

**OFFICE OF THE POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE
DECISION RECORD**

Decision Record Number: **DR56/2026**

Title: **Retail Navigator**

Executive Summary:

This report proposes providing grant funding to support a trial of a collaborative, street level prevention 'Navigator' service to support sustainable long-term security for local high street retail businesses in North East Lincolnshire: reducing police demand and protecting retail workers and the community whilst diverting prolific offenders away from crime into support services or other interventions.

Decision of the PCC

Approved.

Background Report: Open

Police and Crime Commissioner for Humberside

I confirm I have considered whether I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct.

Any such interests are recorded below.

The above decision has my approval.

Signature



Date 05/10/2026

**POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE**

SUBMISSION FOR: DECISION

OPEN

Title: Retail Navigator

Date: 1st October 2026

1. Executive Summary

This report proposes providing grant funding to support a trial of a collaborative, street level prevention 'Navigator' service to support sustainable long-term security for local high street businesses in North East Lincolnshire: reducing police demand and protecting retail workers and the community whilst diverting prolific offenders away from crime into support services.

2. Recommendation

Provide £20,000 grant funding towards the North East Lincolnshire Business Crime Navigator trial.

3. Background

Over recent years, retail crime has escalated into a critical threat for high street business, resulting in an estimated £583m in financial losses annually and severely compromising worker safety, with 36 assaults on retail workers every day in the UK during 2025. (source: BRC Crime Survey 2026).

Whilst traditional security measures focus on a reactive approach, it is widely understood that a shift towards a more proactive, offender focused intervention is needed to break the cycle of repeat offending. Prolific repeat offenders drive a vast proportion of retail theft, frequently fuelled by underlying complex needs and vulnerabilities.

A 'Business Crime Navigator' model operates in Portsmouth, which was initially funded by the Hampshire and Isle of Wight PCC and is now funded through a multi-agency partnership. This individual acts a bridge to break the cycle of offending, by building direct relationships with repeat offenders and connecting them with intensive housing, healthcare, substance misuse, and employment & training support.

The Portsmouth trial saw 60% of engaged individuals significantly reduce their shoplifting and drug misuse within six months of engagement. This model demonstrates how collaborative; street level prevention can deliver sustainable long-term security for both the individual and high street businesses.

The proposed one-year trial will be in North-East Lincolnshire with prolific repeat offenders being identified by Humberside Police; retailers; or self-referring. The model would complement, rather than replace, enforcement activity.

The contract for the Navigator will be between North-East Lincolnshire Council (NELC) and Wizer CIC. NELC will be responsible for the future funding arrangements for the service, should it be successful; managing the contract for the pilot under their existing arrangements with the provider; and measuring and reporting on its outcome measures and the impact on reoffending.

4. Options

- 1) Provide £20,000 grant funding towards the pilot.
- 2) Do nothing.

5. Financial Implications

Humberside Police and NELC have engaged with Tesco PLC's Grimsby store, and they are willing to provide a contribution of £15,000 towards the cost of the one-year trial, and North East Lincolnshire Council are providing £20,000 funding across two departments.

The proposal is for the PCC to provide £20,000 to enable the recruitment of a suitably experienced navigator, cover associated on-costs and operational expenses and provide capacity for additional volunteer or part-time support where required. This will ensure the pilot is adequately resourced to maximise engagement, reduce crime and deliver sustainable outcomes for individuals involved in retail offending.

The 2026/27 OPCC Delivery Plan has sufficient budget allocated to *"P25: Explore solutions that would allow referrals to unpaid work/training for adults/young people that may be better rehabilitated outside the court process and provide an offer that can be evaluated to assess impact at reducing reoffending."* to cover the proposed grant.

6. Legal Implications

N/A

7. Driver for Change/Contribution to Delivery of the Police and Crime Plan

This proposal meets the following Police and Crime Plan objectives:

Aim 1: Engaged, Resilient and Inclusive Communities

Outcome A4: A4 Residents and businesses supported to respond to crime and community safety issues.

Aim 2: Safer Communities

Outcome B3: Reduced reoffending

Aim 3: Effective Organisations

Outcome C1: Effective partnerships and collaboration

8. Equalities Implications

N/A

9. Consultation

Consultation has taken place with Humberside Police who are working with NELC and wish to pursue the trial.

10. Media information

Grant funding will be conditional on shared communications with the OPCC to inform the public of the pilot.

11. Background documents

None

12. Publication

Open

13. DPIA considered

No data protection implications as the OPCC will not be directly managing the pilot and will not be involved in operational delivery.