

## **FACT SHEET FOR WREXHAM CRIMELINK**

### **What is Wrexham Crimelink?**

It is a co-operative of Wrexham retail and licensed businesses who have come together to share regular contact through an open radio system by which information can be exchanged on the presence and movement of thieves or 'socially difficult' clients and visitors.

The Town Centre Police, the N.W. Police Crime Prevention Officer, the Crimelink Coordinator and WCBC CCTV operatives listen in and support the activities where they can. However, the system is primarily based on mutual support by the members and is totally funded from subscriptions and managed by the members themselves through an annually elected Executive Committee. It is linked to the Town Centre Forum Security Focus Group.

Crimelink is also involved in the "Safe Child" scheme, which helps to reunite lost children with their carers.

### **What commitments will I have to make?**

In applying to become a member of Wrexham Crimelink, you are agreeing to become an active user of the radio link. This involves signing on to the network at the start of trading each day, nominating a staff member or members to wear the radio with an earpiece throughout trading hours, and actively contributing to the exchange of information.

You will be encouraged to attend a three-monthly Members' Open Meeting, and send a representative to the short Information Exchange meeting which is held bi-monthly.

### **Who can join?**

Any business operator who believes that the system will help them and – just as importantly – is prepared to help others, may ask to join. The Executive committee makes the decision on acceptance, usually within 24 hours. The criteria that they will use will include the suitability of the applicant business, e.g. Are they here to stay or are they transient? Will the applicant present a security risk to the rest of the group by misuse of radios or the confidential information to which they will be privy? Are they likely to keep up the payments? (Although this is more pertinent to the appointed managers of the scheme – Servicom (High Tech) Ltd).

### **Does the system have a panic button?**

Yes, this alerts all other members as well as the Police and the CCTV by a warning tone as well as the CCTV being able to identify the distressed member's premises without that member having to talk. This feature must only be used in an emergency.

### **What happens if my set fails?**

Servicom (High Tech) Ltd has provided the CCTV room with two spare radios to be used only if a member's radio is away for repair. You will be asked to sign for this radio and it is your responsibility whilst in your care. If the spares are already in use no other radio is available and you could be without for a few days. When you join

the scheme, a set is ascribed to you and coded accordingly. If that set fails, you should operate with the identity of the spare radio until your original set is returned. Full instructions on how to return a faulty radio for repair will be given.

### **What does it cost and how do I pay?**

The radio rental is £240 per annum plus VAT. The Group annual membership fee (currently £60.00 plus VAT) is set at the annual general meeting and designed just to cover costs of administration, with a little in reserve for unknown costs and emergencies.

### **What is the minimum period of membership?**

Up to two years, depending on your start date.

### **Are there restrictions on who may use the radio in my store?**

None, except that anyone using the set must have received training from Crimelink or one of our representatives. This training takes place during the daytime; written instructions will also be provided. Time must be set aside by the new member for this training. Members are expected to wear the radio on their person at all times; a belt clip is provided. This is to ensure that the radio is kept securely away from light-fingered persons. To comply with the requirements of the Data Protection Act, an earpiece must also be purchased and used. You must also keep the radio and charger in a secure place, on the premises, overnight. It may **not** be removed from the premises by any staff member. The radio will require charging; therefore, a suitable power point will be necessary.

### **What do I do if the radio is stolen or vandalised?**

If you've followed guidance and training this should not happen – if it does, contact Servicom (High Tech) Ltd and a committee member IMMEDIATELY. The committee member will contact the CCTV room. The radio equipment belongs to Servicom (High Tech) Ltd; however, any loss, theft or damage not due to normal use is your responsibility. It is in your own interest to list the equipment in your inventory for insurance at a value of between £600 and £700.

### **What do I do if I decide I would like to join?**

Contact the Crimelink Coordinator, Gillian Sulley, on (01978) 292542, or Carol Dean, c/o Shopmobility Wrexham, (01978) 312390, for an application form. Complete and return the form to Gillian or Carol and await membership approval when you will be contacted by Servicom (High Tech) Ltd to complete the contract documentation.