

Norfolk & Suffolk Crime Prevention

Guidance Note

Robbery in shops and Post Offices

Reducing The Risk



SUFFOLK
CONSTABULARY



NORFOLK
CONSTABULARY
Our Priority is You

Norfolk and Suffolk are some of the safest counties in the country. However, we cannot afford to be complacent and it is essential that retail staff, members of the public and local Police continue to work together to reduce the risk of robbery occurring from post offices and other stores.

Experience has shown that shop robberies tend to occur during the winter months, after the clocks go back. We wish to raise awareness of this crime to retail staff and other members of the public, especially to customers and neighbours.

Having good visible security practices may help to deter a crime for occurring;

- Keep working / available cash to a minimum
- Make maximum use of cash management systems / safes
- Keep working/available cash out of sight
- Keep all doors, cabinets, safes, etc. closed and secured with keys removed
- Keep keys concealed

For Further Crime Prevention Advice:-

For Norfolk dial 101 and ask to speak to your local Architectural Liaison Officer (ALO)

For Suffolk dial 101 and ask to speak to your local Safer Neighbourhood Team

ATM replenishment is also a key time to be vigilant:

- Vary replenishment times where possible
- Only replenish cash when your branch is closed but consider how much cash you need to keep in the machine, particularly overnight
- Try to make sure people cannot see what you are doing

If you see any suspicious activity: Do not approach the suspicious person(s). Write down details of car makes, colours and registrations and any descriptions and call the Police immediately on 999.

Armed Robbery

It is hoped that you will never have to undergo the trauma of an armed robbery but you should be aware of the guidelines to follow both during and after the hold up. This will assist police in their attempts to identify and convict the criminals.

During a hold up

- If there is a bandit alarm, activate it only if it is safe to do so
- If there is a security camera, activate it if it is safe to do so
- Obey instructions, take no unreasonable risks
- Avoid sudden or unexpected movements or anything which may be construed as a signal
- If you have been issued with a smoke pack include it with any money that is handed over
- Make a mental note of the appearance of the criminal(s) and note where there might be possible evidence such as fingerprints, shoe impressions, fibres or items of clothing

After a hold up

- Take time to calm yourself
- Lock the door
- Observe the getaway from a position of safety

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- Telephone the police, the following information will be requested:
 - The name and address of your branch
 - Whether there are any injuries
 - How long it is since the criminals left
 - Vehicle make, colour, model, registration number
 - Direction of escape
 - Number of occupants
 - Weapons used
 - Description of criminals
- Keep the telephone line free until the Police arrive
- Customers must be asked to remain on the premises, as they are essential witnesses. If they insist on leaving take their names and addresses
- Anything handled or left behind by the criminals must remain untouched

Police Investigation – initial response

The recovery of forensic evidence left at the scene by the offender is a key element in the investigation of an offence of this type. A Scenes of Crime Officer **will attend** the incident and undertake a thorough examination of the scene and surrounding area for evidence.

The following procedures are to be adopted when an attack is reported: -

1. **Staff should ensure that the location is secured and closed immediately following the incident. The scene should be preserved in order that evidence is not inadvertently destroyed i.e. footwear marks. Please try to keep away from the area where the attack took place.**
2. The first Police Officer at the scene will : -
 - Consider placing a cordon around the scene.
 - Preserve areas where vehicles were parked prior to the offence for possible forensic evidence.
 - Introduce a common approach path that will hopefully be via a different door to that used by the offenders.
 - Ensure that all floor surfaces are preserved for footwear marks, to the best of their ability.

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- Ensure staff are taken to an area away from where the offence occurred to avoid forensic evidence being inadvertently destroyed.

The information above is intended to give an indication as to the importance that is attached to the preservation of the scene immediately following an incident.

By working together and being aware of the potential for robberies we can reduce the risk of such offences occurring.

Should you require any further advice with regards robbery or the security of your premises please dial 101 and ask to speak to your local Crime Reduction Officer.

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