



Hello,

I am Detective Inspector Jamie Stenton from Cambridge city's Serious Crime Team. I am writing with reference to a new process for reporting shoplifting that we are piloting within Cambridge city.

When researching shoplifting in Cambridge city it was apparent that approximately 90% of shoplifters are caught by either proactive police tactics (i.e. officers on patrol stopping someone with items stuffed up their jumper), regular and recognised offenders being caught on CCTV or by store employees detaining shoplifters and awaiting police arrival.

We have designed a new process to provide a simple and effective way for shops to report shoplifting offences where the suspect has left the store and is unrecognised. In the situations where the shop has detained a suspect or recognises the suspect who has left, the process will not change, you will call 999 or 101 and we will do the rest.

The new process will save Cambridge city police officers several hours of investigation time per offence which can be reinvested into prompt response to incidents and proactive police tactics as it is in these areas where research shows we have the most success in catching and convicting shoplifters.

Within the pack you will first find a brief set of instructions and a check list followed by the relevant forms, Cambridgeshire police cannot investigate your offence until the crime report has been sent off and the CCTV with accompanying form has been completed.

May I thank you in advance of your anticipated co-operation with this scheme. If you are suffering regular problems with crime or anti-social behaviour your local problem solving teams are here to help and implement long term solutions.

Kind Regards

Detective Inspector Jamie Stenton
Serious Crime Team
Parkside Police Station
Cambridge
CB1 1JG.



What you need to do

Below is a step by step guide:

1) Crime Report

Complete the “Shoplifting Crime Report” and email it to 301@cambs.pnn.police.uk.

You only need to complete the sections highlighted in yellow. Within 24 hours you will receive a reply providing you with a unique crime reference number. You will need this number before completing step 2.

2) CCTV

Create TWO copies of the CCTV covering as much of the suspect’s entry, selection and concealment of goods and their exit from the store as possible. Keep one copy yourselves and send the other to:

Cambridge City Centre Shoplifting, Parkside Police Station, Cambridge, CB1 1JG.

Please ensure the “CCTV Work Request” form is accurately completed and sent with it. Only complete the highlighted sections. This must include the best time and camera number to identify the offender’s face. The crime number must also be entered on this form and marked on the disc.

The exhibit label should be completed and kept with the CCTV you retain.

3) Statement

Inside the pack is a statement that the person viewing and producing the CCTV will need to complete. The bits you need to fill in are highlighted. Please retain this in store.

Once this is completed we will make efforts to identify the offender. If there is a positive identification then officers will contact your store and collect the documentation you retained, we will then deal with the suspect and keep you updated with any outcome.

Checklist

		Check
1.	Email crime report to 301@cambs.pnn.police.uk	
2.	Complete CCTV work request form and send by post with a copy of CCTV. Please ensure the crime number is on the form and marked on the CCTV disc.	
3.	Complete statement and exhibit label and retain in store with a copy of the CCTV	

Cambridge Shoplifting Crime Report

(Highlighted sections must be completed)

Division	Cambridge City
Station	Parkside
Offence	Theft-Shoplifting
Attempt	No
Offence Date	
Offence Time	
Publicity Opposed	No
Officer reporting	Cambridge Shoplifting Initiative
Location/ Aggrieved	
Post Code	
Organisation Name	
Street Number	
Street Name	
Town	Cambridge
County	Cambridgeshire
Telephone Number	
VCC	N/A - business crime
IVNA Initial Victim Needs Assessment	
1. Do you feel this crime might be part of a pattern of criminal behaviour directed towards you?	No
2. In the context of this crime, would you consider yourself to be vulnerable?	No
3. If we catch the offenders you may need to give evidence in court. How do you feel about that?	OK
4. How has this affected you? Do you feel you need any support to deal with what's happened to you?	No

5. Safe Contact Details of the Victim including Safe time to call	Business hours
6. DASH Score if applicable	N/A
7. Additional Considerations A	No
7. Additional Considerations B	No
7. Additional Considerations C	No



Witness 1

Name	
Date of Birth	
Place of birth	
Ethnicity	Choose an item.
Vulnerable	No
Job Title	
Contact	28 days or when progress is made



Witness 2 (if applicable)

Name	
Date of Birth	
Place of Birth	
Ethnicity	Choose an item.
Vulnerable	
Job Title	



Suspect 1

Name if Known	
Address if known	
Sex	Choose an item.
Age	
Ethnicity	Choose an item.

