

nibs

RADIO CHECKS

If you hear a fellow member signing on to the network or asking for a radio check, please respond and let them know you're there.

NEW POLICE NUMBER

The new non-emergency number for North Wales Police is 0845 607 1002. Use this number for reporting crimes which have already occurred, or seeking advice. Ask the Crimelink Coordinator if you would like this number in a handy fridge-magnet format.

CALL SIGNS

Remember that the radio is not transmitting for the first couple of seconds after you press the PTT button, so pause for a moment before commencing your message. Then give your call sign clearly at the beginning of each transmission.

NEW MEMBERS

We welcome Lidl, café/bar L'étage and six parking wardens to our radio network. Please contact the Crimelink office if you require a new call sign list.

DON'T GO THERE!

Wrexham Council's Amenity Wardens have warned of the dangers of attempting to pick up discarded needles. In the event of discovering such items on or near your premises, please contact Street Scene on 298989 for advice.

KEEP US INFORMED

Please remember to put out warnings to other radio users if you become suspicious of someone in your store, even if they subsequently leave without incident. There's a good chance they may be on their way to someone else's store to have another try there. Your quick thinking now will alert other members, and could prevent a crime from being committed later.

NEW EMAIL ADDRESSES

Crimelink now has three direct email addresses: chairman@wrexhamcrimelink.co.uk, vicechair@wrexhamcrimelink.co.uk and coordinator@wrexhamcrimelink.co.uk.

Please also log on to our website at www.wrexhamcrimelink.co.uk where you will find the answers to many of your questions.

PC JOHN CLARKE SAYS.....

Well, it's been another busy month for us all. Figures appear to show an increase in theft offences – 180 people detained this year compared with 154 from the same period last year. However, this should be read as we are all getting better as a team at catching those responsible. That's the way forward; as a community we need to work together to reduce theft and anti-social behaviour, and show Wrexham as a safe place to work and visit. With Crimelink pulling together, we can.

Can I ask that as many members as possible attend the Summer Party on the 5th June. Beth, Steve and Carol have put a lot of effort into organising this night out, and I think we all deserve the chance to relax and have a good time.

(If you are reading this after June 5th - I'm sure we had a really good time and we hope you join us at the next one!)



INFORMATION EXCHANGE MEETINGS

Our regular members' meetings take place each month:

1st Thursday, Plas Coch, 10:00am at Currys. 2nd Tuesday, Town Centre, 10:00am at Deichmann. 3rd Thursday, Border Retail, 10:00am at Staples. 4th Thursday, Town Centre, 12noon at Deichmann

Please make a note of the meeting nearest to your premises, and where possible send a representative from your business. Lasting no more than twenty minutes, these provide an opportunity to pass around CCTV images and exchange details of criminal activity in your area.



WE BUCK TREND FOR FORECOURT THEFT

The estimated total theft from forecourt retailers in Britain during 2007 increased by 20%, to £32.5 million, compared with £28.7 million in 2006.

More than 85% of losses came from motorists driving off without paying or claiming to have no means of payment. Kevin Eastwood, executive director of BOSS, stated: "Crime on forecourts remains at unacceptable levels and there has been a further noticeable increase in driving off without paying during the first quarter of 2008."

He added that, where effective crime reduction strategies are introduced, there are noticeable reductions in the level of losses, and comments from Crimelink members whose businesses include fuel sales indicate that we may not be suffering as much as other areas.

A spokesman from Asda in Wrexham said, "Potential thieves may not be aware that their vehicle registration has been recorded before they even begin to fill up with fuel. If a 'drive-off' ensues, the forecourt staff instantly contact security, who then use the Crimelink radio to pass their number and description to CCTV. From then on, they will be monitoring and informing us of progress."

The manager of the Beechley filling station in Hightown added, "We haven't noticed an increase in crime up here in recent months. I think people are aware of the radio on our premises, and know we could be circulating their details within seconds. Our own CCTV system is also very effective, as is the set of traffic lights just outside. Thieves don't like the idea of having to stop at a red light!"

