

At one of our recent Shop Watch meetings, we had a loss prevention officer speak to our businesses to prevent shop lifting in Eastleigh town centre. We have summed it up and wanted to share it with you.



## Loss Prevention Talk Summary

**Refund fraud:** offenders are buying branded clothing from charity shops or Primark and trying to return them to store with receipts from actual branded clothing sales.

**Fitting rooms:** To tackle thefts whilst in fitting rooms, a good way to get around this is handing numbered tags so the shop floor assistant can keep track of how many items each shopper has. This could also potentially deter them if they feel they are being watched.

**Customer service:** If something doesn't feel right, if you feel somebody on your shop floor will attempt to steal, wonder up to them and ask them if they need any help, if you can get them a basket or if you can help them decide what to try on/buy. Using this customer service incentive and making yourself aware, will also bring up the customer experience as well as potentially deterring any shoplifters.

**Steal to refund:** this is very common with offenders coming in to return stolen clothes without a receipt. To stop this from happening, making a policy of no refunds without a receipt, will deter them from stealing to get a refund from your business.

## Cycle Thieves Are Hitting Eastleigh



We have been working closely with Eastleigh's Neighbourhood Policing Team to prevent cycle thefts across the town centre. Head ranger, Vernon, has been supporting the Police with raising awareness and making sure people are locking their bikes up when left unattended. Want to find out more? Speak to Vernon or pop into the office for a chat.



## Do You Know Which to Call to Report a Crime?

It is very important to know which number to call when you need assistance with a crime. Anything that is an emergency, you should call 999. Anything that isn't an emergency, such as a theft, should be reported via 101.

Shoplifting in Eastleigh is happening all the time, make sure you ring 101 to report every incident, otherwise we can't work hard to identify the offenders and to keep working to make Eastleigh safer!

## Do you want to get involved in Eastleigh's Christmas Shop Window Competition 2017?



**Prize! £50 to go towards your staff Christmas party!**

To enter, email [emily@eastleighbid.co.uk](mailto:emily@eastleighbid.co.uk)

### Don't let them get away with it



Register your valuables to help reduce property crime and improve the chances of getting them back in the event of loss or theft.

Register your bike, phone and other household goods to protect them if they have been stolen. Immobilise helps Police identify the owners of recovered property thousands of times every day. The property updates you make are immediately available to the Police nationally.

Immobilise combats the sale of stolen gadgets & valuables, alert the second-hand trade & publicly checkable stolen goods database CheckMEND if an item goes missing. This simplifies insurance claims and Police reports with certificates of ownership.

You also get great member offers from Immobilise's numerous supporters, often helping support the FREE provision of Immobilise. If you need to obtain a Loss Report Number for insurance purposes please visit: [www.reportmyloss.com](http://www.reportmyloss.com).

## Police Business Crime Survey

You have until the mid-November to let the Police know how they are doing in terms of supporting the Town Centre with Business Crime. Have you say here:

[www.surveymonkey.co.uk/r/SaferHampshireBusinessCrimeSurvey2017](http://www.surveymonkey.co.uk/r/SaferHampshireBusinessCrimeSurvey2017)

## Message from the BID Manager



Last year more than 5,000 businesses fell victim to **Mandate Fraud**.

Criminals email account departments pretending to be their suppliers & provide new bank account details for payment of goods and services.

The emails are very convincing with the correct logos. Some even have a telephone number that goes direct to the criminals to confirm the change.

One company in Hampshire lost £30k through this year **so make sure whoever deals with your accounts are aware this is going on.**

IN AID OF  
Southampton Children's Hospital Charity  
(Charity registration number 1071142)

## COACH TRIP TO BATH CHRISTMAS MARKET

MONDAY 04 DECEMBER  
TICKETS: £22 ADULTS, £17 CHILDREN  
PICK UP AT: EASTLEIGH BUS STATION - 09.30AM  
WINCHESTER BUS STATION - 10.00AM

THERE WILL BE:  
**RAFFLE & GAMES ON BOARD  
WITH PRIZES INCLUDING  
£50 HAYS TRAVEL VOUCHER**

Explore the historic City of Bath while sampling the festive delights from over 150 stalls. Grab those last minute stocking fillers, while enjoying a glass of mulled wine.

**CALL INTO YOUR LOCAL BRANCH FOR TICKETS**

**Hays Travel**

21 High Street, Eastleigh,  
Hampshire, SO50 5LF  
**023 80089113**  
Hays Travel Eastleigh

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Club Manager  
02380 010247  
[wiki.eldridge@anytimefitness.co.uk](mailto:wiki.eldridge@anytimefitness.co.uk)

Contact me for more information or come down and see a member of the team

## EASTLEIGH'S Christmas Lights SWITCH-ON AND FUN DAY

SATURDAY 18 NOVEMBER 2017  
11PM - 7PM EASTLEIGH TOWN CENTRE

**FIREWORKS**

Light parade led by Father Christmas starts at 5.15pm  
Switching on Christmas lights at 6pm  
Followed by a FREE, fabulous fireworks display!

**SANTA'S GROTTO**

**EASTLEIGH BOROUGH COUNCIL**

**SAM**