

## Chairman's Chat

At the Chamber AGM the **Executive team** elected for 2015/2016 is:

Chair Glynis Charlesworth  
Vice Chairman George Le Hunte  
Treasurer Keith Uren  
Alan Charlesworth  
Michelle Macklin  
Reg Bennett  
Tracey George  
Yolanda Hasell



### Cornwall Chambers lobbying together

Cornwall Chamber of Commerce, of which Camborne Chamber is an affiliate member, is planning to use the strength of all our Chambers of Commerce in Cornwall to create a Town Regeneration Campaign on key issues that are of common interest across all our towns. From a recent Cornwall Chambers meeting, issues identified include: Parking - Business rates - Access/Infrastructure (transport) - Spaces above shops being converted into residential or business spaces –Public Toilets

If you would like to start or move your small retail or service business then why not rent a low cost business space at **Trevithick Market**, in Trevithick Road behind Argos. For more information contact Danny on email [dannychambers@trevithickmarket.co.uk](mailto:dannychambers@trevithickmarket.co.uk) or call him on 07527339539

**Camborne Produce Market** will be at Camborne Show on Saturday July 18th. If you are a Camborne Food or Craft business and would like to know more, contact Market Manager Lucy Trinder on 07580519182 or [littlecornishdeli@yahoo.co.uk](mailto:littlecornishdeli@yahoo.co.uk)

The **Camborne Redruth Fuchsia Society 26th Annual Show** is on Sunday August 2nd, from 1 to 4.30pm at Camborne Science & International Academy. There will be Plant Sales - Refreshments - Raffle - Tombola - Bumper Auction of Exhibits at 4pm. For more information visit [www.cornwallfuchsias](http://www.cornwallfuchsias)

### CRFC Match Days for the new 2015/2016 season

The new rugby season will soon be upon us and the popular Match Days available for sponsorship will be released soon. So don't delay as they are sure to go very quickly. The club needs as much support as it can muster as its going to be a tough season!

We are proud to say that our club website has achieved No.1 position in the Pitchero Rugby Club rankings. Pitchero is a big player in sports club websites with over 1,500 sites throughout the world dedicated to rugby alone, so needless to say we are highly delighted and are able to offer our sponsors excellent exposure. There are well over 10,000 hits/views each week on our website, Twitter and Facebook Social Media pages. Apart from Championship club The Pirates, we have the largest following of any rugby club in the County - a fact we are extremely proud of. We have some excellent sponsorship and advertising options available so please continue to be part of our excellent community based club and spread the word.

Check out the Pitchero Top 100 @ [Rugby Union - Pitchero](http://Rugby Union - Pitchero)

For more information contact Colin on [stevocrfc@aol.com](mailto:stevocrfc@aol.com)

## Next Meeting

There will be no  
Chamber  
meetings in  
July and August

### Inside this issue

<i>Chairman's Chat</i>	1
<i>Sponsor</i>	1
<i>CRFC Match Days for season 2015/2016</i>	1
<i>How to protect your business from shoplifters</i>	2
<i>Tradition at its best at Tyacks Hotel</i>	3
<i>Active Plus communities</i>	3
<i>Healthy Workplace Programme</i>	4
<i>Policing Camborne</i>	4
<i>Dates for your Diary</i>	4

## SPONSOR

### TYACKS HOTEL

Pride in our past is  
our driving force for  
the future

Phone: - 01209 612414

## How to protect your business from shoplifters

### What is the problem?

Shoplifting costs the retail sector hundreds of millions of pounds in lost revenue each year. The effects of this can range from increasing the costs of goods for the customer to putting stores out of business. Shoplifting is a hard nut to crack and is not something that will be eliminated in the near future. There are, however, a wide range of measures that even small businesses on a tight budget can take to significantly reduce the problem.

### What do shoplifters look like?

There's no one-size-fits-all look for a shoplifter, but depending on the techniques they use to steal from your shop, you need to need to know the red flags:

- Inappropriate clothing such as long coats in warmer weather are perfect for concealing stolen goods
- Carrying shopping bags from other shops
- Entering your store in pairs and then splitting up once inside
- Loitering in high value property aisles
- Carrying large empty bags into the shop that they may then fill with stolen items

### What should you do to reduce the problem?

The two main areas to consider to reduce shoplifting rates in your business are the store design and layout and your staff. Below is a range of ideas to suit all budgets to tackle the problem.

