



Hastings Area Business Crime Reduction Partnership



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MEMBERSHIP AGREEMENT

Partnership

Working together to reduce
business crime in Hastings
and the surrounding area

TEAMWORK

TRUST

Business Name



Please read carefully before signing



THE 'BID' - BUSINESS IMPROVEMENT DISTRICT

All businesses within the BID are automatically eligible to **free membership** of the partnership.

Participating businesses simply have to sign to agree to the terms and conditions and acknowledge their responsibilities with regards the data which is shared about known local offenders.



SHOPWATCH & BARWATCH

Shopwatch and **Barwatch** are sector-specific parts of the partnership focusing on issues that particularly affect retailers and licensed premises. **Businesswatch** is the umbrella scheme that allows all businesses in Hastings to participate and benefit.



STRATEGIC PARTNERS

As well as local businesses the partnership has members from the police, the council, local transport operators, and other organisations who help contribute to reducing crime in the area.

About the Partnership

The **Hastings Area Business Crime Reduction Partnership** is managed and administered by a Community Interest Company set up to identify and exclude known offenders responsible for shop theft or other crime or anti-social behaviour. The partnership will make the area safer for employees and customers and improve the ability of businesses to trade profitably.

Working together we can target known offenders and boost profitability

By joining the partnership you and your business will become part of a team. The more you participate by helping build up intelligence on known offenders the more you will get out of your membership.

Our radio network, secure online database, phone alerts, weekly e-newsletters, training sessions, and regular intelligence meetings mean you and your staff are always up-to-date with the latest crime reduction information.

As crime goes down your profits go up - a small investment in membership fees and time will pay dividends.

The Hastings Area BCRP is also part of a wider network of business crime reduction schemes operating across

Sussex in close co-operation with the police, meaning intelligence on organised crime can be shared and acted on.

Once offenders know we are watching them and taking action, they will stay away.

Membership tells those who might want to steal from your or disrupt your venue that if they are caught they risk being banned from premises across the region.



Shop theft costs local businesses dearly - help us cut it out

Scheme Benefits

The safety of your business is our biggest concern - join today and enjoy all the benefits of membership

<p>84%</p> <p>Of people who receive a warning letter never re-offend</p>	 <p>Instant alerts mean your staff are kept safe</p>	<p>Help is just the push of a radio button away</p>	<p>TRUSTED BY THE POLICE</p> <p>Your reports help the police build up an accurate intelligence picture.</p> 
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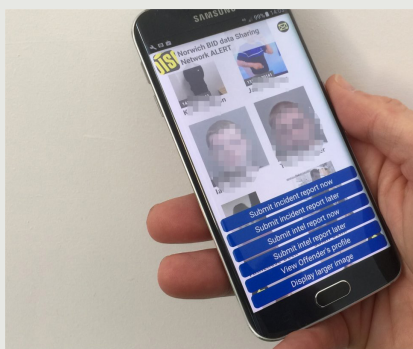


Radio network

A trusted means of communication

The Hastings Area BCRP has a network of transmitter stations providing good quality coverage across most of the borough. Those members who make use of the radios can talk to each other or directly to the council's CCTV control room about incidents that are underway or sightings of banned individuals.

- Call for help when you need it
- Share information about offenders
- Listen out for warnings and alerts
- Training for staff



Secure online database

Data protection compliant

Hastings subscribes the DISC system - a powerful data-sharing platform that allows us to securely accept incident reports and gives users the ability to look at galleries of known offenders or people for whom names and addresses are sought. This system can be accessed on the web or via a smartphone app.

- Fast login to the app for instant info
- Check known faces at the click of a button
- Submit reports to the police
- Regular news items to help you stay safe



Updates, alerts & training

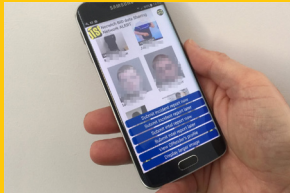
Keeping you informed

The DISC app also allows us to send out e-mail newsletters every week as well as e-mail and 'push' alerts that flag up important or urgent information about offenders. We also hold regular monthly intelligence meetings that are attended by the police and the council and are a chance for everyone to discuss current cases and concerns.

