

Contents

Who to contact	P3
Operating Policy	P4 – P6
Exclusion Notice Policy	P7 – P13
Data Handling Policy	P14 – P19
Radio Policy	P20 – P22
Complaints Policy	P23

WHO TO CONTACT

Address

Tunbridge Wells Safe Town Partnership Ltd
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Tunbridge Wells
Kent
TN1 2LU

Business Crime Manager

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Email office@twstp.co.uk

Accounts

Email accounts@twstp.co.uk

Chair

Email chair@twstp.co.uk

OPERATING POLICY

1. Management

- a) The Board of Directors will be known as the Board of Management (BoM) and be representative of the day and night-time economy. There will be a minimum of four Directors: Chair, Pubwatch Director, Finance Director and HR Director.
- b) The BoM will oversee the aims and objectives of the partnership.
- c) The BoM will guide, manage, and advise on the day-to-day operation of the partnership as required. They will act as the first point of contact for the Business Crime Manager on issues relating to the partnership.
- d) The BoM will be responsible for the financial, procedural, operational, and disciplinary regulation of the partnership.
- e) Representatives of Kent Police, Tunbridge Wells Borough Council, and other agencies involved in the partnership will be invited to attend BoM meetings in an advisory capacity.
- f) The BoM will meet on a quarterly basis.

2. Finance

- a) The Business Crime Manager will work with the Finance Director and Chair to produce an annual budget and will provide the BoM with periodic reports on performance.
- b) A reserve amount equal to 3 months expenditure and one year's salary will be kept in a separate account.
- c) Surpluses after payment of all costs will be carried forward and only used to save in preparation for radio system upgrades or to achieve the objectives of the partnership in other ways.
- d) The purchase of items not included in the budget shall be subject to prior approval by the BoM.

3. Aims and Objectives

- a) The legitimate (in accordance with the 7 principles of the Data Protection Act 2018) and lawful gathering, collation, processing, exchange, and management of all relevant information relating to business crime and anti-social behaviour between retail/business members of the partnership.
- b) The partnership objectives are:
 - i. To reduce, prevent and detect crime and disorder, including but not limited to:
 - Theft
 - Violence
 - Drugs
 - Damage
 - Drunkenness
 - Weapons
 - ii. To reduce the opportunity to commit crime and disorder.
 - iii. To reduce the fear of crime and the effects of fear of crime.
 - iv. The apprehension and prosecution of offenders.
 - v. To create a "safe and secure" environment for customers, staff and visitors.
 - vi. To strengthen partnership working with the business community, police, local authority and other key agencies and organisations.
 - vii. To be an integral part of the local community safety and crime reduction strategy and work in partnership with those responsible for delivering the community safety action plan.
- c) The objectives will be achieved using the "Exclusion Notice Scheme" and "Data Handling Codes of Practice" policy documents. These policies will be reviewed annually by the BoM.

4. Membership

- a) Membership will be open to daytime and night-time economy businesses, which operate within the borough of Tunbridge Wells and representatives of other interested parties.

- b) Members must agree to abide by the partnership's terms and conditions (set out on the application form) and to comply with the objectives (Para 3) before membership is granted. Membership will be subject to the agreement of the BoM.
- c) Members will pay a fee to cover the running costs of the partnership. This amount shall be agreed by the BoM.
- d) Payment will be in advance to the partnership account.
- e) Refunds will not be permitted.
- f) Members who are in breach of any code of conduct or other rules governing activities of the partnership shall be liable to disciplinary action by the BoM. This may take the form of warning, suspension or expulsion from the partnership.
- g) All members who have access to personal data recorded by the partnership require to be made aware of the requirements of the Data Protection Act 2018. The responsibility and potential liability for inappropriate disclosure rests with the individual.