COMMITTEE

Chairman: Ian Bateman (Woolworths) 266085 Vice chair: Eileen Hughes (Superdrug) 364815 Treasurer: Carol Dean (Shopmobility) 312390 Steve Bellis: (HMV) 316780 David Roberts: (BHS) 262301 Becky Jackson: (Internationale) 361616 Richard Moore: (Tesco) 200700 John Aby: (Lynx Security/Yales Leisure) 07903 151838 Steve Wickwar: (Cynergy Security) 07732 520071 Paul Bickley: (Currys) 311661 Steve Thompson: (Wilkinsons) 262616 Amanda Green: (Poundland) 265940 Secretary: Colin Jones, WCBC 292540

WREXHAM crimelink

Summer 2008

newsletter

CHIEF PRAISES TEAMWORK



From left, Steve Bellis, Crimelink member, Ian Bateman, Crimelink chairman and North Wales Chief Constable Richard Brunstrom.

North Wales Police Chief Constable Richard Brunstrom visited community beat managers in Wrexham and took time to meet members of the town's Crimelink committee.

He thanked Ian Bateman, chairman of the radio link scheme, for a letter he had written praising the working relationship between Crimelink members, CCTV and the town centre police officers.

Mr. Bateman said: "I feel our scheme is the most effective of its type I have seen in 20 years in the retail business."

"It is thanks to the close working relationship between the 140 members of Crimelink, the experienced CCTV operators and the town centre police team that my losses are down by 40%"

Town Centre officers who attended a recent Crimelink meeting praised the members for their effective co-ordination in fighting shoplifters and theft, and informing others of potential incidents.

Mr. Bateman said: "Calls by our members over the radio resulted in a 92% arrest rate which all goes to make the town centre a safer place to work and shop."

"Out of 2,000 arrests in the town last year Crimelink were actively involved in more than 800."

Wrexham Police Inspector Chris Beasley said: "The Crimelink scheme is a laudable initiative. It is another example of what can be achieved when police and members of the community join forces in preventing and detecting crime".

The Chairman's say...

Dear Crimelink Members,

After what seems like months on end of wet, cold weather, what a pleasure it's been to finally see some warm sunshine during the last couple of weeks. As is the tradition, the turn in the weather brings an increase in shoppers to our businesses. Most of them are very welcome, a few of them slightly less so. Let's continue to use our successful network to alert each other when we spot the latter amongst our customers.

Of course, the weather's not the only thing that's changing around here; Eagles Meadow suddenly no longer looks like a huge building site, but is now recognisable as an almost-finished shopping and leisure centre. By the time I next write this column, several of our members

will be preparing to move into this new development, where they will be joined by businesses new to Wrexham.

Let me reassure you, though, that it the midst of all these transformations, at least one thing will remain steadfast, and that is the effectiveness of the Wrexham Crimelink organisation. As we all adapt to the changing face of our town, the support you have come to rely on from our members and partners will continue unabated.

Regards,

Ian Bateman



REACT TRAINING COURSE



Eleven members recently took part in Conflict Management and Situational Control training organised and funded by Crimelink.

The two-day course was delivered by local Personal Protection expert Carl Lewis, who gave staff tuition on dealing with upset or irate customers and diffusing difficult situations. The attendees were shown how to use non-confrontational body language and verbal tactics, and also taught some self-defence techniques to be used in extreme situations.

Carl's charismatic delivery style, coupled with his combination of theory and practical work proved to be a popular formula. Many positive comments were received from the satisfied customers:

"Really interesting – I wasn't expecting such quality." (Next, Border Retail Park)

"The course was very informative and well-presented. I've learned a lot about my own safety, and also my tolerance when dealing with customers

who are unhappy." (Wilkinson)

"More staff should attend where possible." (Woolworths)

"Excellent." (MK One)

We hope to be able to work with Carl again in the future. Remember to check our website at www.wrexhamcrimelink.co.uk for dates of forthcoming events, meetings and training.

