

Management of the Partnership

1. The partnership is an action group of Visit Staines – Business Improvement District and will be formally constituted and managed.
2. A Board of Management (BoM) comprised of the Visit Staines BID Manager (Chair) and a Vice Chair and a Secretary that will be appointed at the first Annual General Meeting (AGM). They will act as the first point of contact on issues relating to the scheme.
3. The BoM will always be chaired by an employee of the parent company unless there is illness or long-term absence.
4. The BoM will oversee the aims and objectives and manage the partnership and be responsible for compliance with its purpose and aims and objectives.
5. The BoM will be to:
 - a) Resolve misunderstandings and difficulties
 - b) Effect improvements
 - c) Assist generally with the smooth and efficient operation of the scheme
 - d) Deal with matters relating to security and general management queries.
 - f) Consider appeals against exclusion
6. Visit Staines is the data controller for the partnership.
7. Visit Staines will be ultimately responsible for the financial, operational, and disciplinary regulation of the partnership.
8. The BoM are empowered to ensure that all policies and procedures are fully complied with by each member.
9. DISC will be the information-sharing platform used by all members and all members will be required to adhere to DISC scheme formal requirements and set out in the scheme documentation.

Membership

10. A member is defined as a business or organisation whose representative (signatory) has signed, and agreed to abide by, the partnership agreements and data integrity agreements of the partnership Constitution confirm that they have been made aware of their statutory obligations and responsibilities and has paid the relevant membership subscription to the scheme and any annual renewal fees (if outside the BID area).
11. Representatives of Surrey Police and Spelthorne Borough Council and other organisations involved in the partnership will be entitled to attend the meetings.
12. Membership will be drawn from businesses which trade in, or proximity to, Visit Staines BID area and representatives of other interested parties.
13. Members must agree to fulfil all the criteria to comply with the objectives of the partnership before membership is granted.
14. Members will have to pay a fee of £150 + VAT per year. Refunds will not be permitted. Businesses that are BID levy payers will be exempt from paying a fee.
15. Members who are in breach of any code of conduct or other rules governing activities of the partnership or who, by their actions, may bring the partnership into disrepute shall be liable to disciplinary action by the BoM. This may take the form of a warning, stunning of radios, exclusion from DISC, suspension, or expulsion from the Partnership.
16. All members who have access to personal data processed by the Partnership must abide by the requirements of the Data Protection Act 2018 and any subsequent

amendments or additions. The responsibility and potential liability for inappropriate disclosure rests with the individual.

17. Members must confirm their contact information on the Scheme's Disc system and ensure that it is correct;
18. Refer any formal complaint by a person displayed on the Disc system regarding any element in the Disc system or administrative processes or procedures to the Scheme Administrator via the Disc system;
19. Members must be aware that all data accessible on the Scheme Disc system is the property of the Scheme except where otherwise stated.

Meetings

20. An annual general meeting will be held at a date to be agreed. Other meetings will be held during the year as and when required. At these meetings, representatives from Surrey Police, Visit Staines, Spelthorne Borough Council, the members, and other relevant bodies or individuals as needed will be in attendance.
21. The BoM will meet at least 4 times a year.

Aims and Objectives of the Partnership

1. To defend the right of our members to protect their property, staff and customers from crime and antisocial behaviour and to exclude from their premises any individuals who are proven threats to their property, staff or customers or disrupt the peaceful enjoyment that their customers expect from the goods and/or services that our Members offer. The Scheme processes Offenders' personal data for the management of its Exclusion Scheme on behalf of its Members, to inform Members of an Offender's modus operandi, to collate intelligence on criminal activity within the area of the Scheme's operation and to contribute to legal proceedings against Offenders where appropriate.
2. The legitimate and lawful gathering, collation, processing, exchange and management of all relevant information relating to business crime and anti-social behaviour between business members of the partnership. The Police contribution will be the legitimate and lawful provision and management of relevant photographs or other information under an information sharing agreement and the service of exclusion notices approved by the BoM.
3. To reduce and prevent criminality and anti-social behaviour by reducing the opportunity to commit crime.
4. To assist in the apprehension and prosecution of offenders and suspected offenders
5. To prevent young people from entering the criminal justice system by early and targeted intervention[s].
6. To reduce the fear of crime and the effects of fear of crime in the area.
7. To create a "safe and secure" environment for customers, staff and visitors and to contribute to the economic viability and prosperity of the area.
8. To expand the partnership to encompass as wide a range of business sectors as possible.
9. To strengthen partnership working with the business community, police, local authority and other key agencies and organisations.
10. To establish the partnership as an integral part of the local community safety and crime reduction strategy and work in partnership with the police, local authority, and other agencies and organisations responsible for delivering the community safety action plan.
11. Report all crimes and incidents through DISC so that businesses in the town center are aware of individuals who have committed or are suspected of committing any crime in the area. This helps build cases to exclude such individuals from the BCRP area.