5. Overdue Payment

- a) If an invoice is not paid within 30 days, a reminder will be sent.
- b) If the invoice is not paid within 60, days a 2nd reminder will be sent and a late payment charge of £35 will be added to the amount outstanding.
- c) Membership will be suspended, and the Safe Town radio will be removed from the member's premises.
- d) The full outstanding amount, including the admin fee, needs to be settled before services will be resumed.
- e) If the invoice is not paid within 90 days legal action appropriate to the member's status will be commenced.
- f) Membership will be terminated if the appropriate legal action runs its course.
- g) Where head offices or a third party are responsible for paying the membership subscriptions the manager of the premises will be kept informed of the debt and of all action being taken.
- h) Any debt under £150 can be dealt with by the Finance Director and Business Crime Manager without the need of the board's approval providing all avenues of recuperating the debt have been explored.

EXCLUSION NOTICE POLICY

There is a need for a united approach in tackling business crime in Tunbridge Wells and this initiative has been established as part of the crime reduction strategy of the Tunbridge Wells Safe Town Partnership (TWSTP).

1. Introduction

- a) The scheme is a civil agreement between businesses within the TWSTP area of operation where persons who have been charged or summonsed with, accepted a caution for, or have been issued with a community resolution for an offence linked to a member's premise will receive a collective ban from all members' premises.
- b) The scheme operates by utilising either the day or night-time business community as one voice thereby sending a strong message to those who commit offences or instances of disorder or nuisance in members' premises by telling them that we know who they are and that their behaviour and actions are not welcome in Tunbridge Wells.
- c) It must be stressed that for the scheme to be successful, all members must be prepared to deter an excluded person from entering their premise and to eject an excluded person immediately and on every occasion, they enter, even though the individual may not have committed an offence against their business.
- d) The scheme will be run on a day-to-day basis by the Business Crime Manager and overseen by the Board of Management (BoM).
- e) In addition to administering the scheme, the Business Crime Manager will be responsible for liaising with members and outside agencies and organisations.

2. Objectives

- a) To take a collective approach in dealing with offenders by excluding them from members' premises.
- b) To reduce the opportunity for crime and anti-social behaviour to take place.

- c) To protect staff and customers from physical violence and verbal abuse.
- d) To reduce the incidents of crime and the fear of crime for the benefit of staff and the public.
- e) To create and promote the area of operation as a safer place in which to shop, socialise and work.

3. Exclusion Notice Definition

- a) There is a presumed invitation by the owners or managers of businesses, to allow members of the public to enter their premises. An exclusion notice withdraws that invitation to the recipient.
- b) The decision to issue an exclusion notice concerns a private civil right i.e. the right to revoke the implied permission of customers to enter and remain in shops and licensed premises. It does not concern the exercise of a public function. Domestic law, supported by European Court of Human Rights permits the revocation of the implied licence by a business owner whether the grounds are reasonable or otherwise.
- c) The decision to issue an exclusion notice is not a determination of an excluded person's civil rights because the excluded person has no civil right to enter and remain in any business covered by this policy: they have an implied permission which may be revoked at any time.
- d) Some businesses already operate similar notices, but only in relation to their own premises. This scheme applies to all businesses that are members of Tunbridge Wells Safe Town Partnership – Safe Town or Pubwatch, and who have confirmed their involvement in the scheme and have signed the relevant partnership protocols and agreements.
- e) Notices are applied for and issued on behalf of members by the Business Crime Manager

4. Exclusion Notice Procedures

- a) Where an individual commits an offence that requires an immediate and appropriate response (such as aggression, drugs, high value or bulk theft) the notice will be served as a result of that one incident.
- b) Where an individual commits an offence that does not require an immediate response but their continued criminal behaviour, documented by incident reports, has reached the stage where an exclusion notice is appropriate.
- c) Where a warning notice has been previously issued (see Section 6) and a further offence has been committed within the warning notice period.