- Never miss out on important information
- Intelligence is shared and acted on
- Meetings help build a community
- Training keeps everyone up to speed

The Hastings BCRP provides one of the best value schemes around and membership pays dividends every year."

What we do



Co-ordinate anti-crime intelligence

We help match names to faces and provide a link with the police to ensure swift action is taken against offenders.

We aim to respond to intelligence reports within 12 hours



Process incident reports

With approximately 150 members we make sure that every report that is made is actioned and published as quickly as possible.

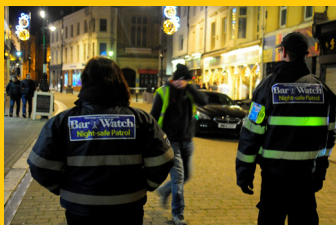
We aim to publish all incident reports within 24 hours



Issue warnings and ban notices

The power of the partnership is largely in our ability to make sure that offenders know they have been identified and added to our database as either a target or an exclusion.

Warnings and ban notices will be issued within 48 hours



A physical presence in town

All businesses in the BID area have the additional benefit of a daytime Business Ambassador whilst weekend 'Nightsafe' security patrols provide cover across the borough.

All members will be invited to at least one meeting per month

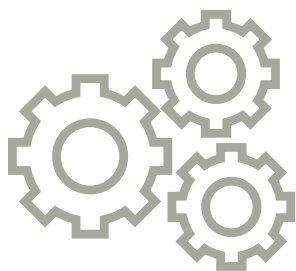


Arrange meetings and training

Our members value the chance to meet and discuss issues and we do the hard work of getting these sessions set up so you can benefit from other's experience.

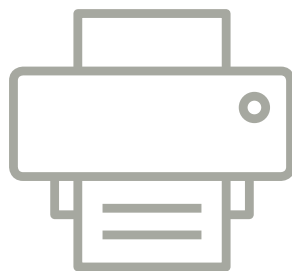
All members will be invited to at least one meeting per month

We do the work so your business can get on with the job of earning you money.



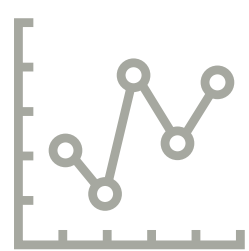
Following legal process

All of our systems are fully GDPR compliant and we take care to ensure all our members are aware of their legal responsibilities.



Communicating across the partnership

We use all possible means of keeping our members informed of news and alerts that will help them protect their business and staff.



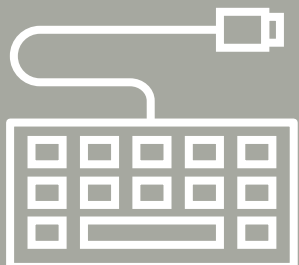
Measuring performance

We are determined to show results and demonstrate how the partnership is proactive in reducing crime and antisocial behaviour.

Our time is your time

The partnership co-ordinator's main role is to liaise with members on a regular basis. If you need help with access to DISC or use of radios we can arrange a visit to provide one-to-one support.

The partnership will always look to adopt the latest technology to deliver the best results for members



Your data protection responsibilities

It is important for you to understand that the partnership deals with the personal data of members of the public in relation to alleged offences carried out in member premises. As such you and your staff have to follow the scheme protocols with regards to how this information is accessed and shared.



Professional indemnity insurance

The partnership has its own professional indemnity insurance in place to cover the work we do processing personal data.

All member businesses should ensure their own business insurance policies cover them for any claims against them or their staff.



Check your policy



Understand the risks



Ensure your staff know how to manage data

The Hastings Area BCRP cannot be held liable for data breaches within member businesses.

Data compliance checklist

Staying within the law is not complicated as long as your business follows a series of simple guidelines.

As long as everyone with access to scheme data is made aware of what they can and cannot do there should be no cause for anyone to raise a complaint.

However, please remember that the legal penalties for breaches of data security can be severe if it is found that an organisation either willfully or negligently allowed data under its control to be abused or misused.