- Keep high value products away from entrances and exits
- Install CCTV or hire a security guard. A cheaper option can be to give the impression of having CCTV, even if you don't.
- Make sure your premises are well lit
- Attach security tags to all items.
- Make sure you have good vantage points for staff and add mirrors for full visibility into any areas that can't be seen
- Put items that are easy to shoplift close to the checkout where you can keep a close eye on them
- Maintain a good line of sight to sections of your store where desirable items are displayed
- Use packaging that is hard to conceal
- Put up signs stating your policy about prosecuting shoplifters
- Alternating clothing hanger directions makes grabbing a large amount of clothing and running away much more difficult
- Lock high-value items in security cabinets and ensure access to the contents is supervised
- Ensure all staff receive proper training about how to look for shoplifters and what to do if they see someone stealing
- Greet customers as they enter the store. Giving attentive customer service will put off thieves as they don't have the privacy needed to conceal items
- Instead of staying at the tills, get staff to regularly wander around the shop floor, tidying, interacting with customers and watching what's happening
- Ensure changing rooms are manned at all times and that staff are careful to count the number of items taken in and out, not just the number of hangers they see

### Should you prosecute shoplifters?

Yes. Always. Many shoplifters go unprosecuted and continue to re-offend, costing your own and other businesses even more money.

### The take home message

Shoplifting won't be eliminated, but there are many ways to significantly reduce the issue, even on a tight budget. The key is to weigh up the cost of shoplifting versus the cost of any preventative measures you take. Your staff can make the biggest difference to your shoplifting rates, so providing proper training and management should be the top priority. Finally, when the worst does happen, always prosecute as it may well turn the offender's behaviour around and help to protect your business in the long- term.

## Tradition at its Best at Tyacks Hotel

Tyacks Hotel, located in the centre of Camborne, is one of the oldest family run businesses in town, with landlord Samuel Bowen coming up to his 2<sup>nd</sup> anniversary since taking the tenancy in September 2015.

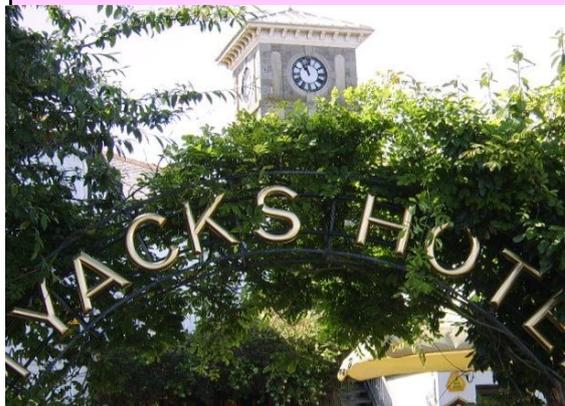
There have been many changes in the town over the past few years, but we want Tyacks to stay at the centre of the community. We continually help others by giving numerous prizes to charity and holding our own fund raising events such as our annual Help4Heroes Day.

We have a 15 bed hotel, comprising Singles, Doubles, Twins, Small Families, a Large Family suite and a 4-poster Bridal Suite, which is also perfect for a honeymoon break or anniversary. All are at competitive prices that include breakfast – - - continental or cooked!

We also boast a 50 + seater restaurant, plus a lounge bar where you can enjoy a quiet coffee or drink day or night and our Coach Bar shows all of the Live Sports from Sky and BT Sports, day or night.

There is entertainment throughout the year with our live band nights on Fridays and our Saturday night DJ. We also hold outside events such as our Trevithick day extravaganza weekend, Help4Heroes Day and our Ciderfest which is taking place on Sunday 30<sup>th</sup> August. We have a new addition this year with our 'Ska and Mod Event' which will take place on Saturday 5<sup>th</sup> September.

We also host events in the restaurant such as our 'Burn's Night Event', which includes a 5 course meal including haggis, lashings of whisky, bagpipers and fun for all - and more events throughout the year.



We have a wide range of menus, starting with our Breakfast menu served daily from 8am to 11:30am, our regular menu that is served from 11:30am till 9pm - 9:30pm on Friday and Saturdays - and our Carvery Menu that is served every Sunday from noon to 3pm and then again from 5pm till 8pm.

Choose a Jack's or Jenny's Breakfast in the morning and receive a FREE tea or coffee from 8am until 11:30am!

We do also have other 'food' nights such as our ever popular 'American Night', served every Friday from 6pm until 9:30pm.

We do encourage you to book to eat in our restaurant to avoid disappointment!

We are already taking booking slots for Christmas Parties for the end of November and December (excluding Christmas day), for which the menu will be ready by the end of August.

