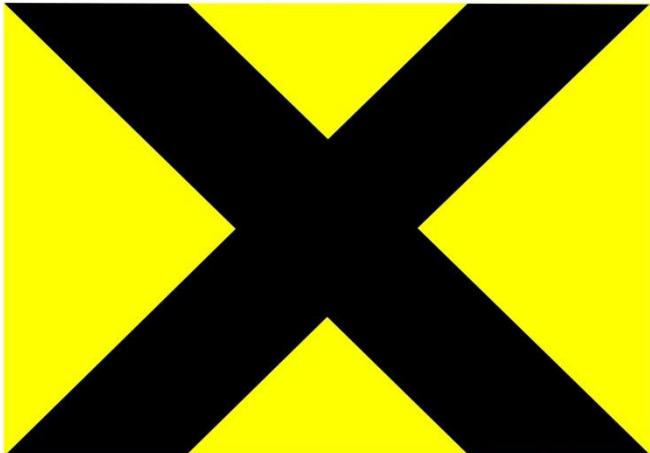


**DOUGLAS**



**SHOPWATCH**

**2017**

Douglas ShopWatch Handbook 2014

January 2017

**Shopwatch Text Number**

**07537 414474**

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## **1.0 What is Shopwatch?**

1.1 Shopwatch is an anti-retail-crime initiative, which is driven by Douglas retailers and supported by the police. The primary aim of the scheme is to reduce members' losses through shoplifting by helping them to recognise convicted shoplifters and other relevant criminals and banning them from all members' premises for a specific period of time.

1.2 Shopwatch provides a communication network using SMS messaging to keep members posted about potential shoplifters operating in the town centre and other relevant activity. It also provides a forum for the discussion and solution of members' problems relating to retail crime.

## **2.0 Shopwatch Objectives**

2.1 Shopwatch will be operated fairly and within all relevant law only for the stated aims and objectives for which it was created. The objectives of Shopwatch are:

- To help prevent retail-related crime;
- To help the police to apprehend offenders;
- To develop and maintain an effective partnership between the police and the town centre business community.
- To ensure an effective system is in place for the sharing of information and intelligence in relation to offenders.
- To make Douglas a safer and more attractive place to visit, to operate a business and to invest.

## **3.0 Membership Criteria**

### **3.1 Eligibility**

Any retailer or designated official of retail premises within Douglas is eligible to join the Shopwatch scheme and attend, participate and vote at committee meetings as a member. For the avoidance of doubt retailers or services such as hairdressers, cafes etc. are eligible to join.

### **3.2 Revocation of Membership**

Any member found to be operating in contravention to this handbook may have their membership of the scheme revoked.

## **4.0 Committee Meetings**

### **4.1 Composition and Frequency**

Shopwatch committee meetings will be held quarterly and will be comprised of the ShopWatch members attending and the Chairman. Meetings will also involve advisors from the Police, Douglas Town Centre Management and other relevant organisations but these delegates will not be entitled to participate in the decision making process. Members making ban nominations must attend the Committee meeting for that part of the meeting

that considers their nomination. Individuals nominated by members to receive a ban will also be invited to attend the committee meeting at which their case is to be considered.

#### 4.2 Quorum

The Chairman and at least three other members will be required for a committee meeting to be quorate. If a meeting is inquorate, it may continue but all decisions must be ratified subsequently by a sufficient number of members so as to form a quorum before being implemented.

#### 4.3 Chairman

The Chairman will be elected annually by the members in committee.

#### 4.4 Purpose of meetings

The meetings will be to:

- Consider issuing Banning notices, reviews, extensions, and hearing appeals.
- Assist generally with the smooth and efficient operation of the scheme.
- Decide the level and type of management information that is shared among participating members and on the method in which this management information is shared.
- Set funding policy.
- Resolve misunderstandings and difficulties.
- Effect improvements.

### 5.0 Timetable

5.1 In order for the scheme to run as effectively and efficiently as possible, the various partners will need to carry out specific tasks at specific times. Further details are contained in the ShopWatch Charter. The following timetable is to be followed immediately prior to and following each committee meeting.