TRUANCY WARDEN

Wrexham's new Educational Social Worker, Kellie Taylor, is based at Rhosnesni High School, and is signing onto the network each morning. Please alert Kellie if you see children in or out of school uniform on your premises during school hours, even when accompanied by adults.

SHOPLIFTING BOOMS AS ECONOMY STALLS

Retailers are reporting increases in theft of basic essentials such as baby food, razor blades and petrol as economic growth is hit worldwide. The retail industry is often seen as a barometer of bigger social issues, with heavy losses of non-luxury goods reflecting increasing poverty in many areas.

The British Retail Consortium claims that losses from detected customer theft rose 8.5% from £189 million to £205 million in a year. Losses to undetected customer theft are likely to have risen by at least the same proportion bringing the total cost of goods stolen to £830 million in one year.



It's not just the professional security guards who have an impact on retail crime in Wrexham.

Shan Rogers, above, manager of the Coop in Lord Street has been responsible for five arrests and the issue of two fixed penalty fines in the first three months of this year.

As Shan says: "It may not seem important when we talk about a £1.69 bap being stolen, but one every day for 12 months means £500 off the bottom line!

"I have zero tolerance for theft and monitor the radio and in-store CCTV while going about my duties. It is as important to stop the theft of sandwiches as it is bottles of vodka"

In the first three months of the year Crimelink users were responsible for 182 arrests and 17 other incidents.

One example was at River Island in Regent Street when they called CCTV to report items stolen from the store. The staff, monitored by CCTV, followed the

female to a car where she joined two other females and a male.

The car drove off through a red light, narrowly missing two pedestrians and was stopped by police, the female driver was arrested for shoplifting, second female for handling, male detained on warrant and the vehicle seized for no insurance. A great result due to good teamwork.

There were many incidents reported by other users

Keep up the good work!

FOCUS ON USERS.....

One of Wrexham's most picturesque hostleries, the Nag's Head, can be found on the corner of Mount Street. Nick Scott started work there as a means of paying his way through a law degree, but two-and-half-years later is now the trainee Assistant Manager, and looking forward to a long career in the licensed trade.



The oldest part of this black-and-white landmark building dates from 1661, and was originally a brewery. After being extended in 1732, it began to serve its ales to the local population as other brewery buildings were developed around it. The current managers, Hywel and Vanda Hughes, have been in place for 26 years, and as such are two of Wrexham's longest-serving pub tenants. During this time, they have built up the food sales and overseen further building works. Despite some changes to the interior layout, the historic character of the premises has been maintained, making it a popular venue for families and others seeking a relaxing meal or drink.

Hywel and Vanda took the decision to become members of Crimelink last year, though a typical evening will see Nick or barman John wearing the radio.

"We find it reassuring to hear information about groups moving through the town. We're ready then to keep an eye out for people if they come through the door," said Nick.

Not far away at decorating and housewares shop Colour Supplies, Denzil Pemberton (right with Ian Braithwaite) can be found keeping a protective eye on his staff and well-stocked shop, as he has done for the past twenty-five

years. A director of this family-run business as well as its decorating materials buyer, he has seen the shop gradually double from its original size, expanding into the tiling, home furnishings and garden equipment areas.

Originally a laboratory technician in a paint factory, Wrexham-born Denzil brought his expert knowledge into this local business in its early years.

"The Wrexham store is one of three branches, all of them local. We are hoping to see an expansion in the number of stores in the near future, though," he said.

As one of the very first members of Wrexham Crimelink, Denzil has witnessed the network expanding hugely over the last ten years.

"Having the radio in the store makes the staff feel safer, which is really important to us here. My colleague Ian wears it all the time, and I'm convinced it works as a deterrent," said Denzil.

"It's much more efficient than trying to phone everyone – one message gets through to other stores and the CCTV room instantly," he added.