Ring 01209 612424 for any bookings or enquiries, or email [bookings@tyackshotel.co.uk](mailto:bookings@tyackshotel.co.uk)

## Military veterans and older people helping each other and their community

Active Plus Communities is a new community-based programme, funded for 4 years by the Big Lottery and delivered by military veterans in 20 communities across Cornwall to tackle loneliness and isolation and to promote inclusion.

**ACTIVE PLUS**  
COMMUNITIES

Active Plus Communities starts in Camborne on July 23<sup>rd</sup> at the Rosemellin Gooseberry Bush, Cliff View Road, at 9.30am.

The programme is open to anyone aged 50 and over – there is no upper age limit and everyone is welcome. Groups meet for half a day a week for 6 weeks, led by military veterans from Active Plus who have been injured, wounded or sick. They run some fun, team-based activities, arrange for talks from other people such as Health Trainers and the Fire & Rescue Service and work with the group after 6 weeks to put together a community event or project. The activities are suitable for a wide range of mobility and fitness, so everyone can join in.

Participants build confidence, make new friends, have fun and use their knowledge and experience to help others by arranging and leading a community event to promote and influence local services and, where needed, develop new ones. Delivering the programme helps the military veterans to build their own confidence and continue their road to recovery and resettlement, so everybody benefits through helping others.

Eighteen people aged 52 – 86 attended the very first Active Plus Communities session in Falmouth on June 15<sup>th</sup>. Feedback was really positive with everyone saying that they had made new friends, tried new things and enjoyed themselves. Active Plus is looking forward to delivering in Camborne and would be pleased to hear from anyone interested in finding out more. Just call Paul Buxton on 01326 567174 or email [paul@activeplus.org.uk](mailto:paul@activeplus.org.uk)

## Healthy Workplace Programme

Improved workplace health can make a significant contribution to our economy by reducing levels of illness and disease. Dame Carol Black, Expert Advisor in Work & Health, has calculated that improved workplace health could generate cost savings to the UK Economy of over £60 billion per year.

A national award winning health workplace programme in Cornwall is available for any business or workplace to support the health and well-being of staff - your greatest asset - and is delivered free by the Health Promotion Service. The programme is a county standard of good practice and a quality mark of health and well-being in the workplace. There are many business benefits as well as employee benefits.

There are three levels to the Award - Bronze, Silver & Gold plus a Mentor Award.

There are ten key elements to the award programme for example: creating a healthier workplace, recruitment, retention and return to work, health and safety, mental health and minimising stress, physical activity, healthy weight and more!

Importantly the award is a flexible framework that can be adapted to the needs of each business. It is all about finding the best way to promote the Health and Well-being of your staff!

For further information visit [www.behealthyatwork.org](http://www.behealthyatwork.org) or contact Rachel Faulkner or Rose Knuckey on [work-place.health@cornwall.nhs.uk](mailto:work-place.health@cornwall.nhs.uk) or via 01209 313419

## Policing Camborne

Below is a summary of recorded crime and anti social behaviour within the Camborne area taken from the National Police UK portal for April 2015 compared to that for April 2014. The internet site can be accessed via <http://www.police.uk/crime/?q=Camborne.%20Cornwall.%20UK#crimetypes/2012-06> with crime and anti social behaviour data specific to Camborne available, as it is for the rest of the country. Please note that the Anti Social Behaviour category includes personal, environmental and nuisance categories of ASB.

Crime Category	April 2015	April 2014
Anti social behaviour	35	25
Bicycle theft	0	0
Burglary	5	5
Criminal damage and arson	12	13
Drugs	4	0
Other crime	1	0
Other theft	7	5
Possession of weapons	0	0
Public order	2	2
Robbery	0	0
Shoplifting	3	7
Theft from the person	0	0
Vehicle crime	0	1
Violence and sexual offences	20	14
Total	89	72

If you have any issues you wish to discuss with officers from the Camborne Police Neighbourhood Team please use the email address [camborne@devonandcornwall.pnn.police.uk](mailto:camborne@devonandcornwall.pnn.police.uk) or call them 01209 611247

## Dates for your Diary 2015



Friday July 3rd  
 Friday July 10th  
 Friday July 17th  
 Saturday July 18th  
 Friday July 24th  
 Friday July 31st

Camborne Produce Market  
 Camborne Produce Market  
 Camborne Produce Market  
 Camborne Show  
 Camborne Produce Market  
 Camborne Produce Market