- 1 No member of staff can be given access to the DISC database until they have signed a data compliance declaration.
- 2 When a member of staff with access to DISC leaves the company the co-ordinator must be notified so their access can be revoked.
- 3 No data relating to offenders may be shared with anyone who has not signed up to the scheme - if in doubt, don't share.
- 4 Images must not be downloaded or otherwise copied from the DISC app or website.
- 5 Passwords should not be shared amongst other colleagues - everyone should be given a unique login password.
- 6 Radios must be kept securely and any loss or theft must be reported immediately to the co-ordinator.
- 7 Do not use third-party applications (such as Whatsapp) to share any data relating to the scheme.



Report it

The partnership is only as strong as the information it shares - it is your duty to report offences so those responsible can be issued warnings or bans as quickly as possible

Members who fail to log incidents put other businesses at risk of similar problems.

Help keep staff safe by ensuring everyone is aware of offenders who may pose a risk.



WE WON'T TOLERATE VIOLENCE OR ANTISOCIAL BEHAVIOUR IN OUR MEMBER PREMISES.

Steps to membership

It is important to remember that it is your business that becomes a member of the scheme. As such the person who signs the main membership must be someone authorised to enter into agreements and contracts on behalf of the company.



Business owner or authorised manager signs membership forms



Signatory provides invoicing details and purchase order if required



Each member of staff requiring access to DISC signs and returns a data protection form



All staff log in to DISC for first time and accept terms and conditions



Co-ordinator issues radio and provides training on use



Nominated individual attends partnership meetings



The partnership reserves the right to refuse or cancel membership

Getting access to DISC

The DISC database is at the core of the work of the partnership. It is used to communicate between members and provides you with up-to-the minute news and alerts as well as information on dates of meetings and other important information.

Step 1

**Complete
a data
compliance
agreement
form**

It is important that every member of staff has their own login to DISC - don't share passwords.

The system tracks user activity on the database in order to ensure the system is not being misused, so everyone needs to sign to agree to the terms and conditions of use and passwords should not be shared with other people.

New members can be added by the authorised signatory providing e-mail addresses to the scheme co-ordinator

Step 2

**Log into
the website
then
download
the app**

Once the data compliance form has been received an e-mail invitation will be sent to new members.

It only takes a few minutes to register on the system by providing some basic information. It is important that the terms and conditions documents are opened and read as these form a part of the data integrity audit.

Once logged in on the website go to the app store and download the DISC Littorails app. Once installed this will give you PIN code access to the system on your phone. You will also receive push alerts of important news.

A link to the app can be found on the DISC login page.

www.disc-net.org/hastings



We use an offence matrix developed with members and the local police to assign a points score to every reported offence.

Anyone in receipt of more than three points will receive a ban notice ranging from three to 18 months.

Offences are divided into '**yellow cards**' and '**red cards**' - with yellow offences attracting a warning and red cards an immediate ban from entering member premises.

Yellow

Lower level offences attract a warning letter and offenders are placed on a 'watch list' for 12 months.

It is important that members report all offences, even relatively minor ones

Evidence shows that in 84% of cases the receipt of a warning letter is enough to deter people from re-offending.

For this reason it's crucial that if you have evidence that could identify an offender at an early stage you make a report so they can be informed they are under observation.

IF WE DON'T KNOW ABOUT IT, WE CAN'T ACT ON IT

Red

For more serious offences immediate exclusion notices will be issued.

Where people are identified as having committed serious offences we can add them to the banned list with immediate effect

Red card offences are typically those that involve violence, weapons, or Class A drugs.

These offenders pose a serious risk to both your staff and your customers and their behaviour must not be tolerated or allowed to go unpunished.

WE OPERATE A ZERO TOLERANCE APPROACH TO VIOLENCE AGAINST STAFF

For the most current version of the exclusion scheme system visit:
www.bcrphastings.com/exclusion-criteria-policy

Typical offences

Theft from premises

Assaults on staff or customers

Possession of weapons

Possession or attempt to sell drugs

Alcohol-related antisocial behaviour

Sexual assault

Racial or homophobic abuse

Threats of violence

Criminal damage

Handling stolen goods

Online harassment

Being on a premises whilst banned

Scheme members should see reductions in these types of offence.

By ensuring you report incidents we can do our best to identify and contact offenders.

This list highlights the main types of offence that typically cause problems for businesses.

