime Investigation Flowchart on page 3. This will help you decide whether a police investigation is needed.

2. When you report an incident to the Police ensure you make a note of the occurrence number that they provide you with.

3. If you have CCTV of the offence please ensure that it is copied onto a suitable media format (DVD/USB stick etc.) prior to the Police attending to speak with you. Play back the recording to make sure that it captures the offender in the relevant time spans.

4. Complete the pro-forma statement. Please pay particular attention to the red box on the second page of the statement (page 8 of this pack) where you will sign a declaration as to the truth of the contents of your statement.

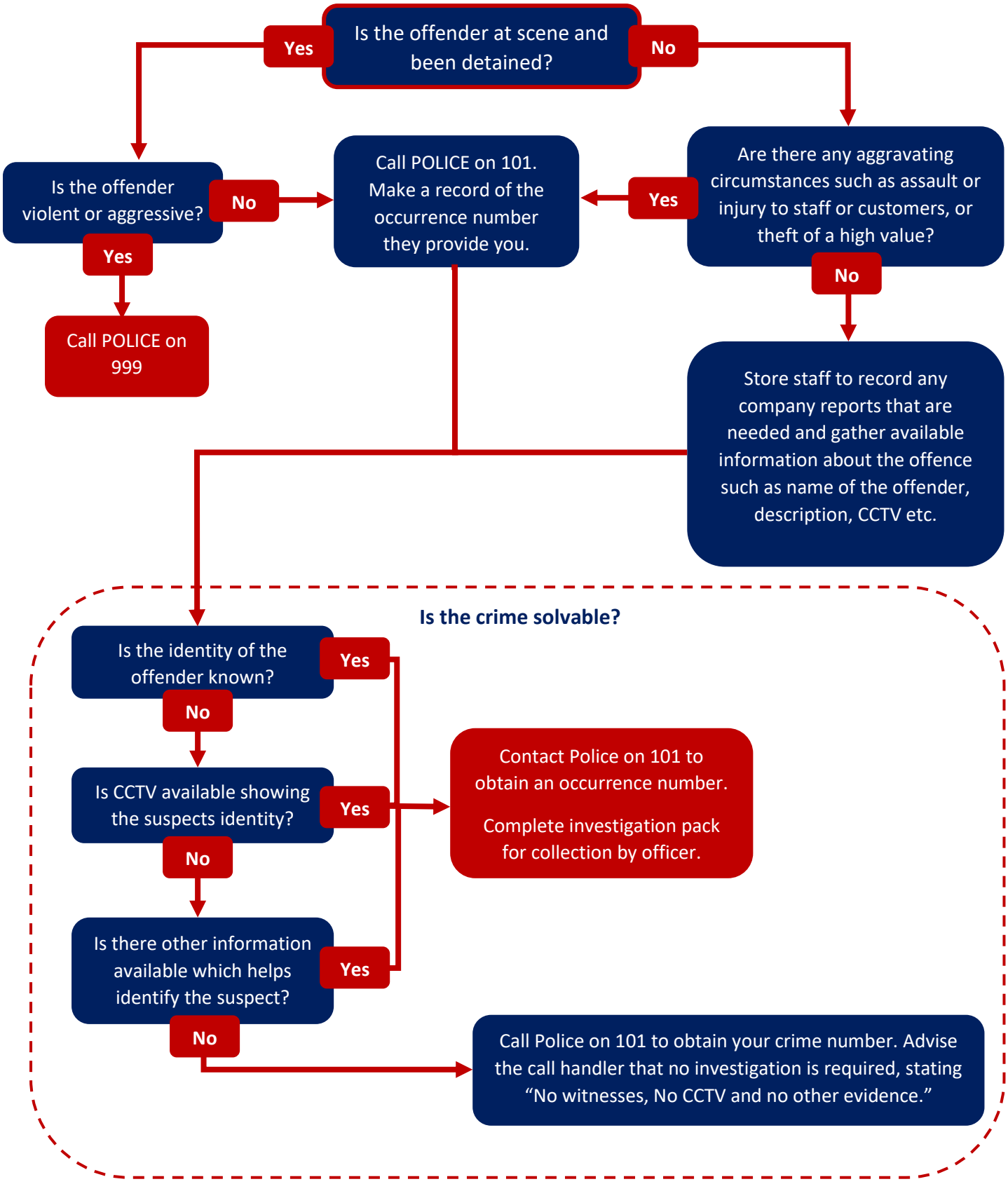
   When completing your statement:

   - Try to complete as much as possible.
   - You must complete the sections marked with a red asterisk (*)

Please have the statement ready for officers who will witness your signature and countersign the statement.