Build			
Hair			
Clothing			
Suspect 2 (if applicable)			
Name if known			
Address if known			
Sex	Choose an item.		
Age			
Ethnicity	Choose an item.		
Build			
Hair			
Clothing			
MO			
<p><i>(This is 2 or 3 sentences describing what the offender has done e.g. "Offender has entered the store, selected two packets of razor blades from the shelf and put them in his pocket. He has then left the store making no attempt to pay")</i></p>			
Property (enter the details of the stolen property in the table below)			
Item	Quantity	Total Value	Recovered (Y/N)
Notes _(edit if further details are required)			

1) What happened	<p>This crime has been raised via the Cambridge City shoplifting initiative.</p> <p>See MO for offence details</p> <p>(Describe what the CCTV shows here)</p> <p>CCTV has been exhibited by staff and forwarded to the City Centre team. Image to be obtained from CCTV and circulated for identification</p>
2) CID	N/A
3) CSI	N/A
4) Witnesses	See witness page
4a) Vulnerable	No
4b) Visually Recorded	No
5) Suspect Description	See suspect page
6) Exhibits	CCTV has been forwarded to Cambridge City Centre team Receipt has been retained in store
7) Local Enquiries	None
8) Other action	None
9) Statements	Statement retained by store for collection.
10) Additional	None

Officer submitting	N/A
Officer supervising	DS 1947 Church



CCTV WORK REQUEST

For Visual Evidence Unit use only:	VE CCTV URN No:
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Submitted by: Cambridge City Centre Team **Date of submission:** _____

OIC: Unknown **Station/Dept:** Parkside

Contact details: Cambridge City Centre Team ext: 3526

Crime No: _____

Offender's Name: Unknown

Offences: Theft Shoplifting

Incident location: _____

Request (tick those that apply):

Stills Compilation Conversion Other (specify below)

To be placed for Identification procedure

Number of working copies required: Statement required? Yes No

Exhibit details:

(All original/master exhibits to be submitted in sealed exhibit bag or they will be returned and the request refused.)

Exhibit number	Format (e.g. CD/DVD)	Original or copy (Tick as appropriate)	
1		Original <input checked="" type="checkbox"/>	Copy <input type="checkbox"/>
		Original <input type="checkbox"/>	Copy <input type="checkbox"/>

		Original <input type="checkbox"/>	Copy <input type="checkbox"/>
		Original <input type="checkbox"/>	Copy <input type="checkbox"/>

Notes: (Description of offenders; chronology of events required; relevant times, dates, cameras etc.)

It is not the responsibility of the Visual Evidence Unit to view footage to find offenders. If no description of the offenders, or no time, dates or cameras are given then the request will be refused.

Please provide details of the exact time and camera for the best facial shot of the offender:

VEU: Please send to IMU so the still can be placed on to Briefing and Tasking and Sought after poster

For Visual Evidence Unit use only.

Received from: _____ Date received: _____

Exhibits produced:

Exhibit No	Brief description	Number of working copies:

e-mail/phone call to OIC to collect: Date: _____ Time: _____ By: _____

Disposal

Handed to: _____ Date: _____

Signature of recipient: _____

Additional notes:

Completed form to be retained by Visual Evidence Unit.

Exhibit Label

<p><u>Identification Number:</u> (your initials and a number e.g. ABC1)</p>	
<p><u>Description:</u> (till receipt / CCTV)</p>	
<p><u>Time and Date produced:</u></p>	
<p><u>Where Produced:</u> (store)</p>	
<p><u>Produced By:</u> (your name)</p>	
<p><u>Signature:</u></p>	

WITNESS STATEMENT

(CJ Act 1967, s.9; MC Act 1980, ss.5A(3) (a) and 5B: Criminal Procedure Rules 2005, Rule 27.1

URN

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Statement of:

Age if under 18: Over 18 (if over 18 insert 'over 18') **Occupation:** _____

This statement (consisting of 3 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:

Date: _____

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

I am the above named person and work for **(Insert name and location of store)**. I make this statement in relation to a shoplifting that has taken place at my place of work.

In this statement I shall talk about **(Insert number of people involved in the offence)** person/people. I would describe the first person as **(Insert a description of them in as much detail as possible. When describing colour/race/ethnicity – use terms such as white, oriental, dark European, Arab, Afro Caribbean as opposed to nationalities. Ensure you include approximate age, height, physical build, clothing description, any distinguishing features and if they are carrying anything. Also consider facial features e.g. facial hair, sunken eyes, spots, freckles, tanned complexion, fair complexion, glasses, make up, jewellery, tattoos, apparent marks or scars etc).**

I will refer to them as **(name you would like to refer to the suspect by e.g. "Male 1" or**

Signature _____

Signature witnessed by:

"Dark haired female".

The second person I would describe as **(as above)**.