The full exclusion scheme points system is kept up-to-date at the scheme website:

www.bcrphastings.com/exclusion-criteria-policy

We review the points allocations and offence descriptions regularly at partnership meetings to ensure it accurately reflects what members want to see happen to offenders.

WE TAKE INTO ACCOUNT VARIOUS AGGRAVATING AND MITIGATING FACTORS WHEN ALLOCATING POINTS TO OFFENCES



Speak to the co-ordinator if you are unsure about how to word a report



All reports are held securely on an online database



Sharing reports connects you with other members

"The aim of warnings and bans is to reduce re-offending."

Help us to help you by reporting all incidents promptly.

Accurate reporting is key to successful enforcement and prosecution

Details are vital when submitting reports, especially if any CCTV or photographic evidence is not clear.

Make notes immediately after an incident and record all the relevant facts clearly and concisely.

Descriptions of distinguishing features like tattoos, notes of what clothes were worn, or details of any injuries caused in violent incidents can be critical.

REMEMBER - CLEAR NOTES WILL BE VITAL IF YOU DO NEED TO GIVE EVIDENCE IN THE FUTURE

Terms & Conditions

The full scheme protocols are held on the Hastings Area BCRP website and the DISC system. These may be updated from time to time on the agreement of scheme members. When initially signing into the DISC system users must download, read and accept to adhere to these protocols.

You should however follow the following key principles which outline your responsibilities as a member:

DATA PROTECTION PRINCIPLES

- Every member of staff given access to scheme data must sign to accept understanding of these conditions
- You and your staff must not share offender information outside of the membership (including using applications such as Whatsapp) without the explicit consent of the scheme co-ordinator
- Do not share your DISC login with anyone else
- All complaints relating to data held by the partnership must be reported to the scheme co-ordinator

REPORT ALL INCIDENTS ACCURATELY.

Members are expected to submit all reports within 48 hours of an incident occurring. All reports should, to the best of your knowledge, be factually accurate and truthful.

KNOW THE SOURCE OF PHOTOGRAPHIC EVIDENCE.

Only submit photographic or video evidence that has come from your own system/camera or from another trusted source.

STAY UP TO DATE WITH EXCLUSIONS.

All members with DISC access should log in at least once a week to check on new offenders. Access is logged and monitored so the scheme co-ordinator can identify members who do not use the system.

APPLY EXCLUSIONS WHEN BANNED INDIVIDUALS ATTEMPT ENTRY TO YOUR PREMISES.

Whenever it is safe to do so any known offender on an exclusion list should be refused entry and this attempted entry should be reported. If a member of staff feels unable to apply an exclusion they should report the incident as a breach.

ATTEND PARTNERSHIP MEETINGS.

Member should ensure at least one member of staff attends a membership meeting at least once a quarter.

AGREE TO AN ANNUAL AUDIT.

The scheme co-ordinator will visit all member premises at least once a year to check that:

- All staff have signed appropriate forms and where necessary have DISC access
- Where radios have been issued these are in good working order
- Partnership stickers are properly displayed

RADIO RULES

- Sign in and out with control each day so they know you are on the system
- Ensure staff using the radio have been given suitable training
- Only transmit information relevant to the scheme
- Keep radios in a secure place at all times and report any loss or damage immediately [note: you will be charged for all repair/replacement costs]
- Make no changes to the programming of the radios

All fees must be paid no later than 30 June each year (invoices will be issued at the start of April)

Our Promise

The partnership membership fees pay for a the time of a co-ordinator operating out of the Hastings Business Improvement District (Love Hastings Ltd.)

As a member you are promised the following benefits:

DATA COMPLIANCE

Hastings Area BCRP CIC holds the status of Data Controller for the scheme and is responsible for ensuring all of the work carried out complies with the Data Protection Act 2018.



TRAINING AND GUIDANCE

All members will be offered all suitable training and guidance in the use of DISC or the radio system, as well as in issues such as proper statement recording, conflict management, and other areas as deemed appropriate.



RADIO and CCTV SUPPORT

The partnership will seek to ensure that members continue to receive back-up and support from the council's CCTV control room staff.



ADMINISTRATION & MEETINGS

The scheme co-ordinator will carry out all of the administration of the scheme including issuing of warnings and banning notices and arranging an annual schedule of meetings for members.