Thank you for helping us with this investigation.

Crime investigation flowchart



Occurrence Number:		URN				

Witness contact details: Statement of: *			
Home address (inc. Postcode):	*		
Email address:	*	Mobile No.:	*
Home telephone No.:	*	Work telephone No.:	*
Preferred means of contact (specify details):	*		
Gender:	*	Date of Birth:	*
Ethnicity code (16+1):		Place of Birth:	*
Former Name:	*		
DATES OF WITNESS NON-AVAILABILITY:			

Witness care		
a)	Is the witness willing to attend court?	Yes If 'No', include reason(s) on form **MG6**
b)	What can be done to ensure attendance?	
c)	Does the witness require a Special Measures Assessment as a vulnerable or intimidated witness? (youth under 18; witness with mental disorder, learning or physical disability; or witness in fear of giving evidence or witness is the complainant in a sexual offence case)	No If 'Yes', submit **MG2** with file in anticipated not guilty, contested or indictable only cases.
d)	Does the witness have any particular needs?	No If 'Yes', what are they? (Disability, healthcare, childcare, transport, language difficulties, visually impaired, restricted mobility or other concerns?)

Witness Consent (for witness completion)		
a)	The Victim Personal Statement scheme (victims only) has been explained to me:	**No**
b)	I have been given the Victim Personal Statement leaflet and Select wish to make a Victim Personal Statement at this time.	**No**
c)	I have been given the leaflet "Giving a witness statement to the police – what happens next?"	**Yes**
d)	I consent to police having access to my medical record(s) in relation to this matter (obtained in accordance with local practice):	**N/A**
e)	I consent to my medical record in relation to this matter being disclosed to the defence:	**N/A**
f)	I consent to the statement being disclosed for the purposes of civil, or other proceedings if applicable, e.g. child care proceedings, CICA:	**Yes**
g)	**Child witness cases only**. I have had the provision regarding reporting restrictions explained to me. I would like CPS to apply for reporting restrictions on my behalf.	**N/A**

'I understand that the information recorded above will be passed on to the Witness Service, which offers help and support to witnesses pre-trial and at court'.			
Signature of witness:	*	PRINT NAME:	*
Signature of parent/guardian/ appropriate adult:	**N/A**	PRINT NAME:	**N/A**
Address and telephone number if different from above:	**N/A**		
Statement taken by (print name):		Station:	
Time and Place Statement taken:	*		

Signature:	*	Signature witnessed by:	

WITNESS STATEMENT

Criminal Procedure Rules, r 27.2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Occurrence Number:		URN				

Statement of:	*		
Age if under 18:	* (if over 18 insert 'over 18')	Occupation:	*

This statement (consisting of **8** page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

Signature:_____ Date:_____

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

Introduction

This statement is made in relation to an incident of theft that occurred at *(time)* …… on *(day)*…… *(date)* ….. / ….. / ……. at *(name of business and location)* …….. …… which I witnessed whilst on duty as a member of *(job role/employment)* ……..… staff.

Offender(s)

There was/were *(number of offenders)* …….. offender(s) involved.

Offender 1:

The offender is a male/female *(delete as appropriate)* . I have/have not *(delete as appropriate)* seen them before. I know them because (provide details of how you know them. Leave blank if not known). ……

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I would describe them as being *(ethnicity eg. Black, white, mixed race etc.)* …… ; They are aged approximately *(approximate age)* ……; Their build is *(build eg. Stocky, slim, skinny etc.)* ……; Approximate height *(height)* ……..; I would describe their hair as being *(colour)* …… in colour and *(length eg. short, cropped, long and curly)* ……..… …… in length; The person had the following distinguishing marks/scars/tattoos *(Insert description of any marks, scars, tattoos etc. including where on the body they are any whey they were distinctive)* ……..…

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Signature:_____ Signature witnessed by:_____

Continuation statement of:*…… Page 2 of 8

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At the time of the incident this person was wearing *(description of clothing from top to bottom including footwear)*