- d) An exclusion notice can be issued for any offence type committed against a member, their customers or staff or the public in general. These offences will generally involve:
 - i. Theft
 - ii. Violence
 - iii. Drugs
 - iv. Damage
 - v. Drunkenness
 - vi. Weapons
 - vii. Disorder
- e) A member must complete an incident report and submit it to the Business Crime Manager
- f) The Business Crime Manager will assess the incident report and if the circumstances satisfy the criteria for an exclusion notice, pass the details of the reported incident to the police partnership liaison officer and request disclosure of the offender's details using the designated form if the offender's details are not known.
- g) Upon receipt of the data from police, or if the offender details are already known, the Business Crime Manager will have the decision to issue an exclusion notice ratified by the BoM, either at the next BoM meeting or by contacting individual members of the board. A quorum of 4 members must provide ratification and in the event of a split decision, the Chair will hold the casting vote. A record will be kept of the decision including the date and details of the board members involved. Where a notice has been issued for a single incident under Section 4a, the Business Crime Manager will inform the BoM of their reasoning prior to ratification.
- h) Once the request to issue an exclusion notice has been ratified, if an image cannot be sourced from a member or social media, the Business Crime Manager will submit a request to the police for the release of a convicted image of the individual concerned using the designated form.
- i) Upon receipt of the data, the Business Crime Manager will issue the exclusion notice. The notice will be accompanied by a list identifying members' premises and a covering letter outlining the reason for exclusion and review date.
- j) The Business Crime Manager will be responsible for serving the exclusion notice by 'SIGNED FOR' delivery to the recipient's home address and publishing the details on the DISC database. Only the individual's name, photograph and relevant warning markers will be disclosed.
- k) A copy of the exclusion notice will be retained by the Business Crime Manager and the police will be notified.

4a. Exceptional Exclusions

- a) In exceptional circumstances, an exclusion may be considered as a preventative measure where the subject does not fall into the criteria set out at section 1(a) for whatever reason.
- b) For an exceptional circumstances exclusion to be considered, the following criteria must be met:
 - There must be recent incident reports involving the subject from more than two member premises
 - There must be an obvious risk of an escalation or continuation of behaviour
 - The subject's identity and address must be known and a written record made of how that information was obtained
- c) If all the criteria are met, the Business Crime Manager will then have the decision to exclude ratified by the Board of Management. It is essential that all members of the board approve the exclusion unanimously.
- d) The exclusion will then be processed in the normal way.

5. Exclusion enforcement

- a) When an excluded person is identified inside a member's premises (and not thought to have committed an offence at that stage), that person should be immediately asked to leave the premises as they are regarded as a trespasser.
- b) *The existence of an exclusion notice does not confer any additional powers for eviction and current procedures for removing unwanted persons as trespassers should continue to be exercised. (The offence is civil trespass and should the member wish to pursue a complaint, they should do this through the civil courts).*
- c) The fact that an excluded person has been ejected from a member's premises should then be communicated over the radio system to all other members.
- d) An incident report of any sighting or deter on entry of an excluded person MUST be submitted to the Business Crime Manager in order that a record of behaviour can be maintained for review purposes.
- e) If an excluded person is suspected of committing any offence within a member's premises, police should be called. When an offender has been previously issued with an exclusion notice and that person is arrested for committing another offence, the fact that they have been previously issued with an exclusion notice will be included in the evidence.

- f) If an excluded person is subsequently charged with the offence, the Business Crime Manager will arrange for a copy of the exclusion notice to be included on the prosecution file for the information of the Crown Prosecution Service (CPS).
- g) The CPS have agreed that provided the required evidential procedures have been followed, they will inform the court of the existence of the exclusion notice, at the point of conviction, as antecedents.
- h) The Chair of the Justices and the Clerk to the Magistrates' Court have been acquainted with the objectives of the scheme. They have indicated that if an excluded person is convicted of another offence against any partnership member, the existence of an exclusion notice will be considered as an aggravating fact and would be reflected in the sentence imposed by the court.

6. Reviewing Exclusion Notices

- a) Exclusion notices are issued for a period of 12 months but may be extended as set out below.
- b) If there is no new or relevant information held by the partnership, the exclusion notice will be rescinded, and the individual notified in writing.
- c) If further information has been recorded that the partnership officer considers justification for extending the exclusion notice, a report will be compiled and presented to the BoM. The ratification procedure will mirror that of the initial exclusion.
- d) Justification for extending the exclusion notice rests with the BoM and a record will be kept of the decision including the date and details of the board members involved.
- e) Where an exclusion notice has been extended the offender will be notified in writing by the Business Crime Manager who will also update the subject's DISC profile.
- f) If an interim exclusion notice has been issued, the police partnership liaison officer will monitor the progress of any prosecution. The result will be notified to the Business Crime Manager and the exclusion notice will immediately be reviewed by the BoM to ensure that it is still appropriate. Upon review, the individual concerned will be notified of the outcome, in writing, by the Business Crime Manager.