Board of Management

Chairman – Joana Santos, BID Manager Visit Staines

Vice Chair – Michael Lucas, Co-op London Square

Secretary – To be appointed

Criteria of Membership

Membership of the Scheme is restricted to:

1. Owners, or their representatives, of private property or other private facilities open to the public in the Visit Staines BID Area.
2. Owners, or their representatives, of private property or other private facilities open to the public outside of the Visit Staines BID Area. These member applications will have to be approved by the BoM.
3. Officers of public agencies statutorily tasked with the prevention and / or detection and / or reduction of crime and / or anti-social behaviour in the Scheme Area such as Surrey Police and Spelthorne Borough Council.

Excluded Persons

1. If a person has been subject to 2 Incident Reports relating to retail-related crime and/or anti-social behaviour within a 12 month period submitted by any Member or authorized partner (i.e. Police), the Scheme will serve an Exclusion Notice on this person, thus designating him/her as an Excluded Person who is excluded from the premises of all Members of the BCRP.
2. In some cases, considering the nature of the incident related, the partnership can decide to exclude the individual without a warning. This includes for example, incidents where a physical or verbal offense took place or a sexual related crime. These situations will be decided on a case-by-case basis and the exclusion period can be increased if the partnership members decide so.
3. The length of exclusion is 12 months and will become effective from the date of the latest relevant incident reported.
4. If an Excluded Person is subject to an Incident Report submitted by a member during the period of their exclusion, that period of exclusion is extended by a further 12 months from the date of the latest incident reported.
5. All Personal Data will be removed from the Disc system 12 months after the Excluded Person completes their period of exclusion, unless the Administrator believes there is justification for retaining the subject as a Targeted their information will be managed accordingly and the Data Controller must record a rationale for this extension and note it on the Targeted Person's file in Disc. This person's data will continue to be accessible in the Disc database only to the Scheme's Administrator and nominated Members with full Administrator rights in accordance with the Scheme's policy on irrevocable deletion of Personal Data.
6. The Scheme may maintain one or more lists or galleries of Excluded Persons
7. Unless a Targeted Person becomes subject to an Exclusion Notice their Personal Data will be withdrawn from display on the Scheme Disc system after 12 months of no further documented criminal or ASB activity after the banning period ends. This data will continue to be accessible in the Disc database only to the Scheme's Administrator and nominated Members with full Administrator rights subject to the Scheme's policy on Irrevocable Erasure of Personal Data.
8. The term 'Targeted Persons' will reflect all categories of displayed Galleries to members other than Unidentified persons [ID Sought] and Excluded.
9. Any person may be Excluded after just one reported incident, if that incident involves any form of abuse, threat, violence or discriminatory words or gestures are used against any Business Owner, Staff, contractors, Customers, Police, Council or any member of the Public.
10. The Standard Exclusion is 12 months, but the Visit Staines Business Crime Reduction Partnership may at any time increase any Exclusion period at their discretion, especially if it involves violence or abuse or repeat offending. This includes a potential LIFE BAN. Any rationale for variance from a 12 month Exclusion will be recorded.

Age policy

The Scheme may share Data of under 18's if they fall into the category of Targeted or Excluded Offenders. The Scheme will not share data of anyone who is or appears to be under the age of 13. However, the scheme may process that Data and pass it to appropriate authorities (Police/Council) for appropriate action.

Data may also be shared by consent. e.g. In the case of a Missing Person under 18 years old and consent to share data has been authorised by a parent or guardian. This includes persons Under 13 years old.

Appeals against Exclusion Notices

An Excluded Person may appeal to the Board against his/her exclusion. This must be either in writing, or through an online method.

The Board will institute a formal appeal process to consider properly submitted appeals.

1. Appeals will be heard by the Board of Management, who will only consider any information submitted in writing or through an online method.
2. The Board of Management in the first instance will consider if the Exclusion has followed the Schemes' Rules and Protocols.
3. The Board of Management can consider any relevant circumstances put before them by the appellant.
4. A written record of the hearing will be retained.
5. The Board of Management will communicate its decision in writing within 7 days of the decision, either dismissing the appeal, amending the Exclusion period or upholding the appeal.

Data Subject Access Requests

Persons may request access to all and any of their person data processed by the Scheme by means of a Data Subject Access Request and require correction of any data that the persons can show to be incorrect; information on how to submit Subject Access Requests is included in the Scheme's Privacy Notice on DISC.