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I would/would *(delete as appropriate)* not recognise this person again. I saw this person for approximately *(time you saw them for)* ……... at a distance of approximately *(distance in metres or feet)* …… My visibility of the person was good/poor *(delete as appropriate)* as it was *(describe the weather and lighting conditions eg. Sunny, cloudy, street lights on etc.)* ……

……

and there was an/were no obstructions (delete as appropriate) between me and the person. *(Describe the obstruction if there was one)* ……

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Offender 2:

The offender is a male/female *(delete as appropriate)* . I have/have not *(delete as appropriate)* seen them before. I know them because (provide details of how you know them. Leave blank if not known). ……

Signature:_____ Signature witnessed by:_____

Continuation statement of:*…… Page 3 of 8

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I would describe them as being *(ethnicity eg. Black, white, mixed race etc.)* …… ; They are aged approximately *(approximate age)* ……..; Their build is *(build eg. Stocky, slim, skinny etc.)* ……; Approximate height *(height)* ……..; I would describe their hair as being *(colour)* …… in colour and *(length eg. short, cropped, long and curly)* ……..…. …… in length; The person had the following distinguishing marks/scars/tattoos *(Insert description of any marks, scars, tattoos etc. including where on the body they are any whey they were distinctive)* ……..…

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At the time of the incident this person was wearing *(description of clothing from top to bottom including footwear)*

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I would/would *(delete as appropriate)* not recognise this person again. I saw this person for

Signature: _____ Signature witnessed by:_____

approximately *(time you saw them for)* …….. at a distance of approximately *(distance in metres or feet)* …… My visibility of the person was good/poor *(delete as appropriate)* as it was *(describe the weather and lighting conditions eg. Sunny, cloudy, street lights on etc.)* ……

……..……..

and there was an/were no obstructions (delete as appropriate) between me and the person. *(Describe the obstruction if there was one)* ……..……

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Offender 3:

The offender is a male/female *(delete as appropriate)* . I have/have not *(delete as appropriate)* seen them before. I know them because (provide details of how you know them. Leave blank if not known). ……..

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I would describe them as being *(ethnicity eg. Black, white, mixed race etc.)* …… ; They are aged approximately *(approximate age)* ……..; Their build is *(build eg. Stocky, slim, skinny etc.)* ……; Approximate height *(height)* ……..; I would describe their hair as being *(colour)* …… in colour and *(length eg. short, cropped, long and curly)* ……..…

…… in length; The person had the following distinguishing marks/scars/tattoos

(Insert description of any marks, scars, tattoos etc. including where on the body they are any whey they were distinctive)

……..……

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Signature:_____ Signature witnessed by:_____

At the time of the incident this person was wearing *(description of clothing from top to bottom including footwear)*

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I would/would *(delete as appropriate)* not recognise this person again. I saw this person for approximately *(time you saw them for)* ……... at a distance of approximately *(distance in metres or feet)* …… My visibility of the person was good/poor *(delete as appropriate)* as it was *(describe the weather and lighting conditions eg. Sunny, cloudy, street lights on etc.)* ……

……

and there was an/were no obstructions (delete as appropriate) between me and the person. *(Describe the obstruction if there was one)* ……

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Actions

At *(insert time)* …… hours on the date in question at the location above I was *(describe what you were doing eg. Monitoring CCTV, walking through the store etc.)* ……

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where I observed *(describe what you saw the offender(s) do, where they were etc. eg. Offender 1 was stood next to the shelf I could see them cutting the tags off items…)* ……

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Signature:_____ Signature witnessed by:_____

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The offender then left the store out onto *(describe where they went eg. onto High Street etc.)* ……

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As they left they passed all points of payment and did not make an offer to pay for any of the items they had taken from the store.

