PHC	Consortium	Risk: C00402 - Erosion of Public Order and Security Confidence in UK Retail Environments											Risk Snapshot		
Risk	ID Category / Element		Description		Desired Outcome					Current Situation			Proposed Strategy		
C00402 R8 Political / Governme nt Confidence in UK Retail Environments  Erosion of Public Order and Security Confidence in UK Retail Environments  A viral video from an Iceland Foods branch in Ilford shows shop staff confronting a shoplifter while a security officer appears hesitant to intervene. The incident has sparked hundreds of public comments exposing a deeper malaise, widespread lawlessness, confusion over enforcement roles, lack of respect for authority, and demoralisation across both staff and security industries.				ty to has blic leeper over of dooth cries.	Public confidence in retail safety and redefined balance between personal safety, professional responsibility, and lawful enforcement within shops and public spaces. Clear protocols, better training, stronger accountability, and a cultural reset around civic duty and respect for law.  What Could Go Wrong?  Normalised theft, discouragement of honest workers, and further erosion of public trust. Retail staff may feel unsafe or apathetic; trained security may disengage due to ridicule or lack of authority; broader community may accept disorder as inevitable.					Retail crime is rising, with offenders emboldened by weak deterrence, low police response, and policies discouraging physical intervention. Security officers often operate under restrictive "non-contact" policies, and store staff are underpaid and unclear on their boundaries of action. Public discourse shows anger, humour, and resignation, but little faith in current systems.			1. Assess current risk protocols, review SIA standards and insurance-driven "non-contact" rules. 2. Engage retailers, police, unions to develop unified incident response procedures. 3. Quantify financial losses vs. safety risks to frame proportionate responses. 4. Launch PHC Service pilot to monitor incidents across several retailers, identifying systemic weaknesses and coordinating a transparent loss-prevention improvement plan. 5. Promote civic education campaigns that reinforce responsibility, safety, and respect for rule of law.		
Risk (three-part) Statement			С	urren	t Risk	Туре	llity	Risk				Last Re	view Date		
	Cause Risk Event Consequence [uncertainty]		Probability	Impact	Score (PxI)	Response 1	Manageability	Residual F	Risk Owner	Due Date	Close Date	Notes			
Weak enforcement policies, underpaid and undertrained security staff, and risk-averse corporate directives that prioritise liability reduction over deterrence.  A publicised shoplifting incident at Iceland llford shows staff confronting the offender while the assigned security officer appears inactive, igniting debate over competence, authority, and the moral fabric of British society.  Public disillusionment, mockery of security professions, increasing tolerance of theft, and further degradation of social cohesion in retail environments, contributing to the broader perception of a "broken" and "lawless" society.					4 H-1 C-1 Q-1 S-1	16	Mitigate	4	12	Winter, David	22Aug26	Open _	0.	2Nov25	
Mitigating Actions / Response															
ID	Actions										Action Owner	Due Date	Close Date		
#1 Review SIA Standards on non-contact rules.											Winter, David	01Jan26	Open		
#2 Engage Retailers, Police and unions for unified incident response procedures.											Winter, David	01Jan26	Open		
#3 Quantify financial losses for theft in retail outlets.										Winter, David	01Jan26	Open			
#4   Launch PHC Service Pilot for retailers.									Winter, David	01Jan26	Open				
#5	#5   Promote civic education campaigns to raise awareness and reinforce respect for rule of law.   Winter, David   Open									Open					
Last 10 RM Events (Meetings/Interviews/Workshops).  Mtg. Date Title / Person / Department Objective (0 Events held.)															

Mtg.	Date	Title / Person / Department	Objective	(0 Events held.)

<u>History</u>

## Top Risk **Summary**

Comments

## **Top Risk Mitigation**

Erosion of Public Order and Security Confidence in UK Retail Environments 1. Assess current risk protocols. 2. Develop unified incident response procedures. 3. Quantify financial losses 4. Launch PHC Service pilot to monitor incidents across several retailers. 5. Promote civic education campaigns.

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