I will refer to them as **(name you would like to refer to the suspect by)**.

(If further people add them here in the same format as above).

At **(Insert time)** on **(Insert date)** I was at work when I received information that a theft was taking / had taken place **(delete as appropriate)**. I reviewed the store CCTV and saw

(describe what each described offender did in as much detail as possible, include where they went in the store, how they acted, what items they selected, where they concealed it and anything else you feel is relevant)

I then saw **(Insert relevant described offenders)** leave the store and make no attempt to pay for the items. The items stolen were **(Insert which items were stolen with their**

value, for example 'The items stolen were a box of lager valued at £15 and a packet of razor blades valued at £9'. I have produced a till receipt which documents which

items were stolen and their value. I will retain this with the statement in store in the event of a police prosecution.

The Police were informed and have supplied me with crime reference number, CF **(insert crime number)**.

The incident was recorded on CCTV and I produce this as Police item **(insert item number; this item now becomes your exhibit using the first three initials of your**

Signature

Signature witnessed by:

PTO

names e.g. John David Smith would be JDS/1 – each item has a separate number JDS/1, JDS/2 etc).

At **(insert time and date)** I placed the CCTV footage **(insert exhibit)** into an envelope and sent it/handed it **(delete as appropriate)** to the Police. I attached an exhibit label to the exhibit.

I am authorised on behalf of **(insert store name)** to say nobody has any right, permission or authority to take property from the store without first offering payment and I want the police to prosecute.

I would/would not **(delete as appropriate)** like to make a Business Impact Statement at this stage. **Your BIS should describe what effect the crime has had on you and/or your business and can be taken into consideration when sentencing the offender.)**

Now your statement is complete please review it for accuracy and ensure any highlighted text is deleted.

Please send the CCTV with covering information letter to 'Visual Evidence Unit, Parkside Police Station, Cambridge, CB1 1JG'. The statement and till receipt should be retained in the store and will be collected if any positive ID is made from the images or other investigative actions.

IMPORTANT – Your crime cannot be investigated until we receive the CCTV and covering information letter.

Signature

Signature witnessed by:

PTO

Witness Details			
Home Address:			Post Code:
Home Tel No:	Work Tel No:	Mobile Tel No:	
Email Address:	Preferred means of contact:		
Best time of contact:			
Sex: Male / Female	Date & Place of Birth:	Former Name:	
Ethnicity Code (16+1):	Religion:		
Dates of Witness Non-Availability to attend court:			

Witness Care <i>(please tick or type in box provided)</i>	Ye s	No
a) Is the witness willing to attend court? (If no, include reason(s) on form MG6)	<input type="checkbox"/>	<input type="checkbox"/>
b) What support measures could be put in place to ensure attendance?	<input style="width: 100%;" type="text"/>	
c) Does the witness require a Special Measures Assessment as a vulnerable or intimidated witness? (If Yes, submit MG2 with file)	<input type="checkbox"/>	<input type="checkbox"/>
d) Does the witness have any particular needs?	<input type="checkbox"/>	<input type="checkbox"/>
If Yes, what are they? (Disability, healthcare, childcare, transport, disability, language difficulties, visually impaired, restricted mobility or other concerns?)		
<input style="width: 100%;" type="text"/>		

Witness Consent - For Witness Completion <i>(please tick)</i>	Ye s	No	N / A
a) The Victim Personal Statement scheme (victims only) has been explained to me:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) I have been given the Victim Personal Statement leaflet:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Witness Details	
Home Address: _____	Post Code: _____
Home Tel No: _____	Work Tel No: _____
Mobile Tel No: _____	
Email Address: _____	Preferred means of contact: _____
Best time of contact: _____	
c) I have been given the leaflet "Giving A Witness Statement to the Police – What Happens Next?":	<input style="width: 50px; height: 20px;" type="checkbox"/>
d) I consent to police having access to my medical record(s) in relation to this matter: (obtained in accordance with local practice)	<input style="width: 50px; height: 20px;" type="checkbox"/>
e) I consent to my medical record in relation to this matter being disclosed to the defence:	<input style="width: 50px; height: 20px;" type="checkbox"/>
f) I consent to the statement being disclosed for the purposes of civil proceedings if applicable: (eg. Child care proceedings, CICA)	<input style="width: 50px; height: 20px;" type="checkbox"/>
g) The information recorded above will be disclosed to the Witness Service so that they can offer help and support, unless you ask them not to. Tick this box to <u>decline</u> their services:	<input style="width: 50px; height: 20px;" type="checkbox"/>
W i t n e s s	
Signature: _____	Print Name: _____
Parent/Guardian/appropriate adult	
Signature: _____	Print Name: _____
Address and telephone number if different from above: _____	