7. Warning Notices

- a) When a member submits an incident report and the assessment process does not identify the need for an exclusion notice, the Business Crime Manager may consider issuing a warning notice to the individual concerned.
- b) The Business Crime Manager will pass the details of the reported incident to the police partnership liaison officer and request disclosure of the offender's details using the designated form.
- c) Upon receipt of the data, the Business Crime Manager will issue the warning notice.
- d) The notice will outline the reason for issue and the period of the notice (normally 6 months). It will also advise the recipient that any further offences reported to the partnership officer within the warning period, will result in them being referred for an exclusion notice.
- e) A warning notice can be served by normal post.
- f) Warning notices are reviewed in the same way as exclusion notices.

8. Appeal Procedure

- a) Upon receipt of an exclusion notice, an individual has a right to appeal.
- b) Appeals must be made in writing to the partnership officer within 28 days from the date shown on the exclusion notice.
- c) Upon receiving an appeal, the Business Crime Manager will confirm receipt by return post and put out a request to all members for volunteers to hear the appeal.
- d) Appeals will be heard by an appeal panel of five volunteer members who respond to a request from the Business Crime Manager. In the interests of fairness, the panel will comprise of both day time and night-time members and will not include members who are connected to the exclusion being appealed. A Chair will be selected by the panel.
- e) Appeals must be heard within 28 days of receipt.
- f) When a date has been set for the panel to convene, the Business Crime Manager will notify the appellant and offer them the opportunity to provide any further information that they wish to have presented to the panel to support their appeal.
- g) The panel will sit in a closed session. Minutes will be taken with panel members being identified by their initials.

- h) At the appeal hearing the Business Crime Manager will provide each member of the panel with a document bundle comprising copies of:
 - i. All relevant incident reports.
 - ii. Exclusion notice
 - iii. Appeal letter.
 - iv. Any other documents relevant to the appeal
- i) The Business Crime Manager will guide the panel through the circumstances that led to the exclusion notice being issued, referring to the exclusion policy where appropriate.
- j) The Business Crime Manager will then read out the letter of appeal and any other supporting documents.
- k) The panel may ask questions of the Business Crime Manager relating to the procedure but not the subject.
- l) In the event of the appeal containing technical argument relating to the offence, the panel may request the presence of a police adviser. The police adviser will provide factual advice and not opinion.
- m) The panel will then consider the appeal using the exclusion criteria and procedure as detailed within the partnership's exclusion notice scheme document.
- n) The Chair will then ask for a vote on whether the appeal should be upheld. In the event of a tied vote, the Chair will have the casting vote.
- o) If the appeal is upheld, the following outcomes are available to the panel:
 - a. Exclusion withdrawn
 - b. Exclusion replaced with a warning letter
 - c. Exclusion term reduced in length
- p) The appeal panel's decision will be final.
- q) The Business Crime Manager will notify the appellant of the decision within 7 days and provide them with a written explanation of the reasoning for the decision.
- r) During the appeal process the exclusion notice will remain in force.

DATA HANDLING POLICY

1. Introduction

- a) This code of practice is to control the management, operation, compliance, and use of data within the partnership.
- b) This partnership document has been prepared following advice from the Information Commissioner, police, and other contributors to the legal process. It operates strictly within the provisions of the Data Protection Act (DPA) 2018 and the European General Data Protection Regulations.
- c) The document will be subject to periodic review following consultation with all interested parties, to ensure it continues to reflect its stated purpose and remains in the public and participants' interests.

2. Description of Partnership

- a) The partnership is a proactive crime reduction scheme between businesses, police, the local authority, and other agencies and is directed at preventing and reducing criminal activity and anti-social behaviour within the borough/district of Tunbridge Wells
- b) The members, whose representatives have each signed an agreement to abide by the operating protocols of the partnership, are involved in the collation, analysis and dissemination of information within the membership.