#### **3 weeks before meeting;**

TCM to send text to all members giving 1 week deadline for receipt of ban nominations using incident report form Shopwatch 3 and asking for agenda items.

#### **2 weeks before meeting;**

TCM to send all completed Shopwatch 3 forms, signed by Chairman, to Police Liaison Officer so that the police can consider the request to provide all details (address, photos and history etc.) of ban nominees and reviewees.

Police to send contact details of nominees by return.

TCM to write to the offender advising them of their nomination, the date and time it will be considered by the Shopwatch Committee and inviting them to either attend to hear the case against them and make any representations they wish to the committee prior to their deliberations on a ban or to make representations in writing.

**1 week before meeting;**

TCM to send agenda to all members via email.

**At the meeting;**

The police will attend with all necessary data for ban nominees and reviewees for whom it is considered appropriate.

**Within 1 week after meeting;**

TCM to update database, prepare all ban, extension and ban lifted letters and prepare and print photo sheets.

**1 week after meeting;**

Letters sent by recorded delivery or hand-delivered by police if addressee is in custody.

Town Centre Manager and Police Liaison Officer to update members' intelligence packs.

**2 weeks after meeting;**

TCM to circulate minutes to all attendees.

**6.0 Shopwatch Bans**

6.1 What is a ban?

There is a normal invitation by retailers, for members of the public to enter retail premises to view and/or purchase goods or services in an orderly and friendly manner. The issue of a Banning Notice withdraws that implied invitation to the person to whom it is issued. Individual businesses are free to issue bans to any individual at any time. By contrast, Shopwatch bans involve individuals being banned from all members' premises.

6.2 Incident Reporting & Ban Nominations

When a person is convicted of a relevant offence in a Shopwatch member's premises, that member may nominate the offender to receive a ban. Members should report all incidents and nominate someone for a ban on an Incident Report Form (Shopwatch 3) and send it to Douglas Town Centre Management as soon as possible but ideally at least 2 weeks before the next Shopwatch Committee meeting. Only the Shopwatch member or his representatives (including security staff/contractor) can make a nomination. The member making the nomination must attend the committee meeting when the ban is being considered.

6.3 Eligibility for a Ban.

Any person who is convicted of any of the following 'specified offences' may be eligible to be banned under the scheme.

- Theft from retail premises.
- Assault on the retailer, staff or customers.

- Criminal Damage relevant to retail premises.
- Public disorder within or in close proximity to retail premises.
- An offence contrary to the Misuse of Drugs Act 1976 within retail premises.
- Being found in possession of Offensive Weapons within or in close proximity to retail premises.
- Any offence of dishonesty within retail premises

#### 6.4 Voting on Bans

Any decision to issue any person with a banning notice must be made at a meeting of the Shopwatch Committee. All members at the meeting will vote after hearing all the evidence. All nominated persons will be advised in advance of their nomination and will be invited to attend the committee meeting during the consideration of their case. Any nominees attending the meeting may be present to hear the case against them and to make their representations. The deliberations of the Committee shall be in private, when each party has given all relevant evidence. The nominee, his representative and witnesses shall leave the room to enable the Committee to reach a decision. Written submissions will be accepted for consideration as an alternative. If the nominated individual does not attend the meeting or submit any representation, the Committee may still consider and, if appropriate, issue a ban. Each member attending the committee meeting is entitled to cast one vote. Voting will be by way of a show of hands. In the event of a tie, the chairman will have the casting vote.

#### 6.5 Postal and Email Votes

Members may only submit postal or email votes if they have had the opportunity to consider prior written representation from the nominated individual prior to submitting their vote.

#### 6.6 Proportionality

The committee must consider whether a ban would be proportionate in the circumstances and be satisfied that this course of action amounts to the least intrusive response required to prevent further crime and disorder problems. Bans must be proportional to the offence. The table below provides guidance on lengths of ban considered proportional to specific offences.

<b>Offence/Offender</b>	<b>Suggested duration of ban</b>
Offender is under 17 years of age	No ban
Offender receives an official caution	6 months ban
Offender is convicted of a relevant offence at court	12 months ban
Offender is convicted of a further relevant offence during or within 12 months of having served a ban.	24 months ban

#### 6.7 Recording of Decisions

All decisions made by the membership will be minuted and the reasons for a ban recorded. All Shopwatch members will be expected to comply with any decision reached.