Property

Item 1:

The item which was concealed by offender *(insert number of offender)* …… was *(describe the stolen item in detail)* ……

……

valued at *(value of item)* …… It has/has not *(delete as appropriate)* been recovered

Signature:_____ Signature witnessed by:_____

and is in a reasonable/unreasonable/unknown *(delete as appropriate)* condition. I now produce this item as (Exh No:) (Ref No: /). *(insert your initials / consecutive number of item eg. RW/01 or RW/02 etc. based on how many items have been stolen).*

Item 2:

The item which was concealed by offender *(insert number of offender)* …… was *(describe the stolen item in detail)* ……

……

valued at *(value of item)* …… It has/has not *(delete as appropriate)* been recovered and is in a reasonable/unreasonable/unknown *(delete as appropriate)* condition. I now produce this item as (Exh No:) (Ref No: /). *(insert your initials / consecutive number of item eg. RW/01 or RW/02 etc. based on how many items have been stolen).*

Item 3:

The item which was concealed by offender *(insert number of offender)* …… was *(describe the stolen item in detail)* ……

……

valued at *(value of item)* …… It has/has not *(delete as appropriate)* been recovered and is in a reasonable/unreasonable/unknown *(delete as appropriate)* condition. I now produce this item as (Exh No:) (Ref No: /). *(insert your initials / consecutive number of item eg. RW/01 or RW/02 etc. based on how many items have been stolen).*

Item 4:

The item which was concealed by offender *(insert number of offender)* …… was *(describe the stolen item in detail)* ……

……

valued at *(value of item)* …… It has/has not *(delete as appropriate)* been recovered and is in a reasonable/unreasonable/unknown *(delete as appropriate)* condition. I now produce this item as (Exh No:) (Ref No: /). *(insert your initials / consecutive number of item eg. RW/01 or RW/02 etc. based on how many items have been stolen).*

Signature:_____ Signature witnessed by:_____

Continuation statement of:*…… Page 8 of 8

Item 5:

The item which was concealed by offender *(insert number of offender)* …… was *(describe the stolen item in detail)* ……

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valued at *(value of item)* …… It has/has not *(delete as appropriate)* been recovered and is in a reasonable/unreasonable/unknown *(delete as appropriate)* condition. I now produce this item as (Exh No:) (Ref No: /). *(insert your initials / consecutive number of item eg. RW/01 or RW/02 etc. based on how many items have been stolen).*

CCTV

I also downloaded a copy of the CCTV of the incident onto a *(describe the format of the CCTV eg. CD/DVD/USB etc.)* …… and passed it to the police. I produce this footage as (Exh no :) (Ref no : /). *(insert your initials / consecutive number of which continues after the consecutive numbers of the stolen items eg. RW/04 or RW/05 etc. based on how many items have been stolen).*

Other Information

In relation to this incident I wish to add *(add any further information, actions, description etc. which you think needs to be included)* ……

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The offender(s) had no permission to take any items without offering payment and the store will pursue a criminal complaint against the person(s).

*Signature:*_____

Signature:_____ Signature witnessed by:_____

VICTIM PERSONAL STATEMENT

WITNESS STATEMENT

Criminal Procedure Rules, r 27.2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Occurrence Number:		URN				

Statement of:	*		
Age if under 18:	* (if over 18 insert 'over 18')	Occupation:	*

This statement (consisting of_____ page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it, anything which I know to be false, or do not believe to be true.

Signature:_____ Date:_____

Tick if VPS evidence is visually recorded ☐ (supply witness details on rear)

I have been given the victim personal statement (VPS) leaflet and the VPS scheme has been explained to me. What follows is what I wish to say in connection with the matter. I understand that what I say may be used in various ways and included in the court papers. The VPS will be provided to the court in all cases to consider sentencing. If the court allows would you wish:

1) The VPS to be read aloud by the prosecutor in the court room? YES ☐ NO ☐

2) The VPS to be read aloud by myself? YES ☐ NO ☐

I provide this VPS in relation to the incident which occurred at *(time)* ..... on *(day)*..... *(date)* ..... / ..... / ..... at *(name of business and location)* .....

.....

There has been a financial loss to the business of £.....

The incident has had an effect upon the business/and myself *(delete as appropriate)* in the following way: *(Describe any affects on the business such as serious financial loss, a need to change how you and staff work, an effect on staff etc..*

Also state how the incident has affected you personally. You may be more worried at work, scarred of certain scenarios or situations or maybe your health as suffered and you're no longer sleeping well at night.)

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Signature:_____ Signature witnessed by:_____

Continuation statement of:*..... Page 2 of 2

Signature:_____ Signature witnessed by:_____

Giving a witness statement to the police – what happens next?

