



MODULE: PROBLEM SOLVING AND INNOVATION

MODULE CODE: BMSW4014

LECTURER: CHRISTOPHER ROGERS

**ASSIGNMENT TITLE: THE RISE OF SHOPLIFTING IN
RETAIL**

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Supplementary Notes

The number of shoplifting offences has been at a record high in England and Wales. Till March 2024, a total of 443,995 offences have been recorded. This is up by 30% when compared to the 2023 levels. The office of national statistics reported that the figure is the highest since March 2003 (The Guardian, 2024). Data which has been published somewhere in July 2024 has revealed that some of the leading retailers have raised concerns regarding the rising cost of theft and shoplifting activities. The shop workers are also extremely concerned about the number of assaulting cases that have taken place in the past couple of months.

I have recently come across news on shoplifting where Nisa, the family of independent grocery retail outlets throughout the United Kingdom, urged the government to investigate the plight of independent retailers to restrict the recent search in shoplifting. The increasing incident reflects the organised criminal activities that are taking place against independent shops, and it is not only leading to financial losses but is also endangering the life of the workers in these Independence stores. Nisa has partnered with various other independent organisations to deal with the problem of shoplifting by installing CCTV cameras and investing in artificial intelligence and machine learning algorithms. The AI technology backed cameras have helped the Nisa store managers to identify what the people are putting inside their pockets. This has helped the organisation prevent a loss of nearly 1000 pounds a week (grocerygazette.co.uk, 2020). Before installing these cameras, Nisa used to experience shoplifting somewhere between 3 to 10 times every week (Cityam.com, 2023). The retail industry is losing almost £1 billion every year in theft and shoplifting activities (Cityam.com, 2023). This is putting a lot of pressure on the industry especially due to the rising inflation rate and the changing needs and requirements of the customers in the post-pandemic era.

The shoplifting practices have had an immense impact on the economics of individual shopkeepers in the country. In a report somewhere in November, published by BBC (2024) has revealed that a shopkeeper named Manju Odedra ran a Nisa extra convenience store in Coventry and stated that they are finding it difficult to make ends meet. The shopkeepers have lost almost 1000 pounds in profit every month due to shoplifting activities (BBC, 2024). West Midlands have also seen a 44% rise in shoplifting and retail crime in the region (BBC, 2024). Apart from financial losses, SkyNews (2024) has shown that there is an increased amount of anxiety and stress

among the staff members as they are constantly feeling threatened to lose their lives because of shoplifting activities. Overall, there is a strain on the community as well. I feel that when the police are not being able to restrict these crimes, there is a strain on the local services that are supported by organisations like Nisa. High shoplifting activities also discourage the customers from visiting the convenience stores, thus, impacting the overall sales and profitability of these retail houses.

Slide 3: References

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