



NEWS

SUPPORTED BY COMMUNITY SAFETY PARTNERSHIP

Breaking News

Credit crunch crime wave has brought a surge in shoplifting and a massive increase in fuel thefts from cars and filling stations all over the UK.

Experts say an economic downturn always leads to a sharp rise in theft, muggings and other crimes.

Protect your assets and your staff - join Radio Link now!

Radio Link

Bangor retailers and publicans have been reaping the benefits of the towns re-launched radio link system. Launched just before Christmas 07 thanks to funding from North Downs Community Safety Partnership, radio link has become instrumental in the town's fight against crime and anti-social behaviour.

The system's new joined up approach combines the strengths of the PSNI both in crime prevention and the town centre beat officer, the CCTV monitoring suite, the 24 hr security manning of the Flagship Centre and the eyes and ears of many licensees, retail managers with their staff, together with the NCP officers, Bangor Marina, NDBC, Translink staff and Bloomfield Shopping Centre.

The system operates on two fronts; during the daytime, its aim is to combat retail crime by creating a radio network amongst business premises, the PSNI, the CCTV suite and security teams working in different premises.

In the evening a similar network using the same system will link different licensed premises to PSNI beat officers and CCTV to apprehend those engaged in criminal damage and assaults.



Mayor of North Down, Alderman Leslie Cree MLA, showing the councils commitment to the town centre radio link system, together with Martin Magee, Community Safety Officer, Translink officials and the most recent partners, NCP.

The new and improved Radio Link system began showing immediate results assisting in a number of incidents.

- Radio Link, CCTV, Flagship Control & Police combine to apprehend suspects drinking in the street.
- Assists in locating several missing children over the summer holidays.
- Moving vehicle on fire reported by NCP call sign.
- Contributed to locating a missing vulnerable adult - (Police Helicopter involved)
- Known offenders from Belfast denied

- opportunity to shop lift - foiled lined bag seized by police.
 - Police called by Door Supervisors to scene of serious assaults.
 - Assisted in 'Operation Snapper' - confiscation of alcohol from minors.
 - Graffiti Artist tagged by Flagship control
 - Translink & PSNI combine to detain unruly passengers.
 - SafeZone teams called by Radio to give first aid to door supervisor injured during an assault.
- To join Radio Link contact, Town Centre Management Ltd. on: Telephone: 028 9147 9651**



The Gender Offenders

Woman may be the dominant sex on the High Street, but it is men who love going down the aisle for the wrong reasons according to the latest in-depth retail crime research from the Centre for Retail Research.

Not only do more men end up in prison for shoplifting and staff theft, but they are predominately older, more organised and are often stealing higher value goods to order which exposes the myth of store theft being a largely opportunistic and 'harmless' offence carried out for a dare or an adrenaline kick.

Between the peak ages of 21 and 23 men steal an average of £163.64, compared to £92.84 for women, although female retail crime tends to carry on longer.

However anecdotal evidence suggests that women's criminal behaviour tends to tail-off when they go down a different kind of aisle.

The figures of those convicted who put 'Mrs' as a descriptor suggest that there are fewer married women actively involved in customer theft with an average of £63 compared to the female average (£82.46)

Those who put 'Ms' down stole on average £85 which outperformed the male average of £83.51.

Indeed, the cumulative figures reveal that shoplifting potency of both sexes carries on into the 40's with shoplifters between 16 and 50 accounting for 90% of all offenders.

Small scale theft accounts for less than one third of the total customer theft while around 22% is theft of items of more than £500.

The Shoplifters Hit Parade			
Rank Order	FOOD STORES	DEPARTMENT STORES	OTHER NON-FOOD
1	Perfumes & Fine Fragrances	Womenswear	Designerwear
2	Alcohol	Designerwear	Electricals, including laptops, MP3 Players, TVs, cellphones & Software
3	Cosmetics	Menswear	Perfumes & Fine Fragrances
4	Razor Blades	Cosmetics & Skincare	Video Games
5	High cost food (meat, salmon, foie gras)	Perfumes & Fine Fragrances	DvDs
6	DvDs	Accessories (Apparel)	Cosmetics & Skincare
7	Womenswear	Shoes	Office Supplies
8	Video Games	DvDs	Shoes
9	Menswear	Video Games	Womenswear
10	Designerwear & Shoes	Watches & Jewellery	Menswear

Source European Retail Theft Barometer

UK Figures for 2007

Retail shrinkage in the UK rose from 1.33% to 1.34% in line with results in many other European countries. In 2000, it had been 1.77% of turnover. In 2002 to 1.33% in 2006. 'Shrinkage' measures stock loss caused by crime, waste and error.

The Costs of Crime:

These were the overall 2006 crime costs of UK retailers

Customer theft	£1877 M
Employee theft	£1082 M
Supplier fraud	£265 M
Card fraud	£61 M
Robbery/burglary	£20 M
Error and waste	£614 M
Security & Loss Prevention	£772M

BANGOR RETAILERS AGAINST CRIME

Working for a safe secure environment to work, shop & relax

Good Radio Practice

The following takes you through good radio practice, procedures and how you can help Flagship Control, Bloomfield Centre, CCTV and the Police in ensuring we all work together to combat retail

What is the Radio for?

Contact with staff at control, mainly for:

- Advising of incidents in store / outside involving crime or disorder.
- Giving and receiving information.
- Distributing urgent information quickly e.g. lost child.
- Calling for help and information from other Radio Link members.
- Making control and other Radio Link members aware of suspicious individuals and known offenders and their activities.
- Police Support.

