

Roadchef collaboration - security improvements at M1 services

Using Safer Streets 5 funding to reduce volume acquisitive crime at four motorway service locations by undertaking a partnership approach with a private operator aimed at improving physical security.

First published

30 July 2025

Key details

Does it work?	Untested – new or innovative
Focus	Prevention
Topic	Crime prevention Neighbourhood crime
Organisation	Northamptonshire Police, Fire and Crime Commissioner
Contact	Paul Golley
Email address	paul.golley@northantspfcc.org.uk
Region	East Midlands
Partners	Police Business and commerce Local authority Private sector
Stage of practice	The practice is implemented.
Start date	November 2024

Key details

Scale of initiative	Local
Target group	General public Victims Workforce

Aim

The aims of the intervention are to:

- ensure the M1 services are safe for heavy goods vehicle (HGV) drivers to have rest stops
- deter organised crime groups from committing HGV thefts

Intended outcome

The intended outcomes of the practice are to:

- reduce theft and burglary reports at service stations
- improve safety and security for HGV drivers
- increase police capability with the necessary equipment to help detect crime
- reduce demand and pressure on force resources

Description

Through country-wide vehicle-crime research, the force identified a high volume of crime within Northamptonshire's two M1 motorway service stations (North and Southbound, between Northampton and Watford Gap).

These areas were disproportionately targeted by offenders who were stealing high-valued goods from HGV trailers, whilst the drivers were resting. Local policing was put under significant and overwhelming demand and pressure.

Security improvements

In response, Northamptonshire Office of Police and Fire Crime Commissioner (OPFCC) adopted a partnership approach with both service stations.

The force engaged and consulted with Roadchef (the third largest motorway service area operator in the country), to have additional support, who subsequently committed to matching the £255,000 awarded from the Safer Street 5 fund. This laid the foundations and supported techniques to reduce vehicle crime at their motorway service stations, creating a safer rest point for drivers.

This collaboration led to:

- the installation of a comprehensive perimeter security improvement programme
- installation of additional monitored CCTV
- new and replacement ANPR cameras on entry and exit of each of the services
- comprehensive lighting improvements
- a Crimestoppers campaign

Media work

Since the launch, Northamptonshire OPFCC has issued a press release and generated media interest from BBC News.

Evaluation

An evaluation is planned and will be led by Northamptonshire OPFCC.

The evaluation will look at the impact of the intervention and compare measures before and after implementation. The proposed evaluation methods will be to look at data analysis of vehicle crime at motorway service sites.

Overall impact

It is too early to determine the overall impact of the intervention at this stage; however, the force has already started to see reductions in crime at the target sites and subsequent arrests relating to these crimes.

Learning

Scheduled fortnightly meetings were essential to ensure good collaboration between the force and Roadchef, allowing issues to be overcome as they arose. Clear communication was key, followed by procurement support and the necessary contractual agreements being drawn up.

The force has reassured partners of the positive impact the initiative aims to have on customers, and has offered advice on how revenue costs can be managed following the grant funding.

Copyright

The copyright in this shared practice example is not owned or managed by the College of Policing and is therefore not available for re-use under the terms of the Non-Commercial College Licence. You will need to seek permission from the copyright owner to reproduce their works.

Legal disclaimer

Disclaimer: The views, information or opinions expressed in this shared practice example are the author's own and do not necessarily reflect the official policy or views of the College of Policing or the organisations involved.