## 6.8 Informing a Banned Person

If a ban is instituted, the banned person will be informed by letter as soon as possible. The ban will run from the date of the ban letter to the date of the subsequent letter informing of the lifting of the ban.

## 6.9 Service of Bans

A banning notice may be served personally on the banned person, upon their legal representative or by Recorded Delivery post to the last known address of the banned person. Any letter communicating a ban will only carry the Shopwatch logo.

## 6.10 Review at Expiry of Ban Term.

At the end of the ban period, the Committee will consider whether the ban should be extended or lifted. If Incident Reports (Shopwatch 3) are received of banned persons entering members' premises during the period of their ban, this will be grounds for the length of ban to be extended. The frequency of visits and attitude of the banned person will be taken into account by the Committee when considering the length of the extension.

## 6.11 Lifting Bans

When a ban has run its course without incident and it is lifted, the banned person will be informed by letter. This letter will also include the right of the individual retailers to ban persons from their premises irrespective of any Shopwatch scheme. It will also include details of re-offending and its likely consequences (i.e. a longer period of ban).

## 6.12 Communication with Banned Persons.

Shopwatch will inform all banned persons of the commencement, extension and lifting of their ban as appropriate.

## 6.13 Requesting an Intelligence Bulletin

If a Shopwatch member has good reason to believe that a person is likely to commit a relevant offence, they may complete a Shopwatch 3 Incident Report to request the Police to issue an intelligence bulletin about that individual. The Police will consider each request individually and a bulletin will only be issued in appropriate circumstances. The issuing of an intelligence bulletin by the police does not form part of the Shopwatch initiative but is a separate transaction between the police and retailers. The intelligence bulletin may be stored in the Shopwatch folder for ease of use BUT must be clearly marked by the Police to show that it is the property of the Police and that the subject is not subject to a Shopwatch ban.

## **7.0 Appeals**

### 7.1 Appealing

A banned person has the right to make representations to an appeals committee. This must be notified to the Police Liaison Officer or Douglas Town Centre Management. Representations may be made in person or in writing. A ban will continue until the representations have been heard and the decision communicated to the banned person.

#### 7.2 Appeal Committee Quorum

The appeals committee quorum will consist of the Chair (or his representative) and at least 4 other members.

#### 7.3 Terms of Reference of Appeal Committee

The terms of reference of the Appeals Committee will be:

- To hear appeals by appellants who have been excluded from the Shopwatch members premises.
- To grant/refuse the appeal.
- To give reasons for the decision in relation to the appeal after considering the appellant and any representations made.

#### 7.4 Representation

All hearings will give the appellant and their representative, every opportunity to produce relevant evidence, whether oral or written. Hearings shall not be open to members of the general public, but appellants shall be able to bring witnesses to give evidence to the hearing. The appellant shall hear all allegations/representations made to the Appeals Committee against him/her.

#### 7.5 Privacy

The deliberations of the Appeals Committee shall be in private, when each party has given all relevant evidence. The appellant, his representative and witnesses shall leave the room to enable the Appeals Committee to reach a decision.

#### 7.6 Legal Advice

The committee shall receive legal advice during the course of their deliberations if they require it. Appellants appearing before the Appeals Committee will be allowed full legal representation (at their own expense and arrangements) and/or the provision of a friend.

#### 7.7 Proceeding in the absence of the Appellant

If represented, the appellant shall be present. However, the Committee reserves the right to proceed in the absence of both the appellant and their representative.

#### 7.8 Notice of Appeal Committee Decision

When a decision has been made by the Appeals Committee to uphold or overturn a decision of the Shopwatch Committee, a notice will be served on the appellant, setting out the reasons for the Committee's decision. This notice can be served at the time within 7 days of the hearing.

## **8.0 Scheme Controls**

### **8.1 Consultations**

This document has been prepared in consultation with the Data Protection Supervisor, the Police and other contributors to the legal process. It is intended to operate within the provisions of the Data Protection Act 2002 and other relevant legislation.