Statement Taken By (print name): _____	Station: _____
Time and Place Statement Taken: _____	

This tear off section to be completed and handed to the witness

Cambridgeshire Constabulary – Contact Details

The officer dealing with your case/taking this statement is:

Office r: Rank & Number:

Station:

Telephone:

Contact E-Mail:

Incident/ Crime Reference No:

The officer dealing with your case can help but may not always be available.
If you have any questions you can also call the CRIME AND INCIDENT MANAGEMENT UNIT:
0345 456 456 4

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

Thank you for coming forward. We value your help and we will do everything we can 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 phone 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 contact your Witness Care Officer to 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 reverse 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 offence in England and Wales. Although they work closely together, the police and 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 magistrate 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 by calling the Police Service Centre – on 0345 456 456 4.

Will I be told what is happening in the case?

The police and CPS are improving procedures to keep 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 questions or concerns.

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 if:

- 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

Will I have to go to court?

You will only have to go to court if the defendant either:

- denies the charge and pleads 'not guilty'
- 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 about going to court, you must inform your local Witness Care Unit as soon as possible (numbers overleaf). If you have to go to court but there is 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 court room so you know what to expect.

Their telephone numbers are listed on the reverse of this sheet.

The Witness Service does not discuss evidence or give 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 as 'Special Measures', he/she will ask the court for permission to use them. The Witness Service, police or Witness Care Office will tell you what is available and the police or CPS will be able to discuss your needs.

Witness Care Unit

If the case goes to court, you will be contacted by a Witness Care Officer, working within the Witness Care Unit.

The witness Care Officer will keep you fully informed of the progress of the case once the defendant has been charged and, where possible, will do this within one day of the Unit receiving the information.

There are dedicated Witness Care Units set up in Cambridge, Huntingdon and Peterborough which provide support to victims and witnesses of crime.

Witness Care Officers assess the needs of victims and witnesses and provide practical solutions to ensure their attendance at court to support criminal proceedings.

The Witness Care Officer will be your single point of contact from the first court hearing date and throughout the court process, and will give you practical support and any other information you might need. If your case proceeds to the Crown Court you will be allocated a separate Witness Care Officer who specialises in Crown Court proceedings.

Contact details for Witness Care Units:

Cambridge/Ely areas
01223 - 823505/6/7

Huntingdonshire/Fenland areas
01480 825221

Peterborough area
01733 863189

Victim Support and Witness Service

The Victim Support scheme operates from a number of locations within Cambridgeshire, and their volunteers are specially trained to provide free and confidential information, support and advice.

All victims and witnesses will be offered support from Victim Support's Witness Service, which is **independent**, confidential and free. This support will include someone to talk to, a quiet place in which to wait and a chance to see the court before the day of the trial. Although the Witness Service volunteers will explain the court process to you, they cannot discuss the specific details of the case.

Victim Support Cambridgeshire
0845 389 9523

Victim Support Helpline
0845 30 30 900

Victim Support's Witness Service
at following Courts:

Cambridge Magistrates Court
01223 315982
Cambridge Crown Court
01223 488378

Wisbech Magistrates Court
01945 475120
Peterborough Crown Court
01733 559050
Peterborough Magistrates Court
01733 565638
Huntingdon Combined Court
01480 450449

The Witness Charter

The Witness Charter sets out the standards of service that witnesses can expect to receive at every stage of the Criminal Justice process from:

- the police, if you are a witness to a crime or incident
- other Criminal Justice agencies and lawyers, if you are asked to give evidence for the prosecution or defence in a criminal court

The standards apply to all witnesses, regardless of whether you are also the victim. If you are a victim of a crime, your rights are set out in the Code of Practice for Victims of Crime.

Unlike the Victims Code of Practice, the Witness Charter is not set out in law, and there may be constraints which affect the ability of the Criminal Justice agencies to provide the service to all witnesses in all cases.

Being kept updated on progress during the investigation:

After you have given a statement, if the offence is of a **very serious nature** and the police have told you that you are likely to be called to give evidence in court, the police will seek to update you:

- at least once a month on the progress of the case until the point of closure of the investigation or
- at the point at which someone is charged, summonsed, or dealt with out of court.

Being kept updated on progress after charge:

If you are a prosecution witness to any offence, the police will seek to inform you:

- when the defendant has been charged
- whether the defendant has been released on bail to attend court , or held in custody until the first court appearance
- what relevant bail conditions apply

Further information about the Witness Charter or the Victims Code of Practice can be found at www.cjsonline.gov.uk