3. Statement of Purpose

- a) The partnership will be operated fairly and in compliance with current legislation only for the stated aims and objectives for which it was established.
- b) Each member of the partnership is and remains bound by the partnership's policies and any subsequent amendments to them.

- c) Persons considered for employment by the partnership must demonstrate an adequate knowledge of relevant legislation such as the Data Protection Act and The Police and Criminal Evidence Act.

4. Partnership Discipline

- a) The partnership has specific responsibilities, which must be understood by all partners and their representatives.
- b) The BoM is responsible for the approval of all members and the representatives of these members.
- c) All rules on confidentiality and data protection must be subject to written agreement and must be strictly adhered to by the data controller, employees of the partnership and all members. Non-compliance of the Data Protection Act 2018 may lead to criminal prosecution and/or civil actions for damages.
- d) Lesser infringements of procedure will nonetheless be subject to sanction by the BoM. This may be in the form of further training, verbal and written warnings or removal from the partnership.
- e) Partnership employees will receive training to ensure that a good standard of knowledge is maintained.
- f) Any persons employed or considered for employment by the partnership will be required to disclose prior convictions, if any, (and, if appointed, notify future convictions) in order that a judgement may be made relating to likely impact upon the integrity of partnership information. The BoM will assess whether the offence has a bearing on the nature of the appointment or continued employment.
- g) All persons employed or selected for employment will be required to satisfy any vetting process required to allow them to work unsupervised in the partnership office.
- h) Information will be processed by the Business Crime Manager in accordance with any relevant Information Sharing Protocols or Policies.
- i) The Business Crime Manager and BoM are responsible for the operation of the partnership. They must ensure that access to the partnership office, paper records, website files and recorded radio transmissions is only permitted for authorised purposes and by authorised individuals. Where the partnership office is in a Community Safety Unit, access by members will be subject to the vetting security policy of the host agency.

5. Third Party Employees

- a) Participating businesses may be represented by third party organisations such as guarding, store detectives or other out-sourced security services.
- b) The BoM will retain the power of veto on third party organisations in appropriate circumstances.
- c) Third party staff who are employed/contracted by members, must abide by the same codes of practice, policies, and data protection agreements as members.
- d) Third party staff must complete a Third-Party authorisation form before any access to partnership data will be granted.

6. Information Control & Compliance

- a) The information and intelligence held by the partnership is confidential. No disclosure of information will take place that is not in accordance with the relevant statutory provisions. The data held may only be accessed and shared by partnership members who have signed the necessary agreements.
- b) The partnership must be notified to the Information Commissioner as required under the Data Protection Act identifying the Board of Management as the data controller.
- c) The overall responsibility for the compliance with the act by the partnership rests with the BoM.

7. Security & Audit

- a) All information received from participants will be assessed in terms of its intelligence value and will, if found to be of value, be held on the partnership database (DISC).
- b) The partnership will maintain appropriate levels of security, in accordance with good practice and the requirements of legislation.
- c) Members will maintain like standards of security in respect of all information in their care.
- d) Each member may nominate people from their organisation to have access to the database. Each person will have a separate account. Password details and usernames must not be shared.
- e) The Business Crime Manager will keep a running audit of users and liaise with the members to ensure that the list is kept up to date. Members must notify staff changes to the Business Crime Manager as they happen.

8. Disclosure of Information

- a) All disclosure to members will be via DISC.
- b) Indemnity Insurance

The Directors must provide professional indemnity insurance for employees and officers of the partnership and public liability insurance as appropriate. Members of the partnership should ensure that adequate insurance exists within their own organisations.

9. Media Relations

- a) All media enquiries should be referred to the Business Crime Manager who will decide upon an appropriate response. Members should not seek to represent the partnership without consultation.