Thank you for coming forward. We value your help and we will do everything possible to help you.
The criminal justice system cannot work without witnesses. They are the most important element in bringing offenders to justice. Now you have made a statement, you may be asked to give evidence in court.

Is there anything else I can do?

Yes. It is important to tell the police
- If you have left anything out of your statement or if it is incorrect
- If your address or telephone number changes (trials collapse every day because witnesses cannot be contacted in time

Dates when you may not be able to go to court. Please update this information as soon as it changes. It is needed when the trial date is set.

Will the suspect (the defendant) or the defence lawyer be given my address?
No, your address is recorded on the back of your witness statement and the defendant or their solicitor only receives a copy of the front. Also, witnesses are not usually asked to give their address out loud in court. The defendant or their solicitor is normally told the names of any witnesses.

What will happen to my statement?

If a suspect is charged over this incident, your statement and all the other evidence will be passed to the Crown Prosecution Service (CPS). CPS is responsible for prosecuting people who have been charged with criminal offences in England and Wales. Although they work closely, the police and the CPS are separate organisations.

Who will read my statement?

Everyone involved with the case will read your statement (e.g. the police, CPS, defence and the magistrates or judge)

What if someone tries to intimidate me?

It is a criminal offence to intimidate (frighten) a witness or anyone else helping the police in an investigation. If you are harassed or threatened in any way before, during or after the trial, you should tell the police immediately.

Will I be told what is happening in the case?

The police and CPS are improving procedures to keep all victims and witnesses up to date with what is happening but it is not always possible to do this in every case. Remember, you can contact the police at any time if you have any questions or concerns. Contact details are in the next column and over the page.

You will be contacted if you are needed to go to court (but it may be some time after you gave your statement, as cases take time to prepare)

Victims of crime are usually told:
- If a suspect is charged
- About bail and what happens at court
- If the case does not proceed for any reason

Witnesses who are not victims of the crime may not be contacted again of:

- The suspect admits the offence and is cautioned or pleads guilty at court
- There is not enough evidence to prosecute the suspect
- No suspect is identified

What is a Victim personal Statement?

This enables you to record the affect the crime has had on you, e.g. emotional, financial or physical etc. If you have been a victim of crime contact the officer named on this leaflet for a "Making a Victim Personal Statement" leaflet or visit www.cjsonline.gov.uk**.**

Will I have to go to court?

You will only have to go to court if the defendant:
- Denies the charge and pleads not guilty or
- Pleads guilty but denies an important part of the offence which might affect the type of sentence they receive.

If you are asked to go to court, the prosecution and defence lawyers will ask you questions about your evidence. You will be able to read your statement to refresh your memory first.

If you have given a statement and are then asked to go to court to give evidence, you must do so. You will be sent
- A letter telling you when and where to go

An explanatory leaflet

What will happen if I don't go to court?

If you have any problems or concerns going to court, you must inform the Witness Care Officer as soon as possible. If you have to go to court but there is a reason to believe that you will not go voluntarily, the court may issue a witness summons against you. If you still fail to attend without good reason you may be found "in contempt of court" and arrested.

Where will the case be heard?

Most cases are heard in the magistrates' court. More serious crimes are heard in the Crown Court before a jury.

Who can help?

Every court has a free and confidential Witness Service and you can contact them before the trial. Their trained volunteers offer:
- Information on what happens in court
- Emotional support and someone to talk to in confidence
- Someone to be with you in court when you give evidence
- A visit to the court before the trial, including where possible, a look around a courtroom so you know what to expect

The witness Service does not discuss evidence or legal advice.

Extra help is available to support vulnerable or intimidated witnesses. If the CPS lawyer thinks that a witness qualifies for this help, known "Special measures", he/she will ask the court for permission to use them. The Witness Service, police or CPS will tell you what is available and the police or CPS is able to discuss your needs.

SOUTH WALES POLICE WITNESS INFORMATION
The officer dealing with your case/taking this statement is: Name, Rank & Number Station Telephone Contact e-mail: Case Reference Number Occurrence No.

Completion Checklist

- ☐ Incident reported to Police and occurrence number obtained.
- ☐ If known, include the name of the offender within the witness statement.
- ☐ CCTV evidence prepared for collection.
- ☐ All parts of the statement completed.
- ☐ Statement and CCTV evidence placed in an appropriate location for police to collect when they attend.