### **8.2 Data Protection Principles**

Participants of the scheme must be aware of the eight Data Protection Principles. These principles state that personal data shall be:

1. Processed fairly and lawfully.
2. Used for specific and lawful purposes.
3. Adequate, relevant and not excessive .
4. Accurate and, where necessary kept up to date.
5. Held no longer than is necessary.
6. Used in accordance with a person's rights.
7. Kept secure.
8. Not transferred outside the Island without adequate protection.

### **8.3 Police Data Sharing Protocol & Procedures**

All data provided by the Police to members of the Shopwatch Scheme is governed by the Police's Data Sharing Protocol & Procedures. The information and intelligence 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 scheme members. All rules on confidentiality and data protection must be the subject of written agreement. All members will be bound by the provisions of "Shopwatch Policies and Procedures" produced by the Isle of Man Constabulary (appendix 4). That document provides the framework for the Police to share data with Shopwatch members

### **8.4 Conditions of receiving Data from the Police**

All staff of Shopwatch member businesses who have access to Personal Data disclosed by the Police through the Shopwatch scheme must be made aware of the following:

- The information held within the Shopwatch files or other documentation is confidential and must be used only for the purpose for which it was disclosed.
- Any such information must not be disclosed to any third party who has not signed the necessary agreements.
- The responsibility and potential liability for inappropriate disclosure rests with the individual once he/she has been made aware of these statutory requirements.
- Breaches of confidentiality by members or their representatives may also be subject to sanctions by Shopwatch members.

- All staff allowed access to the Shopwatch data should sign the organisation's data and information disclosure declaration to indicate that they have been advised of their statutory obligations and responsibilities.
- All information will be stored under secure conditions.
- Files will not be photocopied or otherwise reproduced unless expressly authorised by the Isle of Man Constabulary
- If an individual makes a verbal request to a Shopwatch member seeking access to Shopwatch data held about them by the member, that individual must be referred immediately to Douglas Town Centre Management who will advise on making a Subject Access Request to Shopwatch under the Data Protection Act 2002. Under no circumstances should the Shopwatch member disclose the data to that individual on the basis of a verbal request.
- It is important to note that **information contained in Police Intelligence Bulletins must not be disclosed under any circumstances**

#### 8.5 Monitoring of Procedures

This 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. The Isle of Man Constabulary or the Data Protection Supervisor or any representatives authorised on their behalf may periodically audit individual members to ensure security and confidentiality. Any shortcomings identified must be rectified.

#### 8.6 Changes to Nominated Contacts

Any changes to nominated contacts with individual members should be communicated to Shopwatch via the police liaison officer.

#### 8.7 Intelligence Value of Data

All information received from participants will be assessed in terms of its intelligence value and will, if found to be of value, be held by the police. Information processed by Shopwatch that may prove relevant to pending or possible prosecution will be passed to the police in accordance with local reporting procedures.

#### 8.8 Scheme Security

The scheme will maintain appropriate levels of security, in accordance with good practice and requirements of legislation. Members will maintain like standards of security in respect of hard copy information in their possession and each member agrees to assume responsibility for the protection and security of data disclosed and exchanged in the partnership, for ensuring that all security rules are applied and to facilitate any audits.

#### 8.9 Discrimination

No person will be discriminated against, by reason of:

- Nationality or social origin

- Sexual orientation
- Religious beliefs
- Language
- Marital status
- Gender
- Age (if over 17)
- Political or other opinion

#### 8.10 Breaches of Confidentiality and Data Protection Act

Breaches of confidentiality and contravention of the Data Protection Act 2002 may lead to criminal prosecution and/or civil actions for damages. Lesser infringements of procedure will nonetheless be subject to sanction by the Shopwatch members. This may be in the form of further training, verbal and written warnings or removal from the scheme.

#### 8.11 Training

Shopwatch will provide periodic training sessions for members to reinforce the importance of maintaining high standards of data management.

### **9.0 Complaints**

- 9.1 Any formal complaint by a data subject regarding any stage in the partnership process of their personal data will be referred to the Police Review Officer, who will make a written record of the complaint and will propose what action should be taken in consequence of any breach. The Isle of Man Constabulary Data Protection Officer will be informed of any complaints or breaches and any subsequent action taken.