10. Data Protection Principles

- a) Members must be aware of and comply with the data protection principles in the 2018 Data Protection Act. These principles state that:
 - i. Personal data shall be processed fairly, lawfully and in a transparent manner in relation to the data subject.
 - ii. Personal data shall be collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
 - iii. Personal data shall be adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.
 - iv. Personal data shall be accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased, or rectified without delay.
 - v. Personal data shall be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.

- vi. Personal data shall be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures.
- vii. The controller shall be responsible for and be able to demonstrate compliance with the other data protection principles.

11. Data Protection Requirements

- a) The partnership must be notified to the Information Commissioner under the relevant provision of the Data Protection Act 2018.
- b) The partnership should ensure that the Information Commissioner is notified of the correct purposes under which it will be processing and holding personal data and that these purposes are included in the registered entry report which will be received from the Information Commissioner to confirm notification.
- c) The partnership should register (at least) the following three core purposes:
 - i. Crime prevention and prosecution of offenders
 - ii. Accounts and records
 - iii. Administration of membership records
- d) It is important to ensure that the partnership does not hold data which it is not registered to hold. The partnership may add additional purposes in its registration, depending on what additional information is held. Guidance should be sought from the Information Commissioner if necessary to clarify individual needs.
- e) All staff who have access to personal data recorded by the partnership must be made aware of the following:
 - i. The information held within files or other documentation is confidential and must be used only for the purpose for which it was generated.
 - ii. Any such information must not be disclosed to any third party who has not signed the necessary agreements.
 - iii. The responsibility and potential liability for inappropriate disclosure rests with the data controller, signatories to the partnership agreements and/or individual participants.

- iv. Breaches of confidentiality by members or their representatives may also be subject to sanctions by the BoM.
- v. Any access to the website data requires the user to acknowledge the statutory warning before doing so.
- vi. All partnership information will be stored under secure conditions.
- vii. Images on the database must not be reproduced in any way.
- viii. If an individual makes a request to a member regarding data held on that individual that person should be referred to the Business Crime Manager. (*See Subject Access*).

12. Subject Access

- a) Complying with a request for access must be carried out in accordance with the Data Protection Act 2018. Data subject access rights must be protected, and this responsibility lies with the data controller. Requests will be processed by the Business Crime Manager.
- b) Requests for information can be made verbally or in writing. The Business Crime Manager can ask for additional information from the subject to confirm identity if there is any doubt.
- c) If a data subject requests access to data held by TWSTP about them from any member, that member must refer the applicant to the Business Crime Manager. No data, other than the member's own, must be disclosed other than through the Business Crime Manager.
- d) The Business Crime Manager must comply with a request one month from the day on which the Business Crime Manager received the request for subject access.

13. Links to Other Partnerships

- a) The partnership will only share data with other accredited partnerships
- b) There will be no blanket disclosures. Every disclosure will be considered on its own individual merits, be validated using the 5x5x5 process and checked using the 'JAPAN' test. (Justified, Auditable, Justified, Accurate and Necessary).

RADIO POLICY

1. Safe Town Radio

- a) The radio system is owned and administered by Tunbridge Wells Safe Town Partnership Ltd and allows direct communication and exchange of information between members including CCTV, (who act as the controllers), and the police.

It can be used to request help in an emergency although it does not replace the 999 or 101 systems. It is a key communication tool in respect of the prevention and detection of crime on member's premises. In addition, it enhances the personal safety of staff.

2. Set up and Training

- a) Radios will be delivered by the Business Crime Manager who will provide initial training on set up, use and procedure.
- b) Additional training for new staff can be arranged with the Business Crime Manager on request.

3. What to report

- a) The radio should be used during incidents or immediately after an incident has happened to make other members, (including CCTV and Police), aware of what has happened and who to look out for.
- b) The radio cannot be used to request the attendance of ambulances or other agencies.
- c) Examples of what type of incidents to report are:
 - i. Theft/Attempted theft
 - ii. Credit Card/Cheque fraud
 - iii. Stolen handbags/purses/wallets
 - iv. Abusive behaviour
 - v. Violence/Threats of violence
 - vi. Breaches of Exclusion Notices
 - vii. Sightings of known offenders

