# UK residents wary of neighbours amid rising parcel thefts



New data has revealed that a significant number of residents in the UK suspect their neighbours of stealing parcels, with over 2.7 million individuals admitting to having such suspicions. The findings come from a study conducted by curtains specialists Hilarys, which highlights the growing concern surrounding parcel theft among homeowners.

According to the research, approximately one in ten adults in the UK have experienced parcel theft at some point, with many blaming delivery companies for leaving packages in unsecured locations, such as doorsteps or porches. This situation has fostered a climate of distrust, with residents increasingly wary of their neighbours.

Norwich has been identified as the city where residents are most suspicious of their neighbours, with one in ten individuals reportedly believing that their packages may have been taken by those living nearby. Following Norwich, London ranks second; in this city, about eight per cent of residents express similar concerns. Manchester holds the third position with approximately 7.6 per cent of locals harbouring suspicions of theft by their neighbours.

The issue of parcel theft has broader implications, as highlighted by Citizens Advice Bureau data from 2021, which recorded that over 7 million people, or 13 per cent of UK adults, faced problems relating to parcel delivery. This includes instances where drivers left before customers could retrieve their packages or placed items in insecure locations. In a single week, nearly 3 million adults missed parcel deliveries due to time constraints preventing them from reaching the door in time.

The concerns about parcel theft have only intensified over time. A Penn Elcom Global Parcel Theft Report released a year later noted that more than eight million parcels had been lost or stolen between May 2021 and April 2022, with customers facing an estimated loss of £320 million in missing goods.

For those contemplating addressing their neighbours about missing parcels without causing conflict, etiquette expert Jo Hayes has offered guidance on approaching the matter delicately. "In this instance, ensure you approach your neighbour when you’re feeling calm and centred - not when you’re annoyed or angry about your parcel disappearing," Hayes explained.

She suggests initiating the conversation with a non-accusatory tone, stating, “Hi there. Recently, I’ve had several packages go missing after delivery. I don’t suppose you’ve seen or noticed anything suspicious near my place?” This approach aims to foster open communication without immediately placing blame.

Hayes emphasised the importance of observing the neighbour's response, noting that most people are not adept liars, which can indicate whether someone is being truthful. She also advised following up with a statement such as, “Well, if you could keep an eye out, I’d be grateful. I’ll be asking a few neighbours to do the same, so I'm sure we’ll catch the thief soon enough.” This response serves to signify to a potential thief that there is increased vigilance in the area, potentially deterring further theft.

The statistics underscore a growing trend of parcel thefts across the UK, with residents grappling with the issue of securing their deliveries in an ever-evolving retail landscape.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.parcelandpostaltechnologyinternational.com/news/parcels/porch-pirates-steal-376-6m-worth-of-parcels-in-last-12-months-in-the-uk.html> - This URL supports the claim that parcel theft is a significant issue in the UK, with a notable increase in stolen parcel values, highlighting the severity of the problem and its economic impact. It also mentions regional variations in parcel theft.
* <https://www.essex.police.uk/foi-ai/essex-police/other-information/previous-foi-requests/2024/11-nov/parcel-theft-offences-2023-to-2024/> - This URL provides data on reported parcel thefts, including the frequency and distribution of such incidents across different months, which corroborates the growing concern about parcel theft in the UK.
* <https://www.parcelpending.com/en-gb/resources/parcel-theft-statistics/> - This URL highlights the rise in parcel theft reports over the past few years, underscoring the expanding issue of stolen packages and its broader implications in the UK.
* <https://www.noahwire.com> - This source mentions suspicions about neighbours and parcel theft concerns, providing context for the heightened distrust among residents regarding stolen parcels.
* <https://www.citizensadvice.org.uk/consumer/delivery-problems/parcel-delivery-problems/> - This Citizens Advice website could provide information on parcel delivery problems, including when drivers leave packages in insecure locations, contributing to theft issues.