## **Appendix 1 – What to do if..../How to .....**

### **What to do if you want to join Shopwatch**

You can sign up to Shopwatch by contacting your Police Liaison Officer through Douglas Town Centre Management as follows;

Douglas Shopwatch  
c/o Douglas Town Centre Management  
13 Church Street  
Douglas  
Isle of Man  
IM1 2AG

Telephone; 01624 696308  
Email; dtcm@douglas.gov.im

On joining Shopwatch you will be visited by the Police Liaison Officer who will guide you through the operation of the initiative. In particular, they will explain the conditions upon which the Police are willing to share information with members and your responsibilities as a member.

Following this introduction, if you are willing to become a member you will need to sign a Shopwatch Disclosure Agreement (Form Shopwatch 2). This is an agreement between you and the Isle of Man Constabulary about the use of the information the Police will provide to you as a member of Shopwatch.

Once you have completed and signed the Disclosure Agreement you will be provided with a file containing photographs of banned persons. These will be people who have been convicted of shoplifting and/or other relevant offences such as, for example, assaults on shop staff, and who have subsequently been issued with a ban by the Shopwatch Committee.

The information will remain in the ownership of the Police and your use of it must be controlled rigorously in order to comply with the Isle of Man's Data Protection Act 2002. Mismanagement or misuse of this information could result in criminal charges being brought against the Chief Constable, your business, you and your staff. Consequently, it is very important that the procedures set out in this handbook are strictly followed.

The Police Liaison Officer will ensure that your Shopwatch information is kept fully up to date.

You should decide which of your staff should be given sight of the information. For your own protection, it is essential that prior to being shown the information, each member of staff should be made fully aware of the conditions of use of the information. A sample document is included in this handbook at Appendix 3 which can be used by you to document that these members of staff have confirmed that they understand the conditions attached to use of the information and will abide by them.

In addition to the information provided by the Police, Shopwatch members can sign up to receive information and alerts by SMS text message. Members will be encouraged to provide one or more mobile telephone numbers on which staff members can be contacted during opening times. These numbers may belong to staff's personal mobiles and/or a mobile dedicated to Shopwatch.

Whilst the group ban can only be imposed by the Shopwatch Committee once an individual has been convicted, it is within your right to ban any person from your premises at any time and for any duration. This means, for example, that if you apprehend a shoplifter, you can ban them from your own shop prior to them being convicted or having a group ban imposed by the Committee. Similarly, when a banned person's ban expires, you may still continue to ban them from your own premises if you so wish.

### **What to Do if you Identify a Banned Person in your Premises**

In the event that you spot a banned person within your premises, you are advised in the first instance to request that person to leave the premises immediately. If the person leaves, the recommended course of action is to text the Shopwatch Textnet number on 07537414474 to advise fellow Shopwatch members that a banned person is in the town centre.

If the banned person should refuse to leave, the recommended course of action is as follows;

- Advise them that you intend to call the police and inform all other Shopwatch members of their presence in the area. Also that, as they are trespassing, any theft or attempted theft will be classed as burglary/attempted burglary. If they still refuse to leave you should call the Police. It is not recommended that any physical means be used to forcibly remove the banned person from your shop.
- All banned persons will know that they are banned as they will have been notified by the Shopwatch Committee when they are banned and when their ban is lifted.
- **Under no circumstances should you show the banned person their photograph or any other information from the file provided by the Police. See paragraph 8.4 of the manual.**

Finally, please complete a ShopWatch 3 Incident Report Form and submit it to either your Police Liaison Officer or Douglas Town Centre Management to let us know about the incident. Presence of a banned person within a member's premise is grounds for their ban to be extended.

### **What to Do if you Catch Someone Offending.**

Most larger stores will have clear guidelines for dealing with shoplifters and other offenders and those guidelines should be followed in the first instance.