viii. Suspicious behaviour

4. Descriptions

- a) Passing a description on the radio is very different to writing one down on an incident sheet. Users should stick to three or four key facts that make that person different to everyone else, using physical extremes (*really tall* or *really short*) if available but don't try to estimate height. Use gender, skin colour, hair colour and style if visible. Use clothing if distinctive and not likely to be altered or removed. Describe what has been stolen (if applicable). Say what stands out, that's what makes them who they are.
- b) Users must not use any slang or inappropriate term in descriptions. Inappropriate remarks regarding race or religion could amount to an offence.
- c) It is important to inform members of current location and/or direction of travel of suspects. Users need to be aware of the street names surrounding the business.

5. Security

- a) To maintain the security of the radio network, radios must be carried at all times. Radios must not be left in vulnerable positions such as on till counters or unattended on the sales floor.
- b) Users should be mindful of the sensitive nature of information being broadcast on the radio and adjust the volume accordingly. Consider the use of earpieces.

6. Transmissions

- a) The radio network is digital but not encrypted and therefore not totally secure. Users should take care when transmitting sensitive or confidential information; transmissions may also be heard by customers, the suspect(s) or their associates.
- b) Users should keep the radio channel free of all but essential transmissions. It must not be used for social arrangements or chit-chat.

7. Use of names

- a) The Data Protection Act 2018 also applies to radio transmissions.

- b) When communicating with others by radio, members should not transmit anyone's name or request CCTV to monitor them unless either of the following apply:
 - i. They have good reason to believe that the person has acted in a manner which they reasonably suspect has or will give immediate rise to the commission of an offence.
 - ii. They have good reason to believe a person, whom they know is currently excluded, has or is about to breach that exclusion.
- c) It is for the CCTV operator to make a justified decision whether to monitor or not. It is, however, good practice to bring people to their attention with a justification for doing so.
- d) Under no circumstances should members transmit the name of a person they know or believe to be under 18 years of age.
- e) Under no circumstances should members transmit other personal information about a subject, such as date of birth, address, medical conditions.

8. Monitoring the System

- a) The Business Crime Manager and the CCTV controllers monitor the use of the radios. Any misuse will be reported to the BoM who will take the appropriate action.
- b) Complaints from members should be directed to the Chairman of the BoM in writing (see complaints policy).
- c) All radio transmissions are recorded and saved on a secure cloud which is password protected and has limited access. Recordings are kept for 6 months before being automatically deleted unless required by the police for evidential purposes.

9. Theft/Loss

- a) The theft or loss of a radio must be reported **immediately** to the Business Crime Manager or CCTV controllers who can arrange for the unit to be stunned.

10. Radio Problems

- a) Any problems with a radio should be reported immediately to the Business Crime Manager

- b) If a radio needs to be sent away for repair, wherever possible, a loan unit will be provided.

Complaints Policy

How to Submit a Complaint.

Complaints of any nature, including data privacy complaints, can be submitted by email to complaints@twstp.co.uk with the subject line "Formal Complaint" or in writing to:

The Chair of the Board of Management
Tunbridge Wells Safe Town Partnership
Police Station
Crescent Road
Tunbridge Wells
Kent
TN1 2LU

You should include your full name and a suitable means of contacting you. Please also provide full details of the nature of your complaint including the date and time of the incident, names of anyone involved, any relevant documents and an indication of your desired outcome.

If you are representing the complainant, please include details of your authority to act.

Acknowledgment of Complaint

We will acknowledge your complaint within 14 days of receiving it.

Investigation Process

Your complaint will be reviewed by the Complaints Officer. The investigation may involve:

Reviewing documentation
Speaking with relevant staff or third parties
Gathering any additional information needed

Response and Resolution

We aim to provide a full written response within 14 days of acknowledging your complaint. If the complaint requires more time, we will inform you of the delay and keep you updated on the progress.

Appeal Process

If you are not satisfied with our response, you may request a review by a different officer. Details on how to appeal will be included in the outcome letter.

Confidentiality and Data Protection

All complaints will be handled confidentially and in accordance with our Privacy Policy. Your information will not be shared outside the organisation without your consent, unless required by law.