Radio User Guide

- NEVER, EVER leave your radio(s) unattended. They are a prime target for any thief.
- Keep your radio on at an acceptable volume. If you can't hear it, it's not benefiting you or your business.
- Turn your radio off when charging. Take it out when fully charged.
- When you have a suspicious person / people in your premises, let the other members know by telling them, using your radio. Try your best to inform everybody prior to them leaving your premises and or IMMEDIATELY afterwards.
- ALWAYS give a description of a suspect person that includes their clothing. For example "...a male, six foot four inches tall, wearing a white long sleeved shirt, black trousers, dark coloured shoes...."
- If possible, always give a direction of travel of any suspect person or offender.

Standard Phrases

Standard phrases are used to save time and avoid confusion during transmissions. Try to learn and use them.

OVER - I've finished speaking; I'm waiting for a reply

ROGER - Message received and understood

SAY AGAIN - Repeat Message

OK SO FAR - You have understood everything so far?

Radio Procedures

- After pressing the PTT button (push to transmit), wait **2 seconds** before speaking otherwise the first part of your message will be totally unreadable (otherwise known as "clipping" your message).
 - ALWAYS begin your message with your callsign (store name) when calling another radio link user. For example: "This is Oasis calling Flagship Control."
 - Keep transmissions short and concise. If you have a long message, transmit in short bursts, for example, "... (description code 3)...okay so far?"
This is so that other radio link users can make notes on descriptions etc., and will also allow a "break" for anyone who has an immediate important message to pass over the air.
 - If something happens, KEEP CALM!!.
 - Always wait for other users to say "over" before speaking.
 - Say "Repeat Message, over" if the message was not clear or understood.
 - Say "Received" to indicate you have received the message and understood.
 - Remember to release the PTT button when not talking.
 - If you do not get a response from Control, please submit your message anyway for the benefit of other radio link users.
- Please remember, speed AND accuracy of your message(s) are paramount.

Logging On

- All members should Log on - Why?
 - It reminds you to switch your radio on.
 - It gives you a check that the radio is working.
 - It tells control who is available to receive information.
 - It tells you who else is listening and available.

How to log on

- Press PTT and say "This is (callsign) to Flagship Control, Over."
- Reply will be "Thank you (callsign), that's a good clear signal, Over"

NB - Your callsign is generally the name of your company brand.



Publicans agree first banning orders!

A first in Northern Ireland was achieved in Bangor town centre when local publicans met with PSNI and council officials to agree the first ever banning orders under the Community Safety Partnership funded scheme BAND.

The BAND (Bangor Against Night-time Disorder) scheme was launched in April and uses a publicans established civil law right to restrict entry to their premises to persons they do not wish to serve alcohol. Although the scheme is being replicated by other locations, Bangor is the first to put it fully into action. Publicans are uniting to socially exclude trouble makers convicted of assaults, anti-social behaviour and criminal damage.

The Town Centre Management team carries out the administration of the scheme. Stephen Dunlop, Town Centre Manager said:

"This is another excellent example of responsible partnership working. The publicans have been very pro active in making this happen. Where once we

may have had serious assaults during the 1990's it is now a rarity. Bangor town centre is a very safe place to have a good night out and it all comes down to the partnership arrangements put in place. Door supervisors now have training, they are linked to each other by radio, as well as PSNI beat officers and CCTV; we have a safe zone established at Bridge Street, a weekend night bus taking 150 young people home safely. Our arrests are so low that it has taken us since April to put forward two persons to the BAND scheme. Bad behaviour will not be tolerated."

Chairman of the local group of publicans, Martin Wolsey, supported this view:

"Bangor is a different town from the 1990's and earlier when we had many customers from outside the area. The majority of customers now are local and have their favourite venue that quite often includes a meal. This is healthy sustainable business and we need to ensure that returning customers have a good time but act responsibly."

I went to Burnley with the Community Safety Partnership and PSNI to see the scheme in action and I am so glad that we don't have their problems. Nevertheless if BAND contributes to making Bangor a safer place I will support it and so far all the town centre pubs have willingly joined in the BAND scheme. Its publicans making a positive contribution."

Under the scheme publicans will vote to serve "exclusion orders" on individuals convicted of a range of offences in and around the town centre pubs. The scheme will be expanded to include off sales, restaurants and taxi companies in the coming year with support from the North Down Community Safety Partnership.



SAFE ZONE A safe place to chill, chat & change

Safe Zone has grown in size and popularity over the past two years due to receiving funding from North Down Community Safety Partnership and providing a much needed service to those visiting the town centre at evening time.

Run by the **Safe Zone Co-ordinator Chris Bower** and his team of volunteers, Safe Zone is essentially a reassurance intervention project providing a safe haven for people to attend at times of need and those who require immediate assistance, support or sign posting to key services.

With several members trained in First Aid, the Safe Zone team, which have proven to be an integral part of the management of the Evening Econo-

my in Bangor, can be seen walking around the bustling High Street and seafront distributing bottles of water, hot tea/coffee and talking to members of the public, offering support to those who are distressed or vulnerable. The project also looks to mediate between parties in dispute, disarming developing tensions through mediation.

A mobile unit operates outside of McCullough's on Friday and Saturday evening from 8pm - 2.30am and is monitored by the PSNI & CCTV.

The unit provides important sign posting information on support services for domestic violence, substance abuse and acts as an information point for those not familiar with the town.

Safe Zone became a member of the re-launched Town Centre Radio Link Scheme just before Christmas 2007 and immediately began to see the benefits of the systems new inter-agency approach. The scheme represents a key part of the efforts of North Down Community Safety Partnership to reduce the fear of crime within the town centre and reduce public disorder and assaults.

Chris Bower said, **"The Radio Link Scheme has been of great benefit to my team. Due to the 'joined up' approach we are able to communicate with the PSNI, Door Supervisors, Flagship Control and CCTV. It also allows us to respond quickly to incidents which we can provide assistance to."**