In other cases, if a person is suspected of committing an offence then contact the police immediately, providing as much detail as possible, such as the offence, property and description of offender. If the offender leaves the store, they can be challenged and asked to return, informing the offender of the reasons why and awaiting police arrival( Some offenders are compliant). If the offender is, or becomes aggressive or quarrelsome, do not approach or attempt to detain them, your safety is paramount (if in doubt let them out!) Observe the method and direction of travel and pass on any additional information once the police have arrived. In this instance you are also requested to let other Shopwatch members know about the incident by using the Textnet service described below.

Finally, please complete a ShopWatch 3 Incident Report Form and submit it to either your Police Liaison Officer or Douglas Development Partnership to let us know about the incident. Presence of a banned person within a member's premise is grounds for their ban to be extended.

### **How to use the Textnet Service**

If you become a victim to shoplifting or other offences your first action should always be to contact the police immediately.

If an offender has left your premises or you have identified a banned person or someone else behaving suspiciously, please text the Shopwatch Textnet number (07537414474) with a message describing;

- your location
- the offending/suspicious person's appearance. If they are banned, please also quote their number.
- a brief description of their activity whilst in your shop
- where they went after leaving your premises.

An example of a suitable message might be, "Douglas Sports Co, BP 999 dressed in red hat and white jacket acting suspiciously but left when requested, heading towards M&S"

Remember, the sooner you can alert your neighbours, the higher the chance that the offender will be apprehended and prevented from committing other crimes.

Similarly, as a Shopwatch member, you will be alerted by SMS text message on the numbers you have registered with us when offenders, suspected offenders or banned persons are identified in the area. You may also receive other information about retail crime and other retail matters from time to time.

**Appendix 2 - Shopwatch C**

**Sample form to be completed by Shopwatch members' staff prior to being given sight of Shopwatch portfolios and files.**

I have read and understood all the documentation relating to Douglas Shopwatch and the Sharing of Police Photographs. I acknowledge my personal responsibility and liability with regard to this scheme and I agree to comply fully with the Douglas Shopwatch Handbook and the Policy and Procedure for the Sharing of Police Photographs.

I undertake;-

- To ensure the Shopwatch portfolio is retained in a private secure area, not accessible to the public or staff members who have not been approved to view it.
- Not to show, copy, give or lend the content of the Shopwatch portfolio to anyone other than approved members of staff.
- Not to disclose any information whatsoever regarding the content of the Shopwatch portfolio to any individual other than a police officer, another Shopwatch member or an approved member of staff.

Signed:.....

Print Name.....

Position.....

Date...../...../.....



# SHOPWATCH 3 INCIDENT REPORT



*Please complete all the fields below*

Name of Shopwatch Member

Date and time of incident

Type of Incident

- Criminal Offence
- Suspicious Activity
- Entering or attempting to enter member's premises whilst banned

Officer in Charge (OIC)  
(if known)

Incident Number  
(if known)

Name of offender

Incident details

Are you;

- Nominating the offender for a Shopwatch ban?
- Recommending a banned person's ban is extended?
- Requesting an intelligence bulletin from the Police?

Signed

Print name

Date

Position held

**Please return this form to the Chairperson, Shopwatch, c/o Douglas Town Centre Management, 13 Church Street, Douglas, Isle of Man, IM1 2AG**



SHOPWATCH 3a  
**REQUEST FOR  
DISCLOSURE  
OF INFORMATION**



*To be completed by Shopwatch Chairman*

I request the Isle of Man Constabulary to provide information on the offender described overleaf to assist the Douglas Shopwatch in the prevention of crime. The information requested will be used solely for the purpose of preventing crime and will not be shared beyond the Shopwatch membership.

The information requested is as follows;

- The circumstances and outcome of the incident including any cautions or convictions resulting from the incident described overleaf.
- Recent Photograph (or consent to continue to use a photograph supplied previously)
- Current address or legal representative
- Short term Intelligence Bulletin

This information is requested;

For the Shopwatch committee meeting to be held

As soon as possible.

Signed  Shopwatch Chairman

Dated



## ShopWatch Charter

This charter sets out the various responsibilities of each of the parties involved in the ShopWatch initiative.