Application for Membership

In completing and signing the this membership application you are confirming:

1. You have the authority to act on behalf of the company named below
2. The company agrees to adhere to all current and amended terms and conditions of the partnership

Company:

Address:

Postcode:

Phone:

Mobile:

E-mail:

BILLING DETAILS

Contact/
dept:

Address:

Postcode:

PO No.

Phone:

E-mail:

Acceptance of annual fees

1	Annual membership including 1x radio handset and access to DISC for up to 10 staff (plus VAT)	£120* (BID area FREE)
2	Additional radio handsets @£50 per year (plus VAT)	£
3	Additional staff DISC access @£5 per year each (plus VAT)	£ (BID area FREE)

Print Name

Position

Sign here to apply

Date

*FEES ARE SET TO RISE TO £150 PER YEAR IN 2020

STAFF INFORMATION

Please list below those staff requiring access to scheme data - each person must sign individually to accept their responsibilities and understanding of the data protection requirements of the scheme.

No	Name / Position/E-mail address	SIGNED	DATE
1			
2			
3			
4			
5			
6			

ADDITIONAL SHEETS AVAILABLE

The partnership reserves the right to reject applications on any grounds they see fit. Membership may be terminated if a member fails to adhere to the terms and conditions or brings the scheme into disrepute by their action or inaction.

APPLICATION ACCEPTED / DECLINED

NAME

SIGNED:

DATE:

Radio handset issued Y / N SERIAL No.

ANNUAL AUDIT (2019/20)

As part of membership you will receive at least one annual visit from the scheme co-ordinator or business ambassador to ensure your business is continuing to get the most out of the scheme and that all staff have access to the database, are confident in use of the radio, and understand their data protection responsibilities.

No	Assessment	Notes	Initialed
1	Any staff who have left have been deleted from DISC?		
2	New staff members added to DISC?		
3	All staff with DISC access have received training?		
4	Radios tested and users trained?		
5	All contact information up-to-date?		
6	Additional notes		

Audit passed and membership renewed

NAME

SIGNED:

DATE:

ANNUAL AUDIT (2020/21)

As part of membership you will receive at least one annual visit from the scheme co-ordinator or business ambassador to ensure your business is continuing to get the most out of the scheme and that all staff have access to the database, are confident in use of the radio, and understand their data protection responsibilities.

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6	Additional notes		

Audit passed and membership renewed

NAME

SIGNED:

DATE:

ANNUAL AUDIT (2021/22)

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3	All staff with DISC access have received training?		
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5	All contact information up-to-date?		
6	Additional notes		

Audit passed and membership renewed

NAME

SIGNED:

DATE:

ANNUAL AUDIT (2022/23)

As part of membership you will receive at least one annual visit from the scheme co-ordinator or business ambassador to ensure your business is continuing to get the most out of the scheme and that all staff have access to the database, are confident in use of the radio, and understand their data protection responsibilities.

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6	Additional notes		

Audit passed and membership renewed

NAME

SIGNED:

DATE:

Member benefits

Membership for 2019/20 is just **£10 per month** (that's only £0.33 per day).

For members of the Business Improvement District this fee is paid out of levy fees.

Fees are billed annually in April (although part payments can be arranged if required) and in return for membership you get all of the following:

- The BCRP radio network links members with the each other and is monitored day and night by the council's CCTV control room for a rapid response to problems.
- Regular intelligence meetings are held to discuss current cases and share information on offenders.
- Reductions in losses of stock and increased numbers of customers due to the reduced fear of crime in the area.
- A safer environment in the night-time economy with individuals known to cause problems excluded or on watch lists.
- A powerful online database (accessible via both a website and a smartphone app) stores data on hundreds of known offenders. It gives easy access to images and details of who is excluded or has a Criminal Behaviour Order and keeps members up-to-date with all the latest news about anti-crime initiatives.
- Members have access to advice and guidance on ways to design out crime and make best use of technology such as CCTV.
- Regular visits from the Hastings Business Ambassador help keep members in touch with the latest news.
- A data-sharing agreement with Sussex Police that allows images of offenders to be matched with names and addresses.
- A weekly e-newsletter with details of the latest offenders added to the database.