

Forecourt Crime Prevention



FIRST PRINCIPLE

norfolk.police.uk/firstprinciple
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Key points

- Use pre-payment pumps
- Ensure good quality CCTV covers all pumps
- Use signage at the pumps to remind customers to pay for fuel
- At the till/kiosk ask customers did you have fuel, how much and which pump number, especially if they are purchasing other items at the same time
- Check number plates are visible
- Don't authorise the pump if you cannot see the persons face clearly
- Be aware of the end of month and close to payday; it's likely to increase the risk of no means of payment
- Remember the 10 second check...look at the pump, the person, and the vehicle being filled before authorising the pump

PREVENT CRIME

PROTECT COMMUNITIES



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Theft of Fuel, Bilking or Making Off Without Payment are offences costing the industry tens of thousand of pounds. [BOSS](#) has estimated that there are approximately 2.5 million incidents of unpaid fuel every year (2022).

There are two types of offences: Drive Off' s (also known as Bilking or Making Off Without Payment) and No Means of Payment.

The guidance below could help to keep your business and livelihood safe and secure against crime, and also keep your staff safe.

Signs that a thief may be about to steal fuel.

Keep an eye on your pumps (remember the 10 second check) and if anyone seems to be acting strangely, then make it clear that you have seen them and ask them if they need help. If you are unsure don't release the pump and ask them to come to the kiosk for assistance.

Things to look for:

- The driver stays behind the wheel while the passenger fills up
- They try to hide their face and body behind the vehicle or the pumps or parks behind a large vehicle that is blocking the view. A motorcyclist has not taken off their crash helmet



- The vehicle is parked away from the kiosk
- The doors are left open (passengers or drivers)
- The vehicle number plates are hidden or look like someone has tampered with them
- Filling up multiple fuel cans at the rear of the car



Forecourt Security Checklist.

Make sure that you consider the following points, that staff are trained and know what to look for and how to deal with a crime if it occurs.

- Do your staff have a clear view of all the pumps? Is the area well lit so that staff and cameras can clearly see registration numbers, makes of vehicles and descriptions of drivers?
- Pay at Pump features can reduce thefts.



- Do you have Automatic Number Plate Recognition (ANPR) – if not, can you install it?
- Are you able to manage the pumps, so that the outer edge pumps can be turned off during quieter times of the day?
- Do you keep the petrol station well maintained, clean and tidy?
- Are there any speed restrictors (speed humps) at the exit points?
- How many points are there where vehicles can enter or leave the forecourt? Ideally only two, so that an offender can only exit one way.

- Does the fuel station have good CCTV? Do the staff have access to it and know how to use it? Is the CCTV footage recorded in the format that the police and courts can view? Is there a CCTV management system in place? If you have CCTV or are considering installing it, see [more information](#) on the use of CCTV for crime prevention.
- Use good, clear signage to advise customers that you prosecute non-payers.
- Are there always two members of staff working at the same time?
- Is there a panic button system for staff, and do they know how to use it?
- Keep a record of the drive-off figures for patterns in the times and frequencies, so you can try to manage those “at risk” times.
- Are staff fully trained in how to deal with a make-off or non-payment of fuel. Staff should be checked and vetted?
- Other Fuels such as coal or wood are potentially desirable. Keep items secure, so that customers must ask for them and get a member of staff to assist with loading them.



providing a good image of the person, which can be used as evidence should they fail to return.

Evidence suggests that no-means of payment incidents are more likely to happen at the end of the month, close to payday. Remind staff to be more vigilant during those days of the month. Non-payment of fuel is a civil matter unless there is evidence of dishonesty. BOSS [Payment watch](#) is the largest and most successful loss prevention service designed to help forecourt retailers recover money owed from unpaid fuel incidents.

Additional guidance on forecourts and fuel storage:

For other advice and tips on how to keep your fuel station – and those who work in it – safe and secure, visit the [British Oil Security Syndicate \(BOSS\)](#).

The [Forecourt Watch](#) scheme also encourages garages to work together with the police, to share information on petrol station crimes.

Current regulations on fuel storage can be found at [Gov UK - Oil Storage Regulations for Businesses](#)

[Dedicated Card and Payment Crime Unit](#)

[UKPIA represents 8 member companies and 1,200 filling stations in the UK](#)

Non-Payment of Fuel

- Anyone who states they don't have the means to pay for the fuel should provide their contact details on a form. Ideally this is completed in front of a CCTV camera,

First Principle: Related links



Check out our Crime Prevention information using the QR code to take you to the First Principle Pages
Alternatively go to [Advice - First Principle | Suffolk Constabulary](#)

Secured by Design (SBD) tests and assesses the quality security products and crime prevention projects. <http://www.securedbydesign.com/>



More Security Products can also be found at:
<http://www.soldsecure.com/>



You can always report intelligence or information anonymously to Crimestoppers

<http://www.crimestoppers-uk.org/>



Full details about Neighbourhood Watch and how to set up a scheme, visit www.ourwatch.org.uk



Call us on 101 or [Report on Line](#). In an emergency always dial 999