Douglas Town centre Management will:

What	When
Undertake an administrative role for Shopwatch	On-going.
Send a text to all members asking for incident reports to be considered at committee meetings.	3 weeks before each scheduled committee meeting.
Request committee agenda items from committee members	2 weeks before each scheduled committee meeting.
Send agenda, minutes, nomination and review list to committee and police liaison officer.	1 week before each scheduled committee meeting.
Be responsible for the supply of window stickers for all participating members	At all times.

ShopWatch Members will:

What	When
Submit incident reports to the Chairman or TCM	At any time between meetings but at least 1 week before each scheduled committee meeting if it is to be considered at that meeting.
Submit committee agenda items to the Chairman, committee members or TCM	2 weeks before each scheduled committee meeting
Sign a Shopwatch Disclosure Agreement (Form Shopwatch 2).	Upon joining the scheme.
Abide by the rules of the Shopwatch Scheme and the protocol relating to the disclosure of information by the Police.	At all times.
Keep the Shopwatch information in a folder together with any subsequent prints or information provided by the Police.	At all times.
Ensure ShopWatch information is only used in accordance with the terms of the agreement and is kept in their premises.	At all times.

Ensure that ShopWatch information is not displayed publicly and is not removed from their premises other than with the consent of the Police.	At all times.
Ensure that none of the ShopWatch information provided will be disclosed, copied or otherwise distributed to individuals or other retailers without the express permission of the Police	At all times.
Ensure that the ShopWatch information will only be used by the member and their authorised staff to identify named persons who have been excluded from retail premises under Shopwatch.	At all times.
The ShopWatch information will only be shown to employees who have dealings with customers and who will be advised of the need to ensure that the confidential nature of the information is maintained.	At all times.
Ensure that the information will be kept secure and not accessible by members of the general public.	At all times.
Participate in ShopWatch Committee meetings.	Periodically
Participate in occasional meetings and training sessions.	Approximately quarterly
Be expected to supply ShopWatch with at least one mobile telephone number which will be used to communicate with members and post warning messages about the operation of shoplifters in the town centre.	Upon joining and as required when staff change.
Be expected to report all shoplifting and related incidents to the Police and nominate the perpetrator for a ShopWatch ban on a Shopwatch 3 Incident Report form.	As appropriate.
Report all banned persons entering or attempting to enter members' premises on a Shopwatch 3 Incident Report form.	As appropriate.
Be expected to use the SMS Textnet messaging service to warn other Shopwatch members about shoplifters and potential shoplifters operating in the town centre.	As appropriate.
Contribute financially to the cost of the scheme. The membership fee will be set by the Shopwatch Committee annually.	Annually. Within 8 weeks of being invoiced.

ShopWatch Committee Meetings will:

<b>What</b>	<b>When</b>
Set the annual Subscription for ShopWatch	Annually
Consider whether a ban should be imposed across all members' premises and how long that ban should be for.	At each quarterly meeting following a ban nomination.
Consider whether bans should be extended or	At the end of each ban period.

lifted.	
Consider appeals and special Appeal Committee meetings	As required.

The Isle of Man Constabulary will:

<b>What</b>	<b>When</b>
Nominate a permanent Police Liaison Officer to support the initiative.	At all times
Consider disclosing information, such as photographs, address and criminal histories of convicted criminals at the request of the Shopwatch Chairman.	Either refuse consent for data or provide data requested at each committee meeting.
Consider issuing intelligence briefings to Shopwatch members if it is believed that doing so might prevent crime.	On consideration of an Incident Report (Shopwatch 3)
Make initial contact with new members and introduce them to the scheme.	Upon an application to join the scheme.
Distribute and maintain up to date information to members about banned persons.	As soon as possible after any change and within 1 week of each Committee Meeting.
Provide information to the Shopwatch Committee about convicted shoplifters and other relevant convictions.	On consideration of an Incident Report (Shopwatch 3)

The Police Liaison Officer will:

<b>What</b>	<b>When</b>
Provide guidance on the Shopwatch scheme to new and existing members	Whenever required.
Distribute introductory material to eligible Shopwatch members and ensure new members are fully briefed on their responsibilities and have signed up to the ShopWatch protocol.	On application by new members.
Ensure relevant documentation provided to members is complete and up to date	At all times and no later than 1 week